

# Cultural Safety in Patient-Centered Measurement Methodologies

Our team compiled the findings from the interviews into sub-themes, which are organized into four main themes

## Theme 1- *Indigenous Health Systems*

The first general themes we found were about acknowledging how Indigenous health and wellness systems have sustained and continue to sustain the health of Indigenous people and communities. The themes included:

- **Emphasizing oral traditions and storytelling**
- **Connection to culture including Indigenous and traditional knowledges, medicines, practices**

## Theme 3- *Voices for Change*

The third set of themes related to the importance of having your voices heard, for action and system change. These themes also speak to your experiences of frustration over the lack of accountability and action, while also recognizing the progress and good work underway.

- **Indigenous people are interconnected and sharing information**
- **Importance of Indigenous people sharing their health care experiences**
- **Importance of truth telling and real listening**
- **A need for accountability to actually influence policy and practice**
- **Knowing how to navigate the system, advocate and find supports**
- **Balancing the need for new information with what has already been shared**
- **The system is at the root of the problem**

## Theme 2- *Role of Colonialism*

The next themes describe the role of colonialism in Canada and how it fuels distrust in institutions like health care. There were many comments about the lack of relationship and community values in the Canadian health care system. Many of you also shared these experiences in connection with power imbalances and racism. These themes were:

- **The role of colonialism in Canada and the makeup of the health care system**
- **The colonial health care system doesn't respect Indigenous values and ways of healing**
- **Overt experiences of racism in the health care system**

## Theme 4- *The Way Forward*

The final set of themes are about the way forward, as Indigenous people are championing health sovereignty and self-determination.

- **Indigenous people determining what is asked and what is shared about their health care**
- **What is done with the information about patient experiences is important for the wellbeing of patients and systems change**
- **Nothing about us without us**
- **Work should reflect the values of Indigenous people and communities**
- **Indigenous data governance principles and self-identification**
- **Methods used for understanding patient experiences**
- **To ensure work around patient experiences and quality affect systems change, it should be Indigenous-led**
- **Resources/What is being done already**
- **Examples/Knowledge to action/Ways forward**
- **When are standardized questionnaires appropriate/helpful**