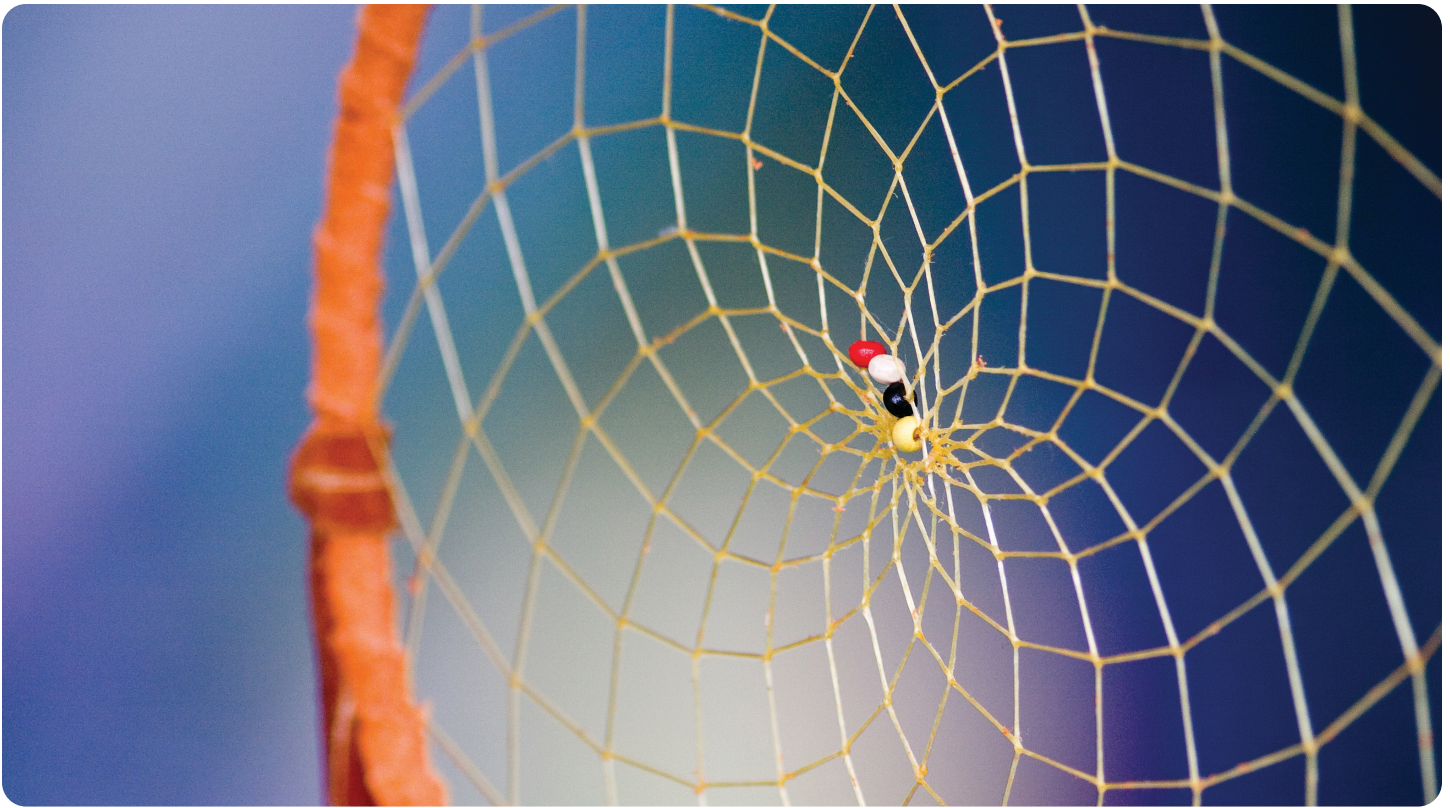




Indigenous Self-Identification STAFF RESOURCE

We cannot fully understand patients' health care experiences, without knowing more about who our patients are.

Overview

A voluntary Indigenous self-identification process for patients will:

- Help to reduce gaps in service
- Remove barriers to accessing equitable health care
- Identify health trends and common needs
- Provide data to support prevention and care programs

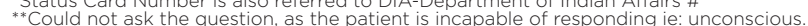
This process will give us important and valuable information that we currently do not have.



Thunder Bay Regional
**Health Sciences
Centre**



Meditech Questions Pathway



When you ask the question, be thoughtful in your approach and remember these tips:

Be polite, respectful, and professional.

Pay attention to the tone of your voice and body language.

Use your Q&A Quick Reference.

Refer to this tool if the patient has asked you questions that you are not sure how to answer.

Share resources with the patient.

Patient brochure can be shared with patient or family if they have more questions.

Assume someone is Indigenous by last name or appearance.

Self-identification is 100% voluntary by the patient when they are asked the question.

Make the patient or family feel embarrassed or uncomfortable.

Speak in a private setting, if possible.

Argue, threaten, or ridicule.

If the patient does not want to Self-identify, record “Prefer not to answer”, and move on.

How you ask the question can be just as important as the words you use.

Providing Support

Difficult Conversations



The success of this initiative depends on you, the [expert](#). If you are worried about asking this question, we recommend using phrases similar to the ones below (Lakeridge Health, 2020).

Add an “I do” statement to an “I don’t” statement.

- In the “don’t” half of your statement, think about how others might:
 - Mistake the purpose of the question?
 - Feel disrespected or embarrassed?
- In the “do” half of your statement, answer:
 - What is the real motivation for the question?
 - How do I really feel about the other person?

Example # 1--“I don’t want you to feel like we will treat you differently. I do want you to know that this information will ensure that you receive services, such as an Indigenous Patient Navigator or Indigenous Care Coordinator to help with your care”.

Example # 2 – “I don’t want you to feel like your personal information will be shared publicly. I do want you to know that only those providing you with care will have access to this information”.

Example # 3 – “I don’t want you to feel pressured to answer this question. I do want you to know that you can always provide the information to us at a later time”.

Responses to Questions

Patients and their families may have questions or feel confused. Here are some sample questions along with some responses that you may find helpful.

Why are you asking me? How is this relevant to my care?

- We want to coordinate resources and healing supports wherever possible to better support your care.
- We would like to know who our patients are, and whether a patient’s needs match the care we provide.
- We want to better respond to the needs, values, and preferences of our Indigenous patients.

Can I choose not to answer?

- Yes. Definitely. Self-identification is 100% voluntary.
- The quality of care you receive will not be affected, if you prefer not to answer.

- If you choose not to identify now, you can still do so during your visit here or at your next visit, or you may self-identify on the hospital online web-form: <https://tbrhsc.net/home/indigenous-health-services/>

If I self-identify as Indigenous, will my care be affected?

- No, the quality of your care will not be impacted. If anything, your care could be improved.
- If you self identify, you can potentially be linked to further resources which could improve your quality of care.
- If you self-identify, it will give staff the opportunity to ask follow-up questions such as if you want access to Indigenous supports e.g. Indigenous Care Coordinator or an Indigenous Patient Navigator for interpretation services in Ojibway, Cree, and Oji-Cree

Responses to Questions

Why do Indigenous people get special treatment? Why aren't you asking about other cultures?

- We are starting with Indigenous Self-Identification and plan to add more demographic information in the future.
- Everyone's health is important. However, Indigenous people have more health concerns than any other cultural group in the province.
- Many Indigenous people face inequities in health care access and experience a higher rate of chronic disease and injury, when compared to non-Indigenous people.
- Many Indigenous people face barriers in accessing health services, partly due to geographic location.
- The Hospital is committed to moving forward in the spirit of reconciliation and respect for all Canadians.

Isn't this racist? This is racist!

- No. This is not racist.
- We are collecting this information to help eliminate discrimination. The confidentiality of what you say is protected by law. We do not share this information with anybody other than the people involved in your care.

Is it legal to ask these questions?

- Yes. The Ontario Human Rights Commission strongly encourages organizations to collect and use demographic information to keep track of outcomes and promote equity.
- Ontario law (Excellent Care for All Act, 2010) holds hospitals responsible for the delivery of quality health care meaning hospitals:
 - Can collect information from patients about their experience.
 - Know that patient experience will impact future decisions about whether to use health care or not.

Will I be asked this question every time I come to the hospital?

- No. You will be asked once and your answers will become part of your electronic medical record.

What happens to my information?

- This information will become part of your electronic medical record and will be used to treat and provide you with care.
- Members of your health care team may refer you to services, provide information, or identify unique needs such as:
 - Referral to Indigenous Patient Navigator
 - Interpretation Services
 - Community Supports
- At TBRHSC, we believe your health information deserves to be treated with respect and sensitivity and that your privacy must be protected. We are committed to protecting the privacy, confidentiality, and security of all personal health information.

Who sees my information?

- Access to your personal health information is available to those who are involved in your ongoing care and treatment in accordance with the Personal Health Information Protection Act.

Why do you need my status card number?

- This number will be used by our Patient Billing Department so they can directly bill third party insurance for your care.
- Otherwise, we may need to contact you later for service or supply provisions covered by First Nations and Inuit Health Branch.

Resources

Additional Resources

Quick Reference Q & A for Staff

Patient Brochure

Indigenous Cultural Safety

Online Training (ICS)

If you have any questions or concerns about the self-identification process or the education material, you can reach out to your manager or contact the following individuals at any time:

Crystal Pirie

Senior Director

Indigenous Collaboration

piriec@tbh.net

684-7223

Bruno Tassone

Inter Professional

Educator

tassoneb@tbh.net

684-6978