

# ***BUILDING CULTURAL COMPETENCY***

## ***Implementing the Cultural Competency Continuum***

Fort Frances  
February 2010



SIoux LOOKOUT  
**Meno Ya Win**  
HEALTH CENTRE

# *An Introduction to the Sioux Lookout Meno Ya Win Health Centre*

*5th Avenue*



*7th Avenue*



*“Bill” George  
Extended Care*



*An Emerging Centre of Excellence for  
Culturally Integrated Healthcare in  
Northwestern Ontario*



Scheduled for completion October 2010

# ***MenoYaWin***

***Health***

***Wellness***

***Wellbeing***

***Wholeness***



***Our care is based on recognizing the relationship of physical, emotional, mental and spiritual aspects of all people***

# ***CULTURAL SAFETY***

an emerging area of focal interest in  
patient safety programming and policy

# *Cross-Cultural Patient Safety*

- the safe practice and successful delivery of health care services across the barriers to understanding and identifying client needs.
- It includes overcoming the obstacles to implementing prescribed remedial or supportive actions.

# *Cultural Competence*

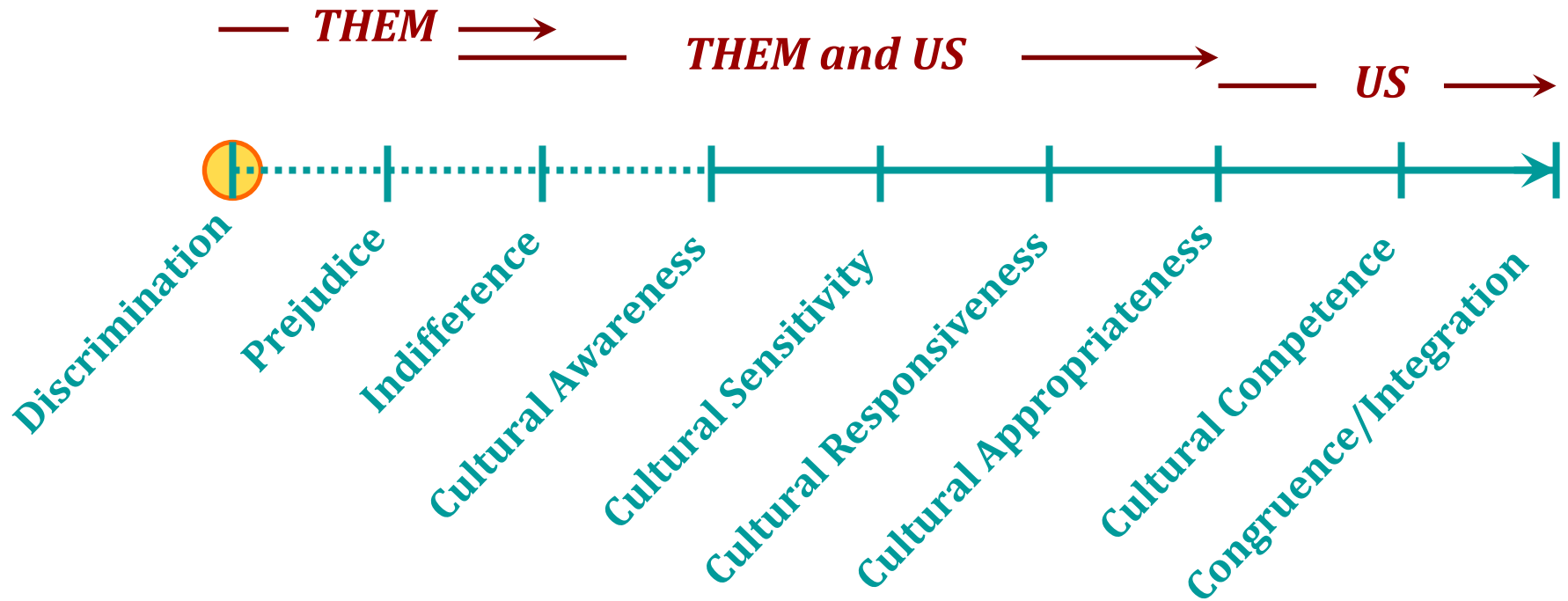
“a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or amongst professionals and enable that system, agency or those professionals to work effectively in cross-cultural situation.”

Cross et. al., 1989

“the ability of systems to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery of care to meet patients’ social, cultural, and linguistic needs”.

The Commonwealths Fund, 2002

# *Competent Cross-Cultural Care*



# ***Sioux Lookout Meno Ya Win Health Centre's Model of Care and Cross-Cultural Patient Safety Framework***

- may assist patients/clients, providers, administrators, and policy-makers with an enhanced ability to make appropriate choices, and;
- to find pathways to true healing while ensuring that the required care is competently, safely and successfully provided.

# ***Genuine cross-cultural competency***

## ***In health:***

requires the effective integration of traditional and contemporary knowledge and practices on both an individual and an organization-wide basis.

## ***In a multi-cultural setting:***

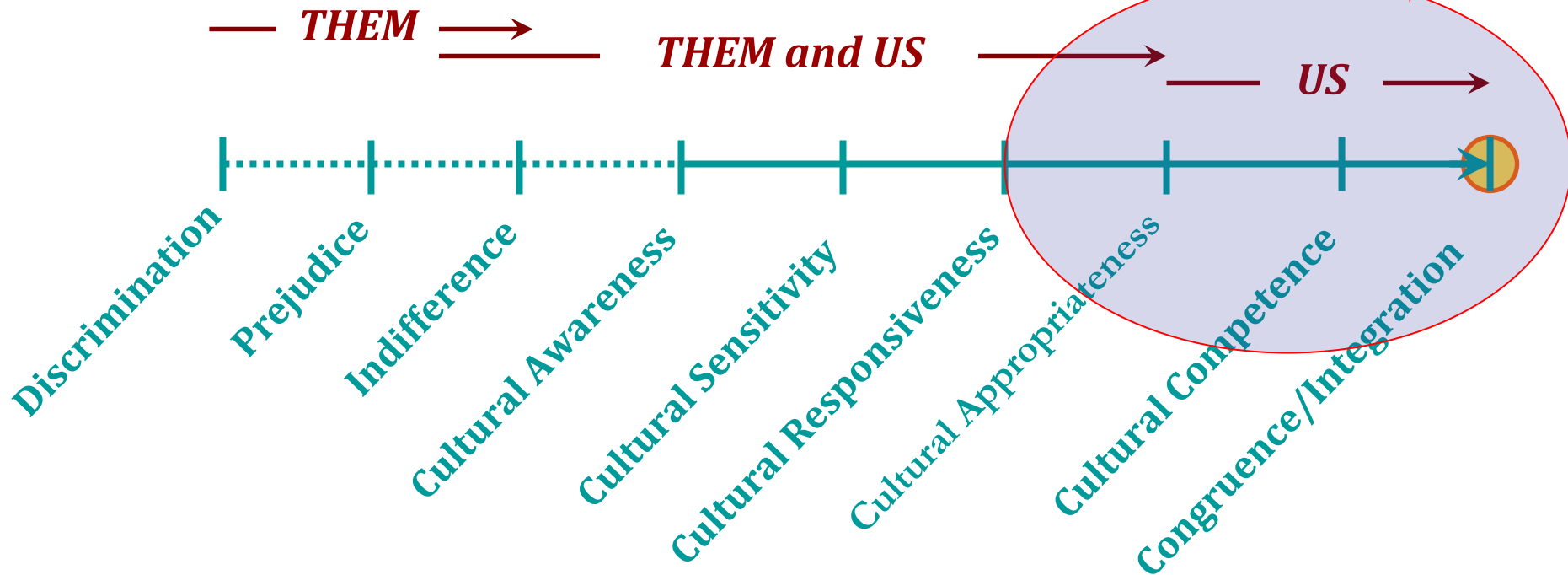
both quality of care and patient safety are optimized by moving beyond cultural competence.

# ***CULTURAL COMPETENCE CONTINUUM***

Cultural safety is at the desirable point on a continuum that moves from cultural awareness at one end to congruence and integration on the other.

# Cultural Safety Zone

## Moving Beyond Cultural Competency



# ***CULTURAL SAFETY CONTINUUM: Achieving Cultural Safety in Health Services***

This framework is already proving helpful in establishing an SLMHC organizational culture of safety, and in reducing safety risks.

# ***Tools***

- ***Traditional Healing, Medicines, Foods and Supports Program***
- ***Bimaadiziwin***
- ***Cross-Cultural Care Training***

# *Traditional Healing, Medicines, Foods & Supports Program*

- *The THMFS Program is a new model for integrated First Nations hospital-based services.*
- *This program offers support and choice in healing approaches to our patients, clients and residents.*
- *It is built on a strong foundation of culturally-responsive values and practices.*

*The 5 core components of the program include:*

- *Odabiidamageg*
- *Wiichi'iwewin*
- *Andaaw'iwewin*
- *Mashkiki*
- *Miichim*

*These ensure a welcoming, familiar, supportive and healing environment for patients, clients and residents by enabling culturally appropriate and relevant choices in therapeutic approach, medications and food.*

# ***Bimaadiziwin***

A menoyawin program for building cross-cultural competency and client safety.

The program objectives are:

- to sensitize the SLMHC staff (80% non-native) to the area First Nations peoples, who compose 80% of SLMHC patient population, thinking and world views; and,
- to give the SLMHC staff the tools and the skills to deal constructively with conflict

# *Cross-Cultural Care Training*

An opportunity for all Meno Ya Win staff to learn about other cultures and to reflect on their own cultures and the role it plays in the delivery of health care services.

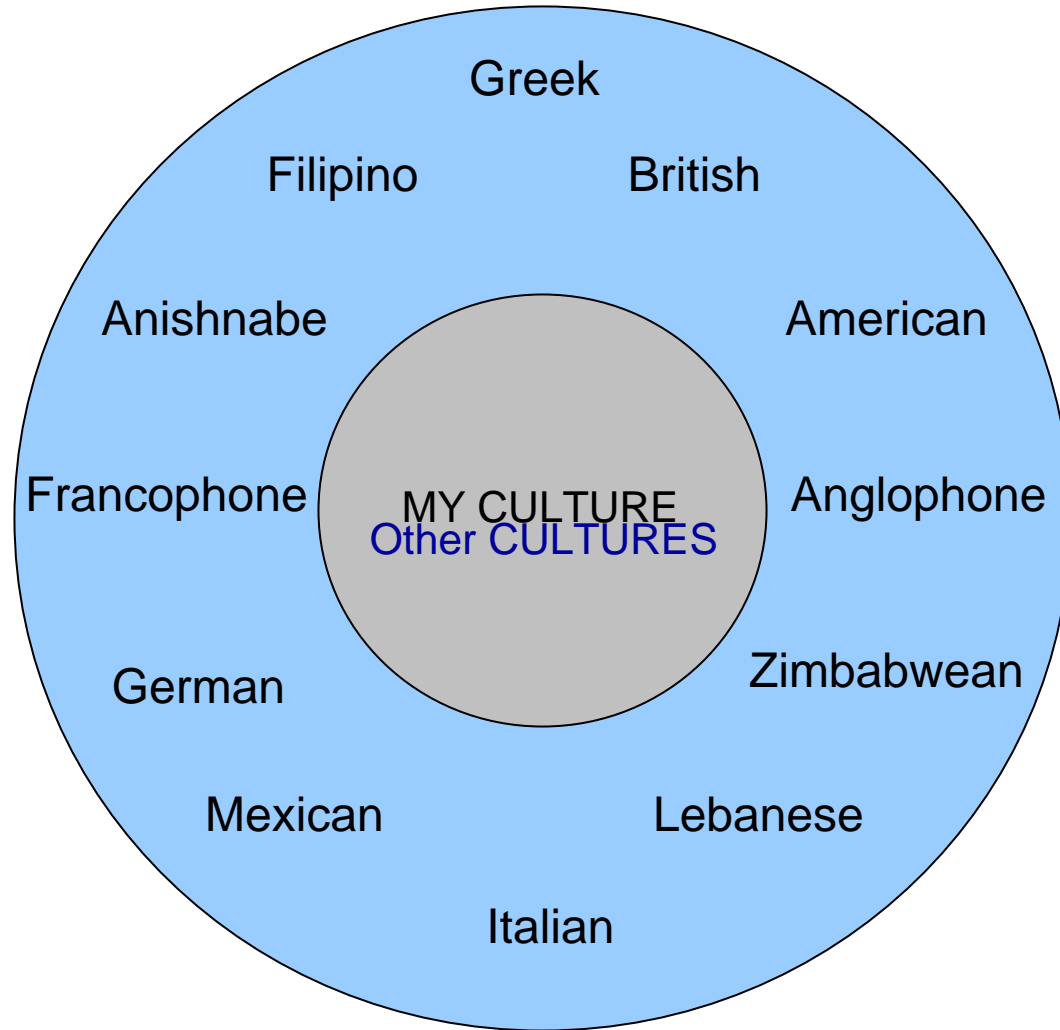
You learn, not just the FN patients' cultures, but all the cultures you may come into contact with through all patients, residents, clients and colleagues at the workplace.

# ***Inter-professional Care Training***

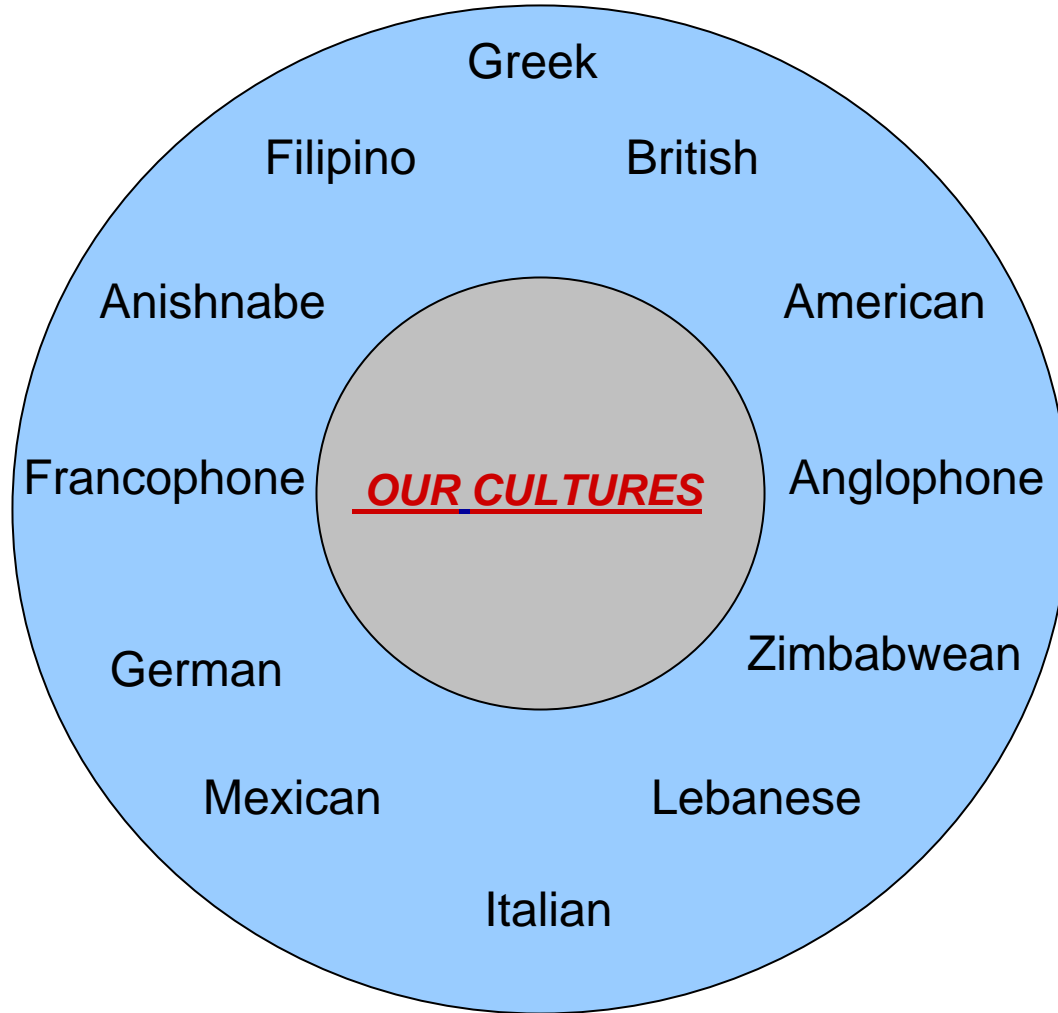
## **Three core components:**

- **Interdisciplinary teams**
- **Multiple intercultural contexts**
- **Sustainability: Train the trainer**

# *Multiple Intercultural Contexts*



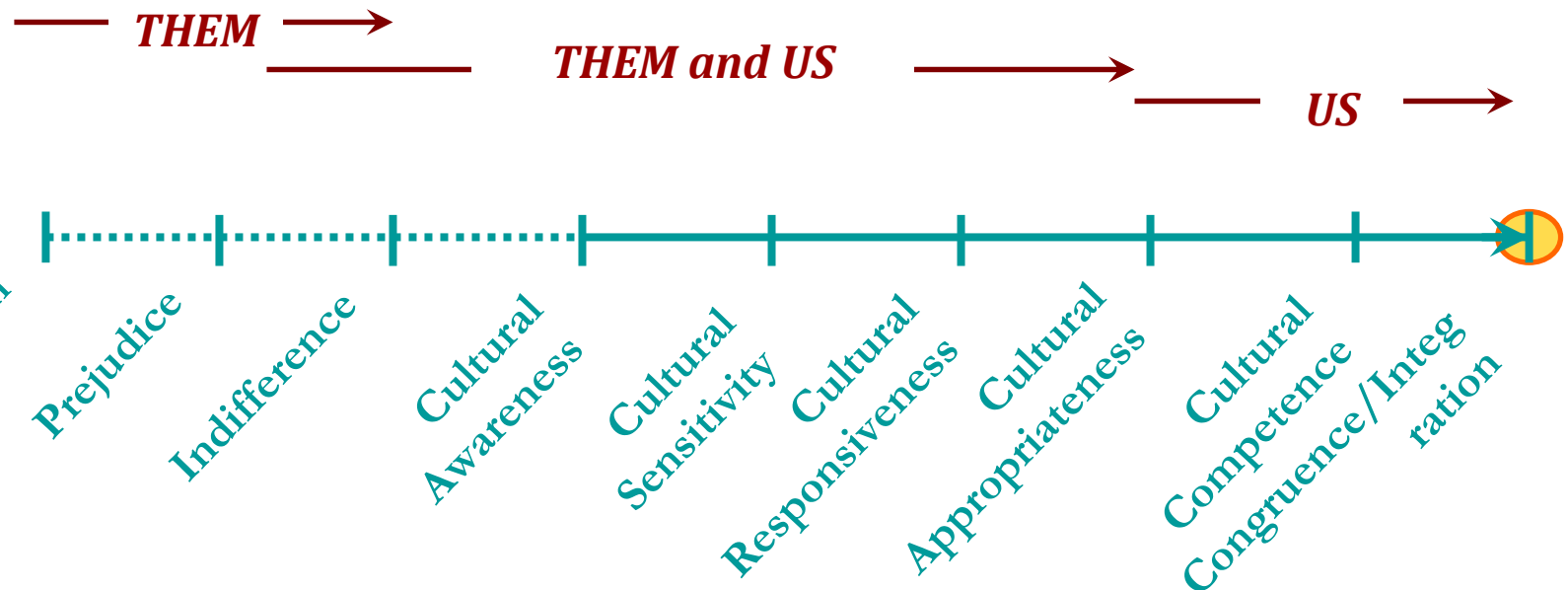
# *Multiple Intercultural Contexts*



# MULTIPLE INTERCULTURAL CONTEXTS

*Changing Meno Ya Win to accomplish cross-cultural competency*

## Competent Cross-Cultural Care



# *Becoming a more culturally and linguistically competent caregiver*

- Acknowledge and explore your own biases and prejudices.
- Learn about the traditions, culture, rules of interaction, family and social roles, health/illness beliefs, and practices of the population groups you serve.

- Determine the patient's preferred language prior to the visit. Arrange for a professional medical interpreter to be present.
- Use a little small talk initially to establish a personal relationship.

- Learn and use a few basic greetings in your patients' primary languages as a means of establishing rapport and trust.
- Use cross-cultural interview techniques to avoid profiling or stereotyping! Question the patient about beliefs relating to disease causation, treatment and cure.

- Do not ridicule or dismiss these beliefs or any advice or alternative treatment the patient may have been given by a traditional healer.
- Respect religious or cultural rules prohibiting touch or treatment by a person of the opposite sex.

# *Cultural safety*

encompasses

a broader set of constructs than  
conventional contemporary  
patient safety theory and practice.

In its essence,  
it is rooted in difference and diversity,  
hence based on:

- awareness
  - understanding
  - acceptance
  - respect; and,
- ☛ empowerment of individuals within their personal, family or community cultural context.

**We believe that together we can ultimately improve the state of  
“menoyawin”  
for all of our people.**



**...as we travel together on this exciting journey.**

