

RECONCILING RELATIONSHIPS

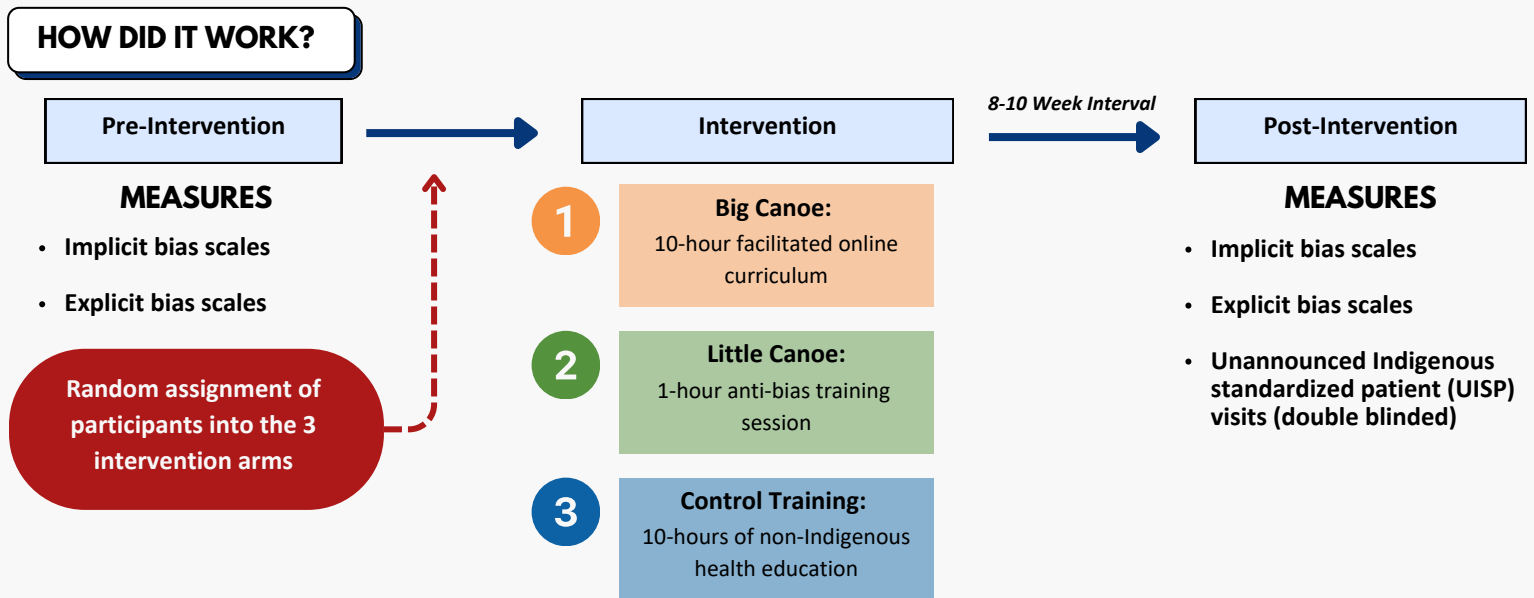
Effects of Provider Indigenous Cultural Safety Training on Indigenous Patient Experience



Well Living House

The *Reconciling Relationships Project*, directed by **Dr. Janet Smylie**, aimed to learn more about the benefits and disadvantages of Indigenous-focused clinician training on patient experiences to improve the health of First Nations, Inuit, and Métis (FNIM) communities.

This project explored and compared the clinical outcomes of two Indigenous cultural safety training programs against a control training with 58 non-Indigenous healthcare providers working at teaching hospitals in Toronto, Ontario. The first cultural safety training, 'Big Canoe,' is an intensive 8-10 hour training that focuses on strengthening healthcare professionals' knowledge and self-awareness of power differentials that contribute to anti-Indigenous racism, with the goal of transformative change within the healthcare system. The second cultural safety training, 'Little Canoe,' is a brief 1-hour training addressing anti-Indigenous bias and provides strategies for healthcare professionals to use in clinical settings. The control group participants enrolled in continuing education programs that did not include any content on anti-bias, anti-oppression, and/or Indigenous peoples, which supported the evaluation of the effectiveness and various clinical impacts of brief versus intense cultural safety training programs. An additional goal of this project was to determine if new cultural safety training evaluation tools, such as Indigenous standardized patients, could help improve the evaluation of anti-Indigenous racism training.



Outcomes and Strengths of the Study

This project demonstrated that **brief and intensive cultural safety training can improve patient experiences**. Another key takeaway is that using trained actors to observe and evaluate healthcare providers is a useful method of evaluating the effects of cultural safety.

Strengths of the study include:

- **Indigenous leadership and community partnerships:** partnerships with San'yas, Elders, an Indigenous hospital advisory panel, and trained Indigenous actors ensured the project was responsive to wise practices and Indigenous community requirements
- **Sharing of knowledge:** Upon completing the study, all participants were provided free access to the San'yas Indigenous cultural safety education training program to promote sharing and learning toward truth and reconciliation.

Clinicians enrolled in the 'Big Canoe' San'yas Intensive Indigenous Cultural safety training program had more than

6x

greater odds of being **highly recommended by Indigenous standardized patients** than clinicians who took control training.

