Beliefs and Value Systems At A Collision Course: A Faculty Expedition Along A Client Pathway

By

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# Faculty Disclosure

<table>
<thead>
<tr>
<th>Faculty Names</th>
<th>Dr. Dora Maria Carbonu, RN, MN, EdD</th>
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<tr>
<td>Conflict of Interest</td>
<td>None</td>
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<tr>
<td>Employer</td>
<td>Nunavut Arctic College</td>
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<td>Sponsorship</td>
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Nunavut – Our Land

**Newest Territory of Canada**
- Established April 01, 1999
- Nearly one-fifth the size of Canada
- Population = 31,906
- More than half (56%) under the age of 25 years

**Inuit** - The traditional name of the People

**Inuk** - Singular

**Inuktitut** – The language spoken by the people

*Government of Canada, 2012*
IQALUIT

Capital City of Nunavut

IQALUIT

A Place of Many Fish
Nunavut Arctic College, Iqaluit

Nunatta Campus

Faculty of Nursing and Health Sciences Programs

Faculty and Staff
April 28, 2016
Bachelor of Science in Arctic Nursing

In Affiliation with Dalhousie University

Class of 2016
Perspectives of Inuit Traditional Law and Culture – Year 2

- Describe Nunavut Legal System
- Explore Perspectives on Traditional Inuit Law
- Explore some legal and ethical issues in the Context of Inuit Culture
- Apply ethical and legal principles to the Practice of Nursing

Legal and Ethical Issues in Nursing, 2014-2015

Traditional Inuit Cultural Approaches to Issues

- Ownership and Sharing
- Role of Members of Society – Elders, Women
- Pregnancy and Child Birth
- Adoption
- Abuse
- Sanctioning

Aupilaarjuk et al., 1999
Loukacheva, 2012
Guest Presenters’ Experiences with the Health Care System and Services

• Medical Referrals
• Emergency Medical Evacuation
• Standard 36-Week Referrals of Pregnant Women to Major Health Care Facilities for Delivery
• Medical Escort – Interpreter Choices
• Communication

• Language Barriers
• Boarding Homes/Shelters
• Experiences of Vulnerable Population
  • Elders
  • Children
  • Clients with Mental Health Issues
• Client Confidentiality
• Privacy
• Informed Consent
• Trust
Shared Stories – Beliefs and Values Systems at a Collision Course

1. **SO’s Choice** to have her baby at home, in the community
   - An Elder’s stern warning to **SO** post-delivery – “Never Again” ... **Rationale**:
     - To maintain current low morbidity and mortality rates
     - To move forward

2. **Interpreter-Escort Services** for Vulnerable Clients

3. **MD’s Belief** in **No immunization** for the child

4. **A Whole Community Saying No to Immunization**
   - **Rationale**: “Children getting sick following procedure”
A Client in a Holistic Physical, Mental, Emotional, Cultural and Spiritual Health and Well-Being

Conceptual Framework

- Culture
- Family Extended, Elders
- Health Disparities
- Communication
- Inuit Qaujimajatuqangit
- Inuit Traditional Knowledge
- Health Care Facilities
- Health Care Providers
- Worldviews
- Traditional Health, Illness, Healing
- Health Equity Inequity
- Patient-Health Education
- Traditional Inuit Law
The Health Care System in Nunavut

Department of Health

• Responsible for culturally appropriate health services and social programming in Nunavut

**Mission** – To promote, protect, improve and enhance the health and well-being of all Nunavummiut

• To incorporate Inuit Qaujimajatuqangit at all levels of service delivery and design

**Vision** – Individuals leading productive lives in self-reliant and healthy communities throughout the Territory

*Department of Health, 2016*

Hon. Monica Ell-Kanayuk
Minister of Health
Regions of Nunavut and Referral Centers

Kitikmeot - NWT, Alberta - Referral Regions
Kivalliq - Manitoba - Referral Region
Qikiqtaaluk - Iqaluit, Ontario - Referral Regions
Qikiqtani General Hospital (QGH)
The Only Hospital in Nunavut
REFLECTIONS
The Client Pathway

Client

• All Nunavummiut receiving health Care services
• Faculty who mapped a journey to observe interactions from the Client’s point of view
• Focusing on the full spectrum of health and healing, experiences, from initial awareness through advocacy

Pathway

• A client experience, a map to guide a client journey through holistic health, illness and healing
• A principle of 'no wrong door' underpins the pathway
• Helps identify opportunities to provide better service to the Client
• Allows every care-service unit to collaborate for the betterment of such client experiences

Inuit Qaujimajatuqangit
Inuit Traditional Knowledge

- Inuit Way of Doing Things
- Encompasses all aspects of Inuit Culture, Values
- Harmony, Equality
- Mastery, Adaptability
- Respect for Authority
- Moving Forward
- Communication, Listening
- Significance, Strength
- Observation, Volunteerism

Nickels, 2006
The Inuit Way, 2006
A Client in Need of Holistic Health Care Services from Care Providers...

Cultural Influences on Health Beliefs

- Health Disparities that result from beliefs and values of both clients and care providers
- Client Perception of Health Education
- Effects of Cultural Relevance on Client roles and expectations
- Receptivity to information provided about health, illness and treatment
- Willingness to use or not to use instructions provided

Seeking an explanation for...

- **Who** should be involved in the health care process
- **Where** should it be
- **Equity, Inequity** in the distribution of health resources and outcomes

Tilburt, 2010
Worldviews of Clients and Care Providers

• Sets of beliefs and assumptions that express how cultures interpret and explain their experience
• Essential for clients to make sense of their lives
• Give rise to bias, stereotypes, prejudice
• Conflict in clinical interactions or between and among client populations, health systems, care providers

Play a key role in health disparities education by
• Transforming the culture of care providers toward a more self-reflective, humble, and open-minded posture
• Reducing and eliminating the negative role health care providers play in producing health disparities through a cultural change.

Tilburt, 2010
Loukacheva, 2012
Cross-Cultural Variations Between Client and Health Care Provider

- Accept the Inuit way of doing things
- Be in harmony with and respect our clients
- Consult Elders, Interpreters
- Respect Elder Authority
- Learn about the cultural traditions of the clients we care for

Health Care System and Care Providers

Remain non-judgmental when given information that reflects values different from our own
Follow the advice given by clients about appropriate ways to facilitate communication within and between families and health care providers

Inutiq, 2016
Faculty On An Expedition - August 21 – 22, 2014

**Proposal Development**

Know, empathize with, and appreciate our clientele better

Integrate into our own cultural framework an orientation to the health care delivery services for Nunavummiut outside the Territory

Impart our knowledge-based information and experience to our students
Health Care System and Care Providers

Mapped Facilities

**Ottawa Health Services Network Incorporated (OHSNI)**
- To Provide Canada’s Inuit population with specialty health care and services

**Larga Baffin** –
- A Boarding Home in Ottawa for clients from Nunavut Communities

**Orientation to the Pathway**
- Networking
- Coordination and Collaboration of Services
- Communication
- Language/Barriers
- Confidentiality
- Privacy
- Escort-Interpreters
- Extension of Services into Communities

**Ottawa Hospital Civic Campus**
- Cardiac Institute
- Mental Health Center

**Ottawa Hospital General Campus**
- Cancer Center
- Rehabilitation Center
Findings – Observations
Commonalities ... OHSNI, Boarding Home, Other Facilities

**Successes**
- Collaborative linkages among organizational groups
- Airport Welcome and Shuttle Service by Larga Baffin Boarding Home
- Boarding Homes/Shelters
- Health Care Service Groups
- Hospitals – Ottawa Civic
- Referral Units
- Health Centers

**Challenges**
- Network Issues
- Increased Demands
  - Staff/Staffing
  - Transportation
  - Access/Distance
  - Appointments/Times
- Escort-Interpreter Services
  - Overflow of maximum capacity
Commonalities - All Facilities

Successes

• Regular Cardiology Clinic in Nunavut
• Education
  • Tele-Health
  • Tele-Home Monitoring

Cancer Institute
• Innovative approaches to treatment in hospital and home care services

Challenges

• Inter-facility Coordination and collaboration
• Team approach to improving and enhancing services to a larger Nunavut population
• A high incidence of breast cancer in Nunavut
• Physical Space
• Privacy – Quiet, Waiting Areas
• Client Anxiety and Isolation
• Client opposition to established rules and guidelines
Studies-Reports on
Experiences of Other Clients During their Journey ... In Their Own Words

**Escort-Interpreter Challenges**
'I didn't know any of the medical words like cancer, tumour, and it was hard for me to translate it.'
*RK as Mom’s Interpreter*
*Reported by Skura, 2016*

**Language Barriers (SI)**
- A threat to client safety
- Misdiagnoses (e.g., *Tuberculosis* versus *Chest Infection*)
- Medical errors
- Lengthy delays
*Reported by Zereh, 2016*
Some Study Findings on Language Services for Nunavut Clients

Three Factors Influencing Quality of Health Care:
• Language Barriers
• Refusal to see patient safety is ensured
• Lack of willingness to find solutions to health issues

Others
• An Unwelcoming Gesture
• A Longer Wait Time
• Inferior Quality Service
• Longer Suffering Period

_Inutiq, Reported by Burnett, 2016_
Summary, Conclusions, Recommendations

• Cultural transformation by health care providers, to become more self-reflective, humble, and open-minded

• Overcoming assumptions of a conflict in cultural and clinical interactions

• Continued embodiment of Traditional Inuit Law in education of our Nursing Students

• Ongoing examination of our own worldviews, beliefs and value systems as life-long learners

• Inculcation of these values in our students toward their ethical foundation in providing culturally safe and competent care to Nunavummiut
Inuit Beliefs and Values

Qujannamiik

Merci

Quana

Nakurmiik

Thank You

Inuit Holistic Lifelong Learning
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