

Indigenous Patient Experience Measuring Cultural Safety in Health Care

This work was done on unceded and ancestral
Indigenous territories across Turtle Island.

We acknowledge with humility and respect the
rights, interests, priorities, and concerns of First
Nations, Métis, and Inuit Peoples throughout
British Columbia and beyond.

Presented at the 2025 Quality Forum



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Session Objectives

1. Understand the role of the Indigenous Advisory Committee in addressing inequities and anti-Indigenous racism through measurement of patient experiences.
2. Understand the relevance of the five domains of measurement of culturally safe care.
3. Apply insights from the BCPCM cultural safety module and potential for measurement application throughout the system.



BC Office of Patient Centred Measurement

Since 2003 the BC Office of Patient-Centred Measurement has collected patient perspectives about experiences and outcomes of care via surveys across health care sectors on behalf of the seven health authorities and the Ministry of Health.

Our direction and workplan is guided by the Patient-Centred Measurement Steering Committee.



BC Patient Centred Measurement

Our surveys give British Columbians a voice in assessing the quality and safety of their health care.

Cancer Care

Long Term Care

Surgical Services

Emergency Department Care

Acute In-Patient Care

Mental Health and Substance Use



Indigenous Patient-Centred Measurement

Up until 2020 the OPCM operated without Indigenous representation and leadership to inform meaningful change in Indigenous-specific racism or cultural safety.

In March 2020 we engaged with Indigenous experts and leaders who agreed to form an Indigenous Advisory Committee to guide us in addressing this gap and integrate Indigenous ways of knowing into healthcare measurement.





Mark Matthew
Simpco First Nation, IAC Co-Chair, Director of Indigenous Health, Health Quality BC



Stephen Thomson
Métis Citizen, Director, Health Governance, Métis Nation British Columbia



Jenny Morgan
Gibxan First Nation, Lax Gibuu (Wolfclan) from the House of WiMuk'willixw, Assistant Teaching Professor, School of Social Work, University of Victoria



Namaste Marsden
Wilp Gamlaxeyltxw, Lax Ganeda (Frog Clan), from Gitanyow



Nancy Laliberté
Nehiyaw iskwew/Métis, Senior Director, Systems Transformation, Indigenous Health, Provincial Health Services Authority



Tabatha Berggren
Métis Citizen, Manager of Health Research and Evaluation, Métis Nation British Columbia



Payal Batra
Immigrant and honorary member of the Wolf Clan, Director, Research and Knowledge Exchange First Nations Health Authority



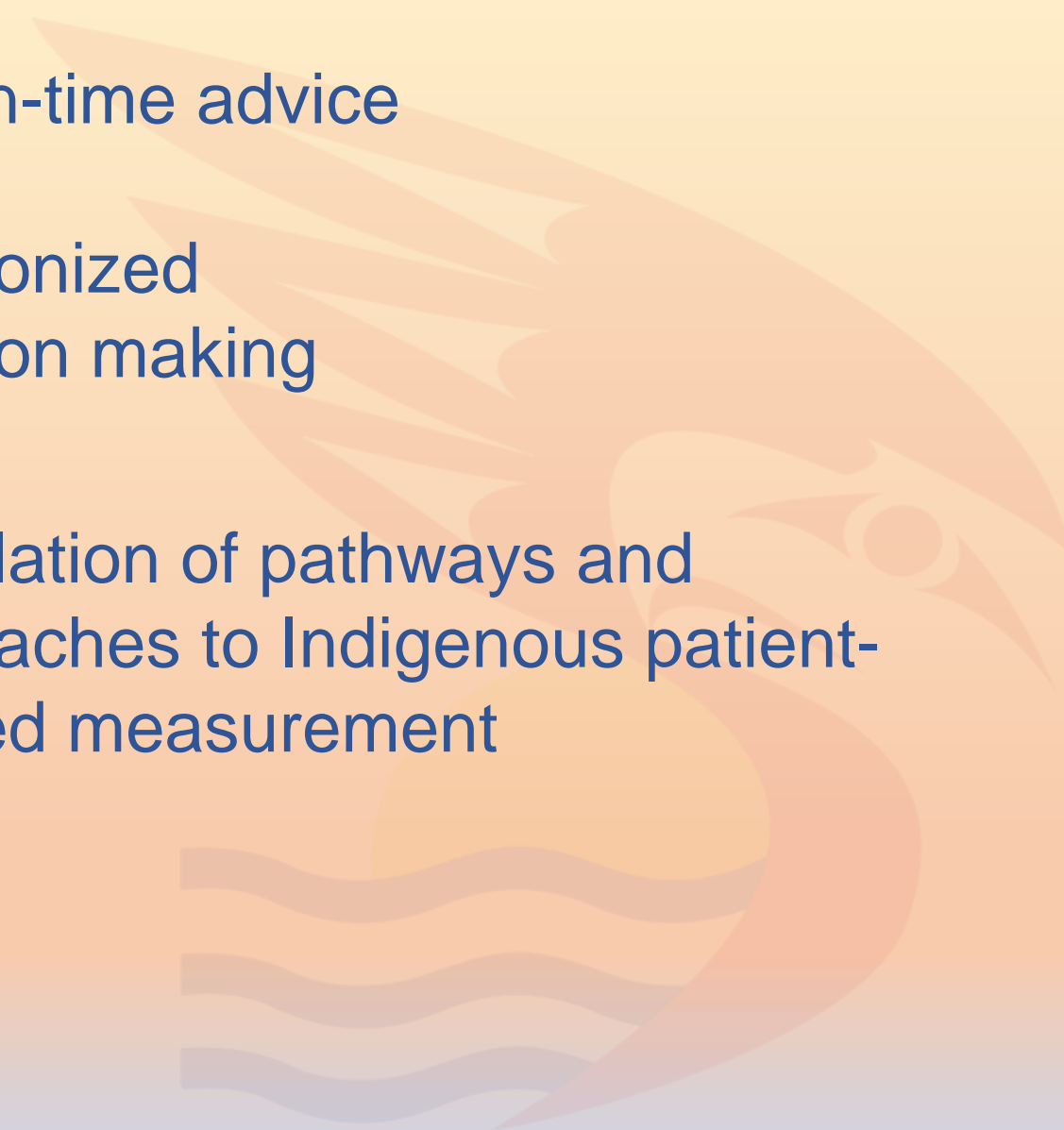
Brittany Bingham
shisháh Nation, Assistant Professor, Division of Social Medicine, Faculty of Medicine, University of British Columbia

The
**Indigenous
Advisory
Committee**
supports the
OPCM through

Just-in-time advice

Decolonized
decision making

Articulation of pathways and
approaches to Indigenous patient-
centred measurement



Decolonized Decision Making

Our *Fire Agreements* guide to how we work together and our broader work to support the evolution of cultural safety and humility in health care.

Know why you are here.

Know your role.

Know what to contribute.

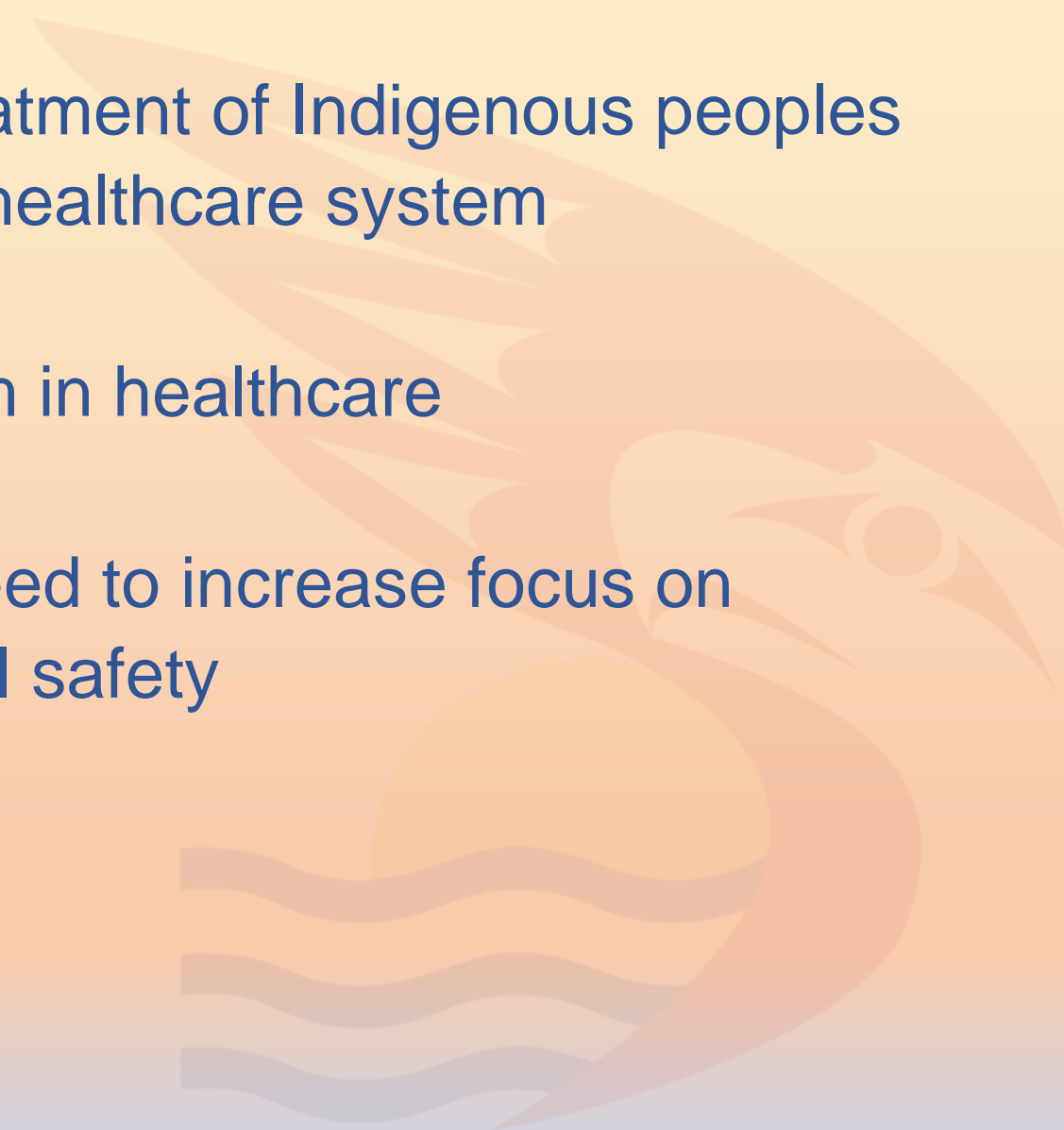


Factors that
drive the
**Indigenous
Advisory
Committee's**
work

Mistreatment of Indigenous peoples
in the healthcare system

Racism in healthcare

The need to increase focus on
cultural safety



**Landmark
declarations
and directives**
that promote
**cultural
safety** for
Indigenous
peoples

In Plain Sight (2020)

*BC Declaration on the Rights of
Indigenous Peoples Act (2019)*

*Truth and Reconciliation Commission
Calls to Action (2015)*

*Declaration on the Commitment to
Cultural Safety In BC (2015)*

*First Peoples, Second Class
Treatment (2015)*

Cultural Safety and Anti- Indigenous Racism

Cultural safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances in the system. It results in an environment free of racism and discrimination.

*Provincial Health Services Authority,
2015*

Cultural Safety in Practice

*Health care professionals and organizations must acknowledge biases, prejudices, stereotypes and structures that may affect the quality of care provided... and hold themselves accountable for providing culturally safe care, as **defined by the patient** and their communities, and as **measured** through progress towards achieving health equity.*

Curtis et al 2019

*What do we
carry with us?*



What can you place in your basket to create and sustain culturally safe environments for Indigenous patients?



Creating a
measure of
**cultural
safety**



Identification of domains of
measurement

Selection of survey questions

Question testing and related
cultural safety training

Fielding the module



**Five
Domains
of the
Indigenous
Cultural
Safety
module**

Relationship-Based Care

Identity

Respect

Self-Determination and Equity

Discrimination



Measuring Indigenous Cultural Safety

Relationship- Based Care



Measuring Indigenous Cultural Safety

Relationship- Based Care

During this emergency department visit, did you have trust in the nurse(s) treating you?

Before you left the hospital, did your care team help you arrange any follow-up care or additional services you needed?

During your hospital stay, were your family or friends involved as much as you wanted in decisions about your care and treatment? *Acute IP only*

**Measuring
Indigenous
Cultural Safety**

Identity



Measuring Indigenous Cultural Safety Identity

During this hospital stay, did you feel the care you received was wholistic? *Acute IP only*

Was your culture visible in the hospital or on your unit? For example, traditional art or language, Indigenous staff, or other signs of welcoming. *Acute IP only*

Were you visited by an Indigenous Patient Liaison during your hospital stay?

Measuring Indigenous Cultural Safety

Respect



Measuring Indigenous Cultural Safety

Respect

During this emergency department visit, how often did doctors treat you with courtesy and respect?

When the Emergency Department staff became aware of your substance use, do you feel they treated you with respect and compassion?

Did the paramedics treat you with courtesy and respect?

Measuring Indigenous Cultural Safety

Self- Determination and Equity



Measuring Indigenous Cultural Safety

Self- Determination and Equity

Were you involved as much as you wanted to be in decisions about your care and treatment during this hospital stay?

During this hospital stay, did you feel you could refuse treatment, medicine, tests or referrals?

Measuring Indigenous Cultural Safety Discrimination



Measuring Indigenous Cultural Safety Discrimination

During this hospital stay, did you feel you were treated unfairly due to your race or cultural background? (Please select all that apply)

If you felt you were treated unfairly during this emergency department visit, please tell us more about your experience and what you think could be done differently. Please remember your responses are confidential.

The
**Indigenous
Cultural
Safety** module
has been
fielded in **14**
Provincial
surveys



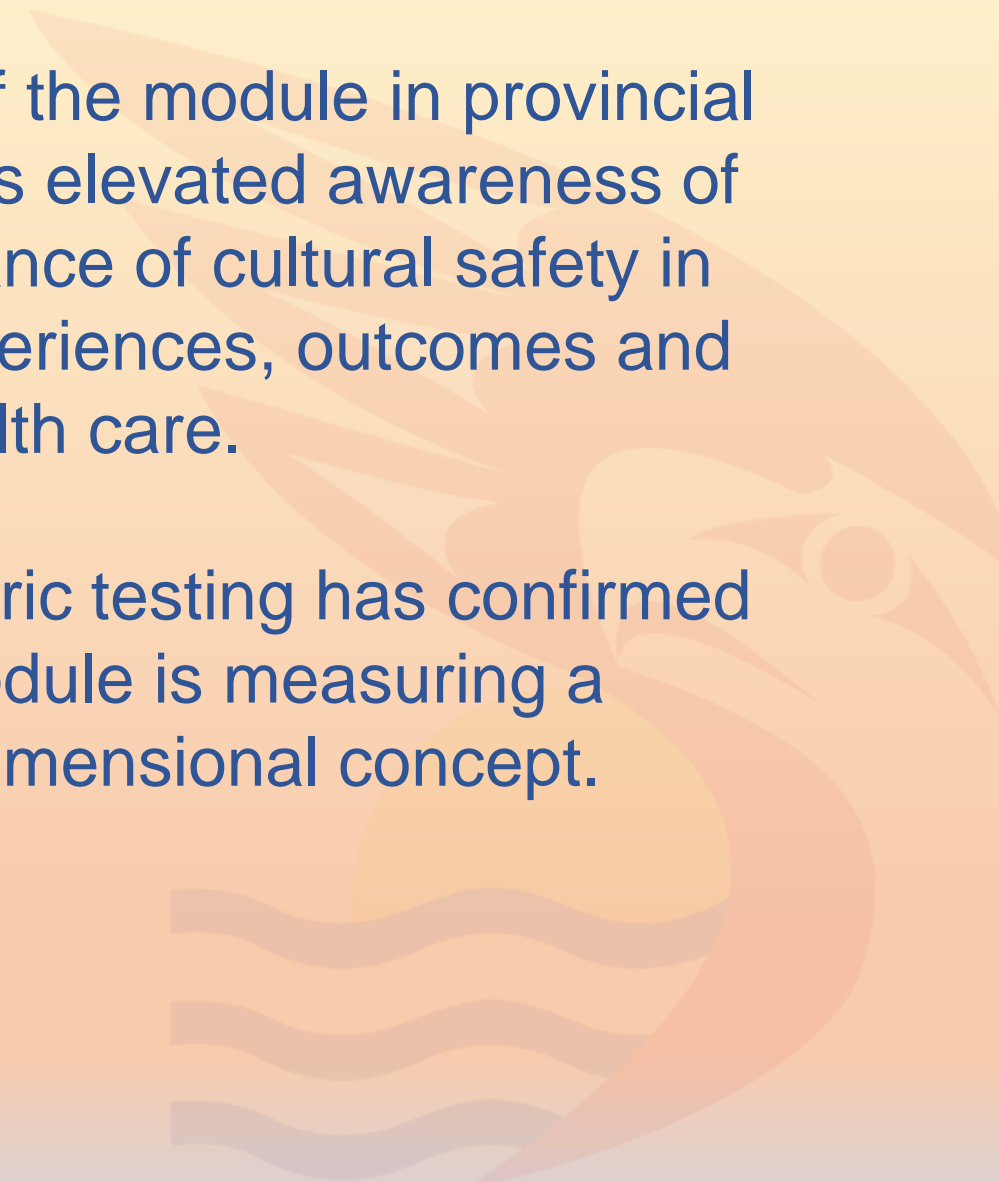
Emergency Department Care
Acute Inpatient Care
Long Term Care
Home Support
Mental Health and Substance Use
Surgical Care

Measuring Indigenous Cultural Safety Insights



Inclusion of the module in provincial surveys has elevated awareness of the importance of cultural safety in patient experiences, outcomes and overall health care.

Psychometric testing has confirmed that the module is measuring a single unidimensional concept.



Measuring Indigenous Cultural Safety Insights

A scoping review of research into Indigenous patient experiences and outcomes identifies a gap in the development of Indigenous measurement methods.

Ziabakhsh et al 2024

The Indigenous Advisory Committee's work addresses this gap by articulating pathways and approaches to Indigenous patient-centred measurement.

Measuring Indigenous Cultural Safety Next Steps

Sharing the cultural safety module with other measurement and research agencies

Consideration of analysis of text responses using large language processing

Continued development of our *Conceptual Framework of Indigenous Approaches in Patient Centred Measurement*

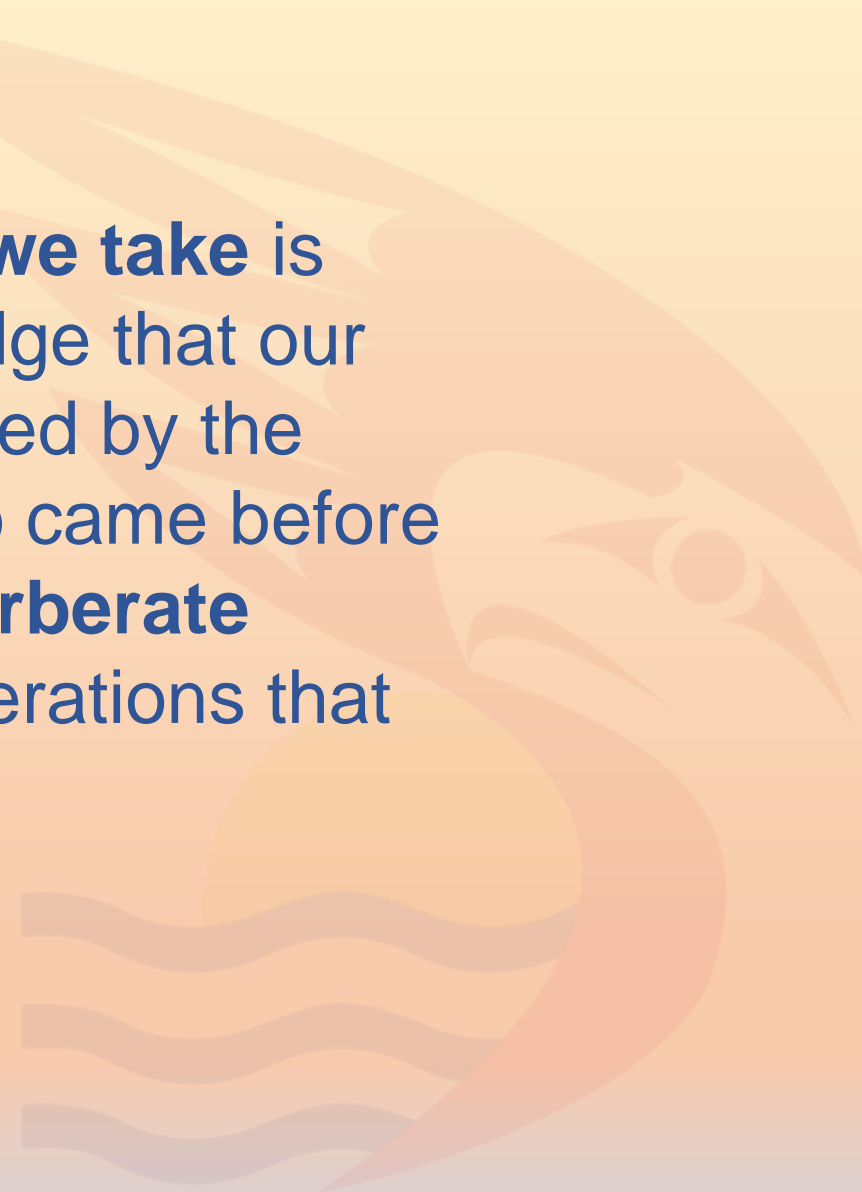
**Measuring
Indigenous
Cultural Safety
Next
Steps**

Work with Indigenous Communities
in the co-design of measurement
systems

Continued work to explore how
Indigenous data sovereignty is
maintained

**Measuring
Indigenous
Cultural Safety
Seven
Generations
Forward**

Each **step that we take** is with the knowledge that our direction is shaped by the generations who came before us and **will reverberate** through the generations that follow.



Indigenous Patient Experience

Measuring Cultural Safety in Health Care

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Indigenous territories across Turtle Island.



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