FACILITY ENGAGEMENT KNOWLEDGE SHARING

6. TAKE ACTION: BUILDING BLOCKS TO CHANGE
- Formulate action items arising from the discussion
- Work with leaders to implement change
- Communicate the progress and results
- Continue to build on successes

1. ESTABLISH FOUNDATIONAL SUPPORTS
- Collaborate with Indigenous / physician leaders and health authority to create a vision for change
- Prioritize areas of care where change is needed
- Identify physician leader(s) to lead the work in clinical areas and partner with health authority manager/s
- Explore MSA-Facility Engagement funding to sustain physician leaders' time

5. LEARN FROM THE VOICES
- Identify culturally significant learnings
- Communicate and share outside the group
- Apply to care environments

Working toward cultural safety and cultural humility

STEPS SHARED BY THE UHNBC EMERGENCY DEPARTMENT GROUP

2. GATHER INFORMATION TO GUIDE PLANNING AND LEARNING
- Connect with leaders and the health authority (e.g., medical, Indigenous, operational) on work underway to guide planning and identify collaborative connections
- Review available research to determine local and regional issues and needs
- Identify existing resources and supports that medical staff and care providers can use for learning

4. USE AN INTENTIONAL MEETING STRUCTURE TO BUILD TRUST, UNDERSTANDING AND A SAFE ENVIRONMENT
- Start with introductions and check-ins, followed by open time for Elders and Indigenous community members to talk and share
- Emphasize truth telling to build understanding and support for action
- Don't rush it. Leave space and time to build trust and understanding and to shift beliefs before talking about details and processes
- Check in with participants between meetings about emotional context and thoughts

3. CREATE A DIVERSE WORKING GROUP THAT REPRESENTS INDIGENOUS VOICES AND CARE PROVIDERS
- Engage a trusted leader from the Indigenous community
- Invite Indigenous voices from local communities who have lived experience in the care environment
- Include interdisciplinary team members involved in delivering care
- Involve health authority decision makers