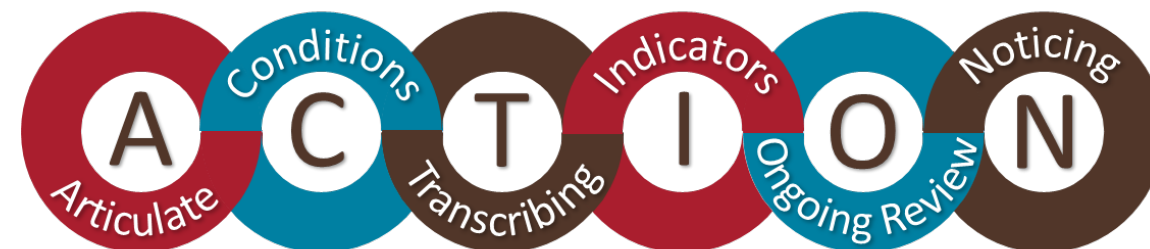


Indigenous Cultural Safety OHT A.C.T.I.O.N. Framework



CONTENTS

Introduction	2
Instructional Guide	3
Defining Indigenous Cultural Safety & Humility	4
Indigenous Engagement & Health System Planning Toolkit	4
Step One: Articulate	6
Step Two: Conditions	7
Step Three: Transcribing	8
Step Four: Indicators	9
Step Five: Ongoing Review	10
Step Six: Noticing	11



Introduction

The Indigenous Cultural Safety (ICS) Ontario Health Team (OHT) ACTION Framework is a structured change management tool designed to help OHTs assess and enhance Indigenous Cultural Safety. This six-step process provides a high-level guide for developing a plan that identifies gaps and ensures accountability by monitoring progress.

Working through each step will help identify how your OHT will continue to advance its work to strengthen relationships and partnerships, as well as help determine how you are going to ACTION your findings to move forward in a positive way.

Instructional Guide for Using the A.C.T.I.O.N. Framework:

Working through the framework will enable your OHT to advance its relationships with Indigenous organizations and communities, identify areas of improvement, and implement sustainable practices that promote cultural safety. By carefully considering each step, your OHT can create actionable plans and tangible progress, leading to positive changes that respect Indigenous rights and contribute to a more inclusive and equitable healthcare system.

Step-by-Step Overview	
Each step in this framework is essential for creating a comprehensive plan that ensures Indigenous Cultural Safety within your OHT. Each step is critical and must be completed in sequential order to ensure full understanding, adoption, and implementation for lasting change. The framework also encourages continuous reflection to help with progress by prompting key questions and considerations at each stage.	
OBJECTIVE:	REFLECTION:
<p>The framework includes 6 tables that outline each step’s objective, goals, and resources to help guide your OHT through this process.</p> <ol style="list-style-type: none">1. Articulate2. Conditions3. Transcribing4. Indicators5. Ongoing Review6. Noticing	<p>Reflective questions are included to facilitate self-assessment and deeper understanding of cultural safety practices. Answering the reflective questions in each step will help your OHT build a foundational understanding of the importance of cultural awareness, sensitivity, and cultural humility.</p> <p>This process is key to developing a culturally safe standard that shapes the future of the healthcare system. By engaging in honest and open reflection, your OHT can ensure that Indigenous cultural safety is woven into every aspect of care delivery and organizational practices.</p>

Defining Indigenous Cultural Safety & Humility

Cultural Safety: is an outcome based on respectful engagement that recognizes and strives to address power imbalances in the health care system. Cultural safety is a dynamic and everchanging process and is defined by those who receive care, not by those who provide it

Cultural Competency: an approach that focuses on acquiring skills, knowledge, and attitudes to work in more effective and respectful ways with Indigenous people and communities

Cultural Awareness: having an understanding that there are differences between cultures

Cultural Sensitivity: the realization that our own cultural views influence our viewpoints and biases

Cultural Humility: the recognition that learning to apply culturally safe and appropriate care is lifelong

INDIGENOUS ENGAGEMENT & HEALTH SYSTEM PLANNING TOOLKIT

The *Indigenous Engagement and Health System Planning Toolkit* includes this **ICS OHT ACTION Framework** tool along with the **PCN Self-Assessment** and **5 Fact Sheets** designed to complement each other and create a fulsome tool to provide essential information, practical tips, and actionable strategies to further enhance Indigenous cultural safety and competency. By utilizing this comprehensive toolkit, healthcare organizations can effectively address gaps, track progress, and achieve their ultimate goal of providing culturally safe and competent care to Indigenous communities.

ICS OHT ACTION Framework provides a structured, six-step approach to assess and improve Indigenous cultural safety within Ontario Health teams (OHTs). The framework is designed to help OHTs develop a comprehensive plan, identify gaps in cultural safety, and track progress over time to ensure accountability.

PCN Self-Assessment tool helps PCNs evaluate their current practices, identify strengths, and pinpoint areas for improvement in cultural competence and inclusion. By using this tool, PCNs gain insights that enable them to better serve Indigenous communities.

5 Fact Sheets provide essential information, practical tips, and strategies to further improve these strategies:

- Indigenous Patient Family Community Engagement
- Indigenous Population Segmentation and Attribution Methodology
- Culturally Safe Care Pathways
- The Importance of Indigenous Data Sovereignty
- The Value of engaging Indigenous organizations in PCNs

Together, these tools support healthcare organizations in systematically improving their cultural competence and safety, ultimately working towards a more inclusive, culturally competent healthcare system for Indigenous communities.

If you would like further assistance from the IPHCC once the framework is complete, the statement below will help us better understand the context within which you are working. This additional information will also help the IPHCC tailor assistance to the OHT.


For continued support please contact us through one of the following channels: OHT@iphcc.ca or www.iphcc.ca



Please use this section to describe your OHT and how it works within the context of the broader local/regional health system.

This may include the composition of the OHT, the governance structure, and any other details that may help understand the context and functioning of your OHT within the broader local/regional health system.



 **Note:** All OHT’s may be at various stages or levels of maturity where Indigenous Cultural Safety is concerned and may also be at different stages of engagement and partnership with Indigenous leaders, organizations, and communities. Regardless of where you are at, reflections in each step are meant to prompt productive dialogue, help determine your current state, identify any gaps and required supports, and ultimately improve your OHT with respect to Indigenous health system planning.

Step One: ARTICULATE

Articulate the need and rationale for Indigenous Cultural Safety, including cultural humility within your OHT, to develop a collective understanding and agreement to effect positive change.

OBJECTIVE:	REFLECTION:
<p>Answering the questions in the “Reflection” area aims to establish an understanding of the need for cultural awareness, sensitivity, and cultural humility, which will lay the foundation and provide the first step to building a culturally safe standard. This standard will help guide your work to implement culturally safer practices and provide insight into how Indigenous rights hold value and can shape the future of the healthcare system.</p> <p>To better articulate the need, the OHT needs to take a recognized Indigenous Cultural Safety training course, such as the IPHCC Foundations of ICS course. This will allow for a better understanding of the historical context of Indigenous health experiences, articulate what cultural safety and humility are from an Indigenous perspective, and how reframing your perspective can lead to positive change.</p> <p>RESOURCES: IPHCC Anti-Racism Infographics IPHCC Culturally Appropriate Language Guide IPHCC Cultural Safety Continuum IPHCC Foundations of Indigenous Cultural Safety – Training Coarse IPHCC NE’ IIKAANIGAANA ‘All Our Relations’ Toolkit IPHCC Understanding Unconscious Bias (EN/FR)</p>	<ol style="list-style-type: none">1. In the space below reflect on what Indigenous Cultural Safety means to your OHT, its importance, and what historical context brought you to this point of implementation.2. What has your OHT incorporated in terms of Indigenous Cultural Safety training to better understand the historical context of Indigenous issues?3. Indigenous Cultural Safety training and similar education should not be a single event. How will your OHT ensure continued learning?

Step Two: CONDITIONS	
Assess specific conditions and factors that will impact the OHT environment and culture to ensure that appropriate responses to those conditions are methodically identified and monitored.	
OBJECTIVE:	REFLECTION:
<p>To assess the current conditions of your OHT landscape, you must become familiar with the Indigenous community within your region, your Indigenous partners and allies. These stakeholders should be invited to the table and the right questions asked to get a better perspective of Indigenous community needs.</p> <p>Note: To facilitate this process, the IPHCC has developed an engagement guide as listed in the Resources below.</p> <p>RESOURCE(S): IPHCC Indigenous Patient, Family, and Community Engagement Toolkit</p>	<ol style="list-style-type: none">1. Do you have Indigenous organizations/communities/individuals as members of the OHT, and if not, why? If yes, what is the role/level of participation?2. In the space below list Indigenous partners or allies you have engaged and/or are collaborating with.3. Describe how Indigenous partners are engaged, the level of decision-making within the OHT they are involved in, and what mechanisms are in place for them to ask questions or provide input and feedback.4. Following the completion of an environmental scan of Indigenous governed health service providers within the OHT catchment areas, list the organizations not currently engaged with rationale provided.

Step Three: TRANSCRIBING	
Transcribe the process and protocols within the Terms of Reference.	
OBJECTIVE:	REFLECTION:
<p>The “transcribing” step is where the OHT will put pen to paper and create an actionable plan. This will help determine how your OHT will work to embed Indigenous Cultural Safety into their operating practices.</p> <p>This step includes describing the W’s (who, what, when, where, and why) that are involved, including timelines, milestones, and benchmarking current state. This step is also critical to determining and defining roles and responsibilities as individuals and as a group, and to clearly determine how policies and procedures will be developed to advance Indigenous Cultural Safety within the OHT and its member organizations.</p> <p>Note: The IPHCC has developed a Wise Practice Guide that can be used to assist in this planning.</p> <p>RESOURCE(S): IPHCC Wise Practice Guide</p>	<ol style="list-style-type: none">1. Describe from the OHT perspective, why Indigenous Cultural Safety is necessary?2. Who will be expected to take the training (Board members, member organizations, committee members, etc.) and who will monitor registration and completion of the training?3. When will the training occur?4. Who is responsible (roles and responsibilities) for creating and documenting the Indigenous Cultural Safety processes and practices for and where will the OHT document this?5. What are the expectations and accountability measures to ensure completion?6. What strategies will be put in place to support applicability to practice of culturally safe approaches to care?7. How will the OHT ensure timelines, milestones, benchmarking, etc. are met?

Step Four: INDICATORS	
Actions taken to measure and evaluate the processes in place that support partnering with Indigenous communities and organizations to advance healthcare solutions targeting Indigenous health outcomes.	
OBJECTIVE:	REFLECTION:
<p>A critical component of any ACTION plan is to develop and define clear and measurable objectives. The objectives, identified in earlier steps, should be distilled down to help create purpose driven, meaningful indicators.</p> <p>To develop a well thought out set of indicators they should be co-developed with Indigenous stakeholders, also identified in prior steps, and illustrate where you are with respect to achieve your ideal end-state.</p> <p>The indicators you create may be simple; however, should highlight key factors that draw inferences and at minimum assess the levels of Indigenous Cultural Safety to ensure all participants are part of the overall goal.</p> <p>RESOURCE(S): OHT Indigenous Indicators Handbook</p>	<ol style="list-style-type: none">1. Who in the OHT, in collaboration with your Indigenous stakeholders, will develop the set of indicators to measure performance, and how will your OHT ensure it aligns with partners recommendations and OHT goals.2. What measures do you have in place to ensure that Indigenous participation is not overlooked, and is a key aspect to setting benchmarking data and goals to promote Indigenous cultural safety?3. It may be easiest to first jot down as many indicators that come to mind. Then through thorough discussion with respect to your OHT goals. What specific indicators will you incorporate, and how will you ensure they meet your needs to advance culturally safe practices with the OHT?

Step Five: ONGOING REVIEW	
The ongoing review process involves assessment and reporting on performance. These review processes are iterative to help better gauge and identify the incremental steps that are necessary for long-term success.	
OBJECTIVE:	REFLECTION:
<p>Reporting on trends is crucial to demonstrating the advancement of Indigenous Cultural Safety, including cultural humility within your OHT. For this reason, the nature of the ongoing review process is iterative and incremental.</p> <p>By clearly defining a review schedule and monitoring progress through your identified indicators, you will be able to accurately evaluate your OHT and report back to all stakeholders, including your Indigenous partners.</p> <p>To ensure all parties are on the same page and have a shared understanding, it is essential to include Indigenous organizations, communities, and individuals in the planning process. This can be achieved by actively involving them in the development of your review schedule and indicators. Additionally, you should establish a clear plan for reporting back to these groups, ensuring transparency and accountability.</p> <p>To accomplish this, it may be beneficial to develop a dashboard or succinct scorecard/report card that clearly illustrates your progress toward your objectives and goals. This tool will allow you to easily compare your “score” to your established baseline of key indicators and provide a clear, visual representation of your advancements to all stakeholders, including your Indigenous partners.</p>	<ol style="list-style-type: none">1. With what frequency should you review your progress? What is reasonable, yet will ensure continued progress? Has a baseline been established to compare to future results?2. Have you identified who your stakeholders are? Who has this responsibility to collect, analyze, and report back the outcomes to all stakeholders?3. How can the report be made visible and transparent to stakeholders and community partners?4. What gaps have you identified during your review? And, what supports would be helpful to achieve success?5. Have you also reviewed how your relationship building, engagement, and partnerships with FNIM leaders and Indigenous-led and governed organizations has progressed?

Step Six: NOTICING	
Noticing helps to reflect on collective learnings and advancement to reconciliation while reinforcing the work in the previous five ACTION steps.	
OBJECTIVE:	REFLECTION:
<p>Noticing is a continuous step that includes reflection as a group (OHT) and as individuals who are committed to change. The positive change and progress to becoming informed about Indigenous Cultural Safety, including cultural humility may include informal and formal processes.</p> <p>As part of your formal process, you may want to create or include a detailed “Noticing Statement” or similar idea that will invoke personal reflection on one’s individual progress and learning, which can then be shared with the larger group, or all OHT stakeholders, to help inform the process for a broader perspective.</p> <p>The goal of the noticing step is also to provide a clear focus for addressing the ACTION steps in each meeting and identify areas of particular focus where more work may be needed. Again, this can be used as a source for both individual reflection and group evaluation.</p>	<ol style="list-style-type: none">1. How does your OHT acknowledge and recognize the value of FNIM population/patients, and the importance of understanding the wholistic nature of health and wellbeing?2. How does this impact the nature of workplace environments and approach?3. How will you incorporate this into each meeting?4. Who will be responsible for this statement in each meeting?