

# Cultural Safety in Healthcare

*Supporting safer care through safer relationships*



First Nations Health Authority  
Health through wellness

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## Who Am I?

**Cultural safety begins with understanding who we are and how we show up.**

A little about me:

- Kwanlin Dün First Nation (Wolf Clan) with German settler ancestry
- Registered Nurse and Occupational Health Nurse with FNHA
- Master's student in Indigenous Wellness
- Mom, wife, auntie, community member living on Syilx territory
- Passionate about Indigenous wellness and culturally safer care



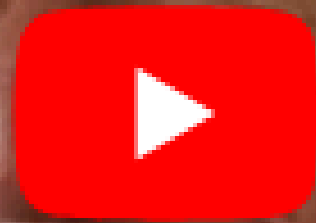
*We all bring our own experiences, identities, and perspectives into healthcare spaces.*





# BC Cultural Safety and Humility Standard Documentary

First Nations Health Authority



Watch on  YouTube

What did we just hear?



**The stories we heard are not isolated experiences.**

The HSO (Health Standards Organization) Cultural Safety & Humility Standard recognizes that:

- Cultural safety and humility are quality and safety priorities
- Indigenous-specific racism impacts healthcare experiences and outcomes
- Safety includes physical, emotional, spiritual, and cultural dimensions
- Organizations, leaders, and staff all have responsibilities



*Organizations have responsibilities—not only individuals*

## Why Long-Term Care Matters



**Long-term care creates unique opportunities to build relationships.**

Long-term care is different because:

- Relationships develop over time
- Families are deeply involved
- Trust is built daily
- Staff support major life transitions
- End-of-life care commonly occurs within LTC



*Long-term care is relationship-based care.*

# The Cultural Safety and Humility Standard

**The standard provides a roadmap for creating safer healthcare experiences.**

**The standard:**

- Recognizes Indigenous-specific racism
- Creates accountability
- Provides concrete actions
- Focuses on systems—not only individuals
- Encourages continuous improvement



*Cultural safety requires system change—not only individual change.*



## What Is Cultural Safety and Humility?



**Humility and safety work together.**

### **Cultural Safety:**

- Determined by the person receiving care
- Recognizes power imbalances
- Addresses racism and discrimination

### **Cultural Humility:**

- Reflection
- Curiosity
- Lifelong learning
- Openness



*Humility is the practice. Safety is the outcome.*

## Why Cultural Safety & Humility Matter

**Cultural safety and humility are directly connected to safer, higher quality healthcare.**

The HSO Standard reminds us that:

- Safety includes physical, emotional, spiritual, and cultural dimensions
- Indigenous-specific racism impacts healthcare experiences and outcomes
- Feeling unsafe can reduce trust, communication, and engagement
- Safer relationships contribute to better care experiences and outcomes



*Cultural safety and humility are not extra work  
—they are part of safe, quality care.*



## Why Psychological Safety Matters



**Safer teams create safer care.**

**Psychological safety means:**

- Speaking up
- Asking questions
- Learning from mistakes
- Feeling respected and included
- 



*Staff wellbeing and resident wellbeing are connected.*

# Cultural Safety and Psychological Safety Are Connected



**Safety does not happen in isolation.**

**Residents need:**

- Trust
- Respect
- Safe experiences

**Staff need:**

- Supportive teams
- Psychological safety
- Ability to speak up



*Safer workplaces support safer care.*

# Think Bigger Than Individual Interactions



**Safety is shaped by systems.**

**Consider:**

- Policies
- Leadership
- Physical spaces
- Workforce wellbeing
- Accountability
- Community relationships



*Safer systems create safer experiences.*

## Family and Community Matter



**Care often extends beyond the individual.**

- Family presence
- Shared decision making
- Community involvement
- Collective approaches to care
- Relationships and connection



*Understanding relationships is part of understanding care.*

## End-of-Life Matters



**End-of-life care is about more than medical care.**

- Family
- Ceremony
- Spiritual needs
- Storytelling
- Connection



*Whole-person care includes relationships.*

## Practical Things We Can Do Tomorrow

**Cultural safety happens through everyday actions.**

- Ask what matters
- Include family
- Explain decisions
- Reflect on assumptions
- Stay curious



*Small actions create meaningful change.*



## When We Get Things Wrong



**Mistakes are part of learning.**

- Listen
- Repair
- Learn
- Continue



*Practice—not perfection.*

## Final Thoughts

**The winds of change are here.**

- Relationships matter
- Safety affects outcomes
- Systems matter
- Small actions matter



*Safer relationships create safer care.*