Guiding meaningful change in colonial institutions

FNHMA Annual Conference
Lori Kittelberg
The Ottawa Hospital (TOH)

November 7, 2024

Memories

Finding your allies

- Representation at all levels: Governor, physicians, staff, healthcare workers, Elders, volunteers

- Advisory circles where the voices of Indigenous healthcare partners in your region guide meaningful change

Finding your allies

- Networks for Indigenous staff and allies at the hospital / healthcare organization
- Patient advisory committees providing safe spaces for your community members to share their lived experience and guide meaningful change
- Working groups for focused conversations and guidance

Influencing change

A whole hospital approach to meaningful engagement and participation of Indigenous Peoples and organizations in advancing reconciliation and building a common future for Indigenous health and healing.

TOH Strategic Direction: Nurture Our Social Responsibility

Everything we do in healthcare is engrained in a profound social responsibility to our community. We will provide leadership in navigating a complex health system to improve the health of our diverse population and contribute to a healthier planet for all.

Strategic Priority: Advance Indigenous Engagement

Continue our journey of reconciliation to address the systemic racism, discrimination, and inequities pervasive in the healthcare system and advance a culture of belonging so everyone has equitable access, without discrimination, to safe healthcare that respects Indigenous Peoples' traditional and living knowledge in all aspects of their health.

Indigenous Engagement Framework and Action Plan

THEMES	Traditional Knowledge	Safe environment for care	Integration of Indigenous Values & Cultures into Work Process	Spaces Reflective of Indigenous Learnings, Values & Healing Practices	Economic Partnerships, Skills Training & Employment Opportunities	Trust & Partnerships
Initiatives	Cultural Safety Learning Program	Safe care navigators	Country Food QI Project	Renewal of existing space & development of new campus	Indigenous procurement strategy	Relationship building with Indigenous health providers and community orgs
	Staff engagement & Education Opportunities	Whistleblower program (patient facing and for staff)	Indigenous staff recruitment strategy	Indigenous Employee Network	Indigenous artist/vendor program	Relationships building with Indigenous communities served by TOH
	Enhance Indigenous Peoples Advisory Circle	Policy review tool (with EDI)	Indigenous research methodologies	Translation & interpretation	NCD Indigenous participation working group	
		Refresh & operationalize smudge SOPs	Indigenous research priorities	Indigenous Patient & Family Advisors		

The Ottawa Hospital | L'Hôpital d'Ottawa

Mitigating challenges

- Too few Indigenous staff at all levels to guide the work
- Enhance recruitment and retention efforts
- Indigenous staff carry the heaviness – this is personal
- Culturally-appropriate support; education for non-Indigenous staff

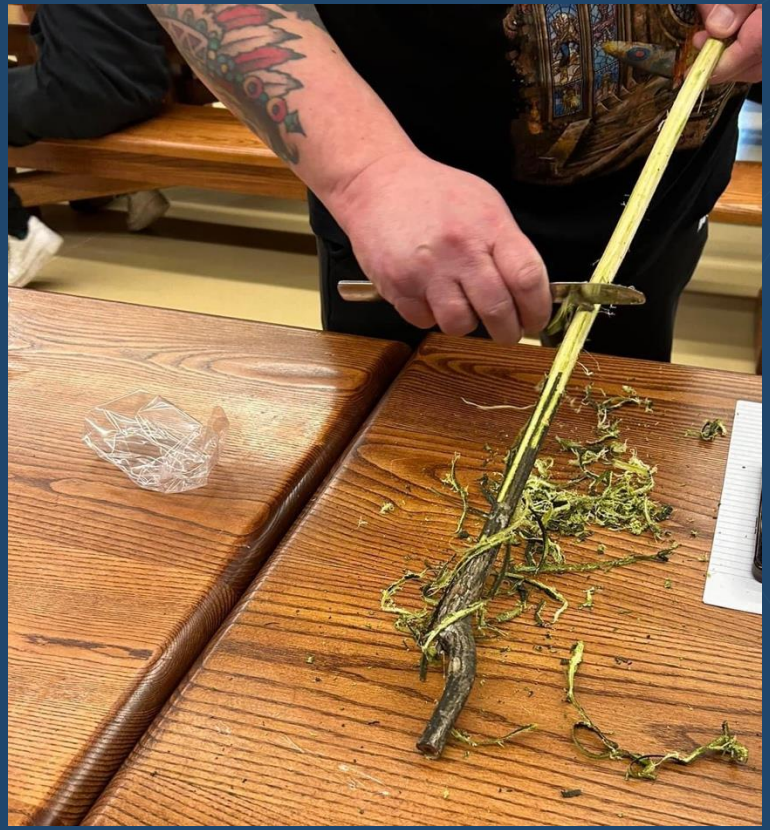
Ongoing jurisdictional challenges

dissx / iStock

? Interprovincial red tape

? Decisions involving multiple levels of government

Building trust: 1000 cups of tea



Miigwech

Thank you