

Session: Flexing Your Core – Domain 2 Cultural Safety & Humility

Facilitator: Leanne Drumheller

Feb 24, 2023

Tools & resources:

[Strengthen Your Core Domain 2 Module](#) – Introduction of foundational concepts relating to culture and how locations of privilege and discrimination impact our experience of giving and receiving care.

[LEAP Core - Pallium Canada](#) – in-depth education on the essential competences to provide a palliative care approach.

BC Centre for Palliative Care’s Psychosocial & Spiritual Wellbeing symptom management guideline: [link](#). The first few pages focus on the key area of *Building a Foundation of Trust and Dignity-conserving Care*.

[The Journey Home](#). WSÁNEĆ First Nations invited Island Health staff and other partners to collaborate on Journey Home to support culturally safe end of life care within WSÁNEĆ communities.

Discussion:

Scenario 1

How could you respond to this comment by a colleague?

I’m tired of this whole thing about pronouns. I can’t remember to call this patient “they”. I keep messing it up and it’s so confusing. It sounds like I’m talking about more than one person.

I’m just going to say “she” - that’s her biological gender.

Enough is enough.

- I’d feel embarrassed, I’ve had these thoughts myself. My friend’s son transitioning and he flips flops using preferred pronouns, it happens.
- Embarrassing because it’s not the right thing to do. Drags down the standard of care
- So far haven’t come across very much of that and want to do the right thing but it hasn’t touched me enough
- Change is hard

What if the person saying this is your boss?

- Acknowledge the sense of frustration
- Calling in vs calling out – it can be confusing its ok if you mess up, correct yourself, we are all trying to improve.
 - Calling out: stopping behaviour then and there
 - Calling in: bringing them onboard with you, education and change is the focus. Focus on behavior not the person and may be done privately.
 - Sometimes a situations may call for both calling out and calling in, in a moment

- Asking is there a way I can support you?
- Telling them to not give up, this is important
- Asking how do we meet this person where they are?

What if a colleague who uses 'they' pronouns was overhearing this conversation?

- If patient heard (if I was the patient I don't think I would want them near me). Safety gone
- Support them, allyship, let them know you respect them and their identity
- If I was feeling frustrated I'd want to ask the patient/colleague can you guide me/correct me?

Scenario 2

An Indigenous man presents to the Emergency room with lower back pain.

After a physical examination and clean Xray the attending physician tells the nurse looking after this patient;

'I am not comfortable prescribing pain relievers as I am concerned this man is drug seeking'.

1. What might you say in response?
 - Power imbalance, privilege. Asking them to justify themselves more. Approach with curiosity
 - 'Help me understand what you are thinking about'. Perhaps my say 'I can't follow through let me find someone who can help us'.
 - Get support from team member, possibly clinical nurse supervisor. Who can you identify who is an ally?