



Transforming complaints processes to better serve Indigenous Peoples of British Columbia, Australia and New Zealand

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#CLEAR2023AEC





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Derek Martinig

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College of Physicians and Surgeons of BC

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Land Acknowledgement

The College of Physicians and Surgeons of BC (CPSBC) is located on the unceded and traditional territory of the Coast Salish peoples, including the territories of the **x^wməθkwəyəm** (Musqueam), **Skwxwú7mesh** (Squamish), and **Səl̓ílwətaʔ/Selilwitulh** (Tsleil-Watuth) Nations.



The CPSBC Journey

- Historical context
- External review process
- Immediate changes
- Future state



Historical Context

- 270,000 Indigenous People in BC
 - 6% of the total population (4.6M as of 2016)
- Includes First Nations, Métis and Inuit
- >200 distinct First Nations

Statistics provided by: <https://www12.statcan.gc.ca/census-recensement/2016/as-sa/fogs-spg/Facts-PR-Eng.cfm?TOPIC=9&LANG=Eng&GK=PR&GC=59>



VANCOUVER ISLAND | News

Indigenous woman alleges racial profiling at Nanaimo Tim Hortons

Andrew Garland
CTV Vancouver Island

Published Thursday, July 2, 2020 3:27PM PDT
Last Updated Thursday, July 2, 2020 5:58PM PDT

British Columbia

Indigenous man and granddaughter handcuffed at Vancouver bank file human rights complaint against BMO, police

Lawyers release 911 tapes and police report they say is evidence of systemic racism

[Angela Sterritt](#), [Bridgette Watson](#) - CBC News -

Posted: Nov 23, 2020 8:34 AM PST | Last Updated: November 23, 2020

British Columbia

B.C. investigating allegations ER staff played 'game' to guess blood-alcohol level of Indigenous patients



Métis Nation British Columbia says game is 'very pervasive' but only fraction of the problem

[Rhianna Schmunk](#) - CBC News - Posted: Jun 19, 2020 9:45 AM PDT | Last Updated: June 19, 2020



In Plain Sight Report - 2020

- Independent investigative report conducted into racism, stereotyping and discrimination
- Nearly 9,000 participants – 84% reported experiencing discrimination



“Racism has made BC’s health-care system an unsafe place for many Indigenous peoples to access services and the care they need.”

—*Minister of Health, Hon. Adrian
Dix*



External Review Process



External Review – Request for Information (RFI)

- Identified key elements for the external review
- Engaged with Indigenous partners at the onset of process



External Review – Request for Proposals (RFP)

- Requirements:
 - Indigenous-led contractor/organization
 - Experience in Indigenous health and legislation
 - Indigenous connections in BC



External Review – Review

- Formation of an Indigenous Advisory Panel to guide external contractor
- Document review, interviews and partners circle
- Final report with 11 recommendations



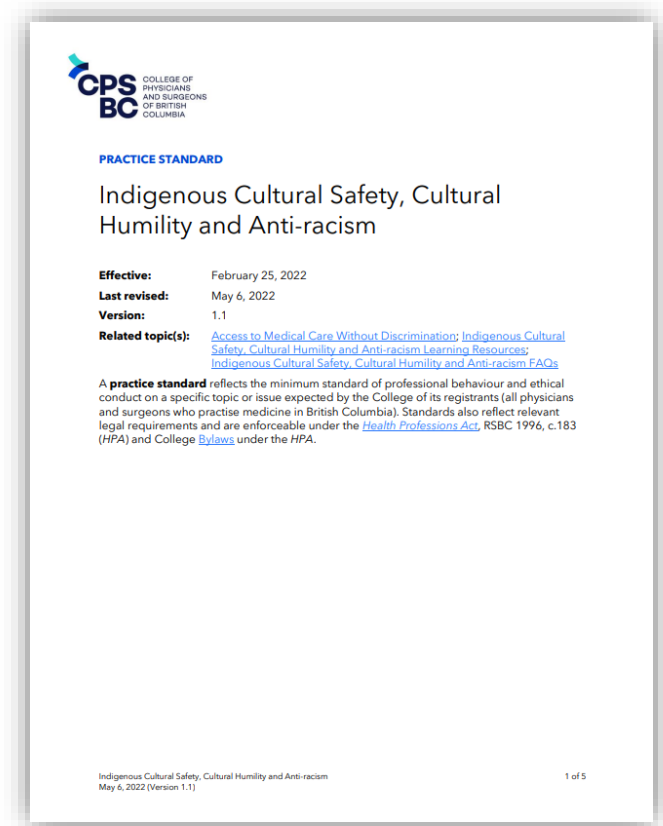
Immediate Changes

- Education in cultural safety and humility for staff, contractors and governors
- Increased representation on Inquiry Committee
- Strengthening connections with Indigenous partners
- Increased complaint navigator engagement
- New Indigenous pathways development lead role



Practice Standard

- Published February 2022



CPS BC COLLEGE OF PHYSICIANS AND SURGEONS OF BRITISH COLUMBIA

PRACTICE STANDARD

Indigenous Cultural Safety, Cultural Humility and Anti-racism

Effective: February 25, 2022
Last revised: May 6, 2022
Version: 1.1
Related topic(s): [Access to Medical Care Without Discrimination; Indigenous Cultural Safety, Cultural Humility and Anti-racism Learning Resources;](#)
[Indigenous Cultural Safety, Cultural Humility and Anti-racism FAQs](#)

A **practice standard** reflects the minimum standard of professional behaviour and ethical conduct on a specific topic or issue expected by the College of its registrants (all physicians and surgeons who practise medicine in British Columbia). Standards also reflect relevant legal requirements and are enforceable under the [Health Professions Act](#), RSBC 1996, c.183 (HPA) and College [Bylaws](#) under the HPA.

Indigenous Cultural Safety, Cultural Humility and Anti-racism
May 6, 2022 (Version 1.1)

1 of 5



Future State

<https://www.cpsbc.ca/about/corporate/cultural-safety-and-humility/complaints-process-review>



Foundational Principles

<https://healthqualitybc.ca/resources/sharing-concerns-principles-to-guide-the-development-of-an-indigenous-patient-feedback-process/>



- Provide additional options for submitting complaints that reflect the oral cultures and traditions of Indigenous peoples.



- Ensure that communication with Indigenous partners is respectful and compassionate.



- Provide options for restorative justice and healing for patients, families and registrants.



- Provide options for complainants to identify their racial and cultural identity and use this information as a means of truth-telling.



“The process is daunting and there is nothing simple about it.”

—*Interviewee*





Thank You

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The Australian context

➤ Population

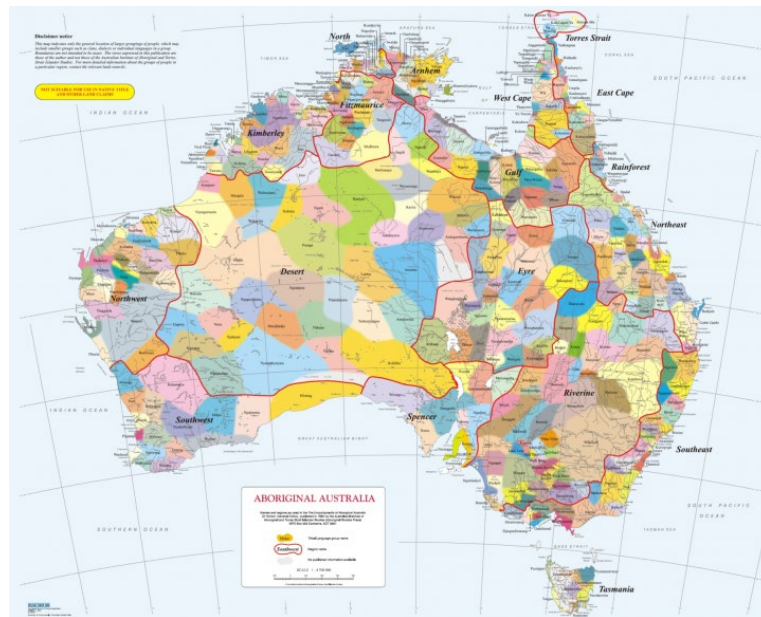
- 25.69 million
- Aboriginal and Torres Strait Islander Peoples = 3.8% of total population, approximately 983,700 people as at 2021

➤ Nation diversity

- Over 500 separate nations

➤ History

- 65,000 years of continued Indigenous occupation – 253 years of colonisation



Year	Milestone
2017	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander Health Strategy Group
2018	<ul style="list-style-type: none"> Statement of Intent <i>Reflect Reconciliation Action Plan 2018-2019</i>
2019	<ul style="list-style-type: none"> Recruiting Program Team Defining 'cultural safety' for the National Scheme
2020	<ul style="list-style-type: none"> 'No place for racism in healthcare' media statement <i>National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025</i> <i>Aboriginal & Torres Strait Islander Employment Strategy 2020-2025</i>
2021	<ul style="list-style-type: none"> <i>Innovate Reconciliation Action Plan 2021-2023</i> Establish Aboriginal and Torres Strait Islander Health Strategy Unit Moong-moong-gak cultural safety training
2022	<ul style="list-style-type: none"> Changes to National Law to prioritise cultural safety for Indigenous Peoples
2023	<ul style="list-style-type: none"> Developing Anti-Racism policy for Aboriginal and Torres Strait Islander Peoples Establishment of Indigenous Medical and Nursing Special Issues Committee



Culturally Safe Notifications/Complaints Project

- Evidence base
- Working Group and Terms of Reference
- Methodology/approach
- Key dependencies and factors
- Project deliverables
- Lessons learned





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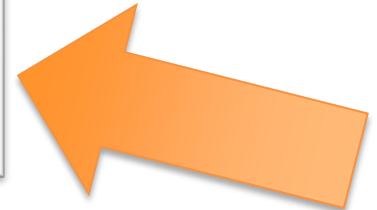
Decolonizing Health Regulation

Kiri Rikihana LLB, B.Soc.Sci | Medical Council of New Zealand

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Tēnā koutou, Greetings from the Pacific



From Aotearoa, New Zealand



Kāpiti Island,
Horowhenua,
New Zealand



Drivers for change



- The Treaty of Waitangi
- Inequity
- Racism



Opportunities

- A new health system – Pae Ora Health Futures Act 2022 & Ao Mai Te Rā – Anti Racism strategy
- Goodwill and motivation to improve
- Indigenous knowledge systems in regulation



Successes

- Indigenous leadership
- Increasing # of Māori doctors
- Cultural safety statement
- [Our data | Medical Council \(mcnz.org.nz\)](https://www.mcnz.org.nz)



University of Otago 2016 –
Māori graduation cohort



Cultural safety

- “...acknowledges that you are the bearer of your own culture, history and attitudes. It requires you to acknowledge and address your attitudes, assumptions, stereotypes and prejudices towards people and communities who represent different cultures than your own”

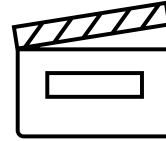
I Ramsden, “Cultural Safety and Nursing Education in Aotearoa and Te Waipounamu”



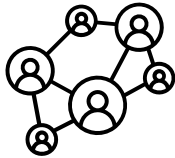
Four Key Elements



Critical Consciousness



Transformative action



Redress power relationships



'Safety' is determined by patients and communities

Simmons S, Carter M, Haggie H, Mills V, Lyndon M Tipene Leach D. *A Cultural Training Plan for Vocational Medicine in Aotearoa*. TE ORA and the Council of Medical Colleges, January 2023. [Publications - Council of Medical Colleges \(cmc.org.nz\)](https://www.cmc.org.nz/publications)





Cultural
Awareness

Cultural
Competence

Cultural
Safety



Cultural Awareness to Safety

Knowing

Doing

Changing

[Ideas on culturally safe consultations - A discussion on communicating to improve medicine access equity | He Ako Hiringa](#)



Measuring against this standard:

- Racist statements about Māori men at a Urology conference
- The doctor worked with a group of generous indigenous doctors
- Year-long peer group looking into his assumptions and racist behaviour



Vision



Pukekura
Park,
New
Plymouth,
New Zealand





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**Te Kaunihera
Rata o
Aotearoa**

Medical
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Ngā mihi Thank You

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Thank You

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