



Supporting Indigenous Patients Seeking Emergency Care



MEDD 419 FLEX Project

By: McKenna (she/her) and Oz (he/him)
2nd Year UBC Medical Students
Activity Supervisor: Elizabeth Stacy from ECBC



This FLEX project is taking place on the traditional, ancestral, and unceded tm̓xʷúlaʔxʷ (land) of the syilx / Okanagan people who have resided here since time immemorial.



Agenda

01

Project Goals

02

Methods

03

Literature
Reviews

04

Results

05

Feedback

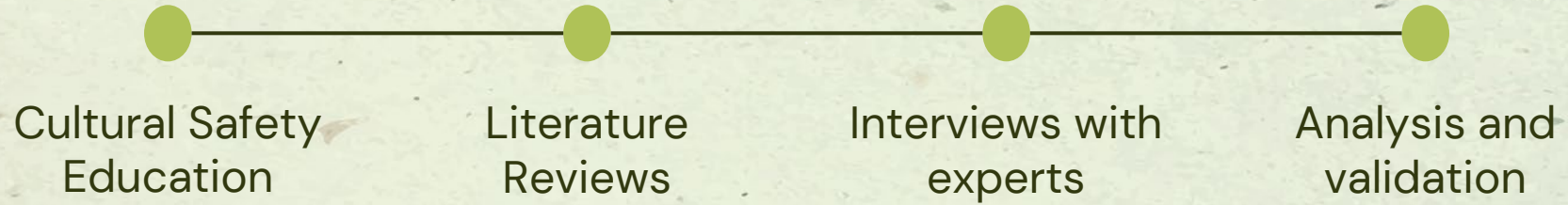


Project Goals


- Explore existing programs and roles to support Indigenous patients seeking emergency care
- Learn about novel ideas for supporting Indigenous Patients seeking Emergency Care
- Collate key recommendations for how emergency departments could better support Indigenous patients




Methods



6 week timeline to complete project

- 
- Flexiclinic “Dalarinji” in Australia
 - St. Vincent’s Hospital in Melbourne
 - Indigenous Patient Navigator/Liaisons
 - Indigenous Cultural Practises

Existing Support Programs



Influences on Patient Experience

- Relationship
 - Between patient and family, provider, and health care system
- Racism
 - Overt and invisible racism
- Cultural connection
 - Representation, connection, and provider humility
- Logistical limitations
 - Physical space availability and emergency room logistics



Results: Themes



Relationship

Between provider and patient

Between the emergency department and the community



Support Roles

Indigenous Patient Navigator

Aunties in the ED

Patient greeters

Cultural Safety & Connection

Cultural representation and traditional healing practices

Going beyond the 'check box' and challenging the norm

Provider considerations for culturally competent care

Realities of the ED

Resource limitation

The importance of respect in the workplace

Accessibility

Language

Rural and Remote Considerations

Continuity of Care

Understanding the system

Triage

Mental Health Act

Journey




Relationship and Cultural Connection

- Build long-lasting collaborative relationships with local Indigenous groups
- Build trust with clear communication, care, and cultural humility
- Go beyond the “check-box”



- Engage in clear communication to explain the processes of the ED, including triage, the Mental Health Act, and provider–patient interactions
- Consider physical accessibility, travel needs, and continuity of care after ED

Accessibility: Understanding the System



Support Roles and Realities of the ED

- Increase IPN availability within the ED and actively connect patients with IPNs
- Explore other support roles that may improve patient experience
- Limited time, space, and staff challenge the success of cultural safety initiatives




Request for Feedback

What did you find valuable?

How does this information fit with the work you are doing?

What would you like to see us explore in the future?





Thanks!

Any questions?

Contact Info:

Oz: ozren03@student.ubc.ca

McKenna: stidolph@student.ubc.ca

Elizabeth: Elizabeth.Stacy@phsa.ca

CREDITS: This presentation template was created by **Slidesgo**, and includes icons by **Flaticon**, and infographics & images by **Freepik**