

Health Equity Initiatives at SickKids

MUHC Health Equity Symposium

October 11, 2017

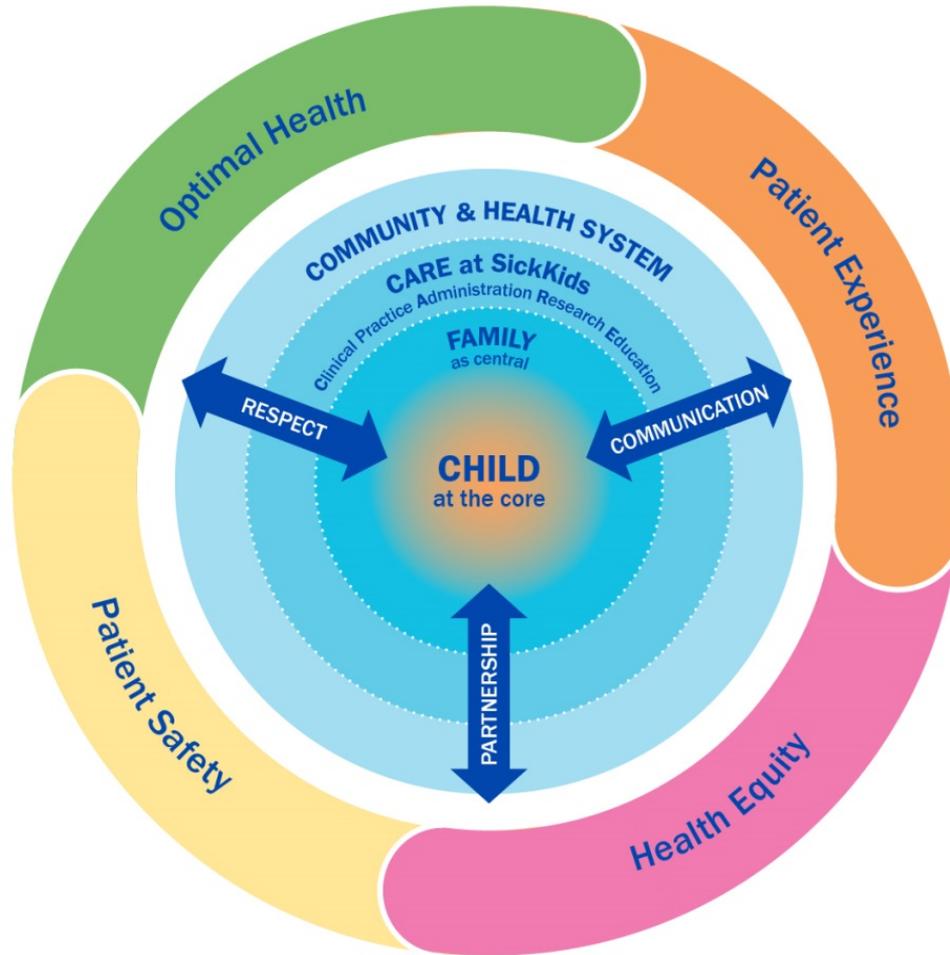
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SickKids

Objectives

- Discuss SickKids Model of Child and Family Centred Care
- Review and update of HE demographic data collection tool
 - Paediatric version of TCLHIN tool for adult hospitals
 - Translated into 11 other languages
- Share current and future initiatives at SickKids to promote health equity
 - Health Equity Council
 - Health Literacy QIP * LGBTQ@SickKids
 - Enhanced Interpreter Services to support LEP patients and families
 - Family Spaces
- Highlight patient and family engagement in Health Equity
 - Health Literacy Committee
 - Accessibility Steering Committee
- Describe Health Equity/ Cultural Competence Education/ Training
 - External Train the Trainers
 - Internal workshops and presentations



Health Equity Demographic Data Collection

One size does not fit all: The case for a paediatric Health equity demographic data collection tool

- The Tri-Hospital + TPH demographic data collection survey was not tested with a paediatric population.
- Many of the demographic factors included in the tool are not measureable/relevant throughout infancy to young adulthood (e.g., income, sexual orientation, spoken language).
- Research has demonstrated that caregiver demographics impact the health status and health care experiences of children and youth.

Paediatric demographic data collection tool



Holland Bloorview
Kids Rehabilitation Hospital

Caregiver Survey

About the Caregiver

- 1. Relationship to the child**
2. Canadian-born
3. Spoken language
4. Race/Ethnicity
5. Religion/Spiritual affiliation
6. Disability
7. Gender
8. Sexual Orientation
9. *Income that supports the child*
10. *Number of people supported by income*
- 11. Education**
12. *Housing*

About the Child

13. *Canadian-born*
14. *Race/Ethnicity*
15. *Spoken language*
16. *Disability*

Youth Survey

- 1. Household income**
- 2. Household**
3. Caregiver present
4. Canadian-born
5. *Housing*
6. Spoken language
7. Race/Ethnicity
8. Religion/Spiritual affiliation
9. *Gender*
10. *Sexual Orientation*
11. *Disability*

Paediatric Tool Translations

Tool was translated into these 11 languages:

- French
- Italian
- Korean
- Hungarian
- Russian
- Portuguese
- Tamil
- Arabic
- Vietnamese
- Simplified Chinese
- Spanish

Where we are and next steps

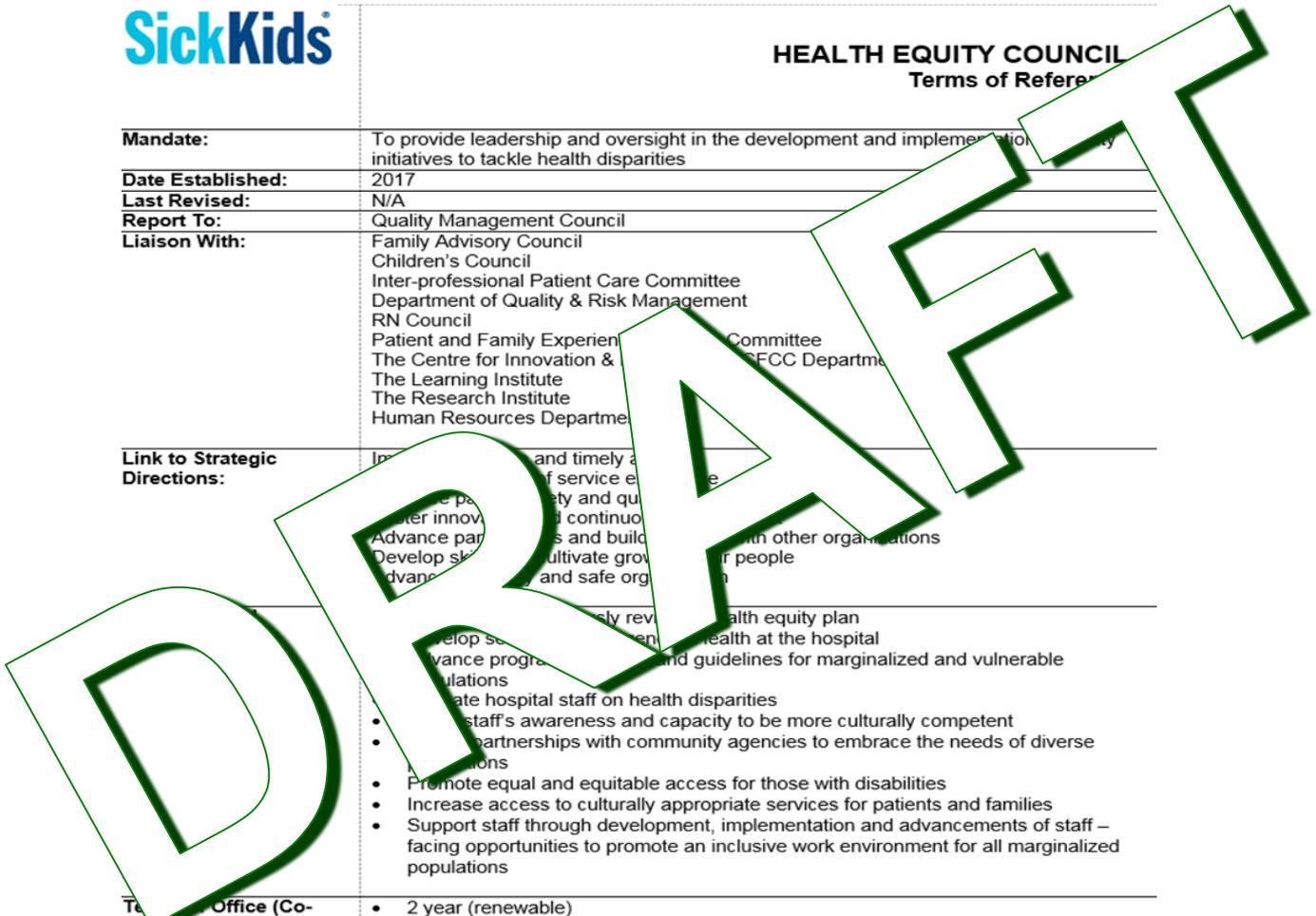
- Currently not implemented all throughout the hospital due to lack of resources
 - Requires dedicated resources (person) to ensure proper explanation of the survey and accuracy of responses to questions
 - Requires dedicated resources to audit data entry and data collection
 - Requires a systematic method for implementation that would work for all the different areas of the hospital
 - We have been undergoing changes with our electronic record system – this is a potential method of data collection from all patients
- By June 2018 a systematic method of data collection will be put into place
 - Will address the challenges that we've had since losing our resources for this project
 - Health Equity Council to support

Health Equity Council



HEALTH EQUITY COUNCIL Terms of Reference

Mandate:	To provide leadership and oversight in the development and implementation of initiatives to tackle health disparities
Date Established:	2017
Last Revised:	N/A
Report To:	Quality Management Council
Liaison With:	Family Advisory Council Children's Council Inter-professional Patient Care Committee Department of Quality & Risk Management RN Council Patient and Family Experience Committee The Centre for Innovation & Excellence in CECC Department The Learning Institute The Research Institute Human Resources Department
Link to Strategic Directions:	Implement and timely a... of service e... ... safety and qu... ... and continuo... Advance par... and build... with other organizations Develop sk... cultivate gro... for people Advance... and safe org...
	... health equity plan ... health at the hospital ... and guidelines for marginalized and vulnerable hospital staff on health disparities <ul style="list-style-type: none"> • ... staff's awareness and capacity to be more culturally competent • ... partnerships with community agencies to embrace the needs of diverse • ... • Promote equal and equitable access for those with disabilities • Increase access to culturally appropriate services for patients and families • Support staff through development, implementation and advancements of staff – facing opportunities to promote an inclusive work environment for all marginalized populations
Term of Office (Co-Chairs):	<ul style="list-style-type: none"> • 2 year (renewable) • Staggered
Terms of Office (Members):	<ul style="list-style-type: none"> • Perpetual if based on role • Two years (renewable) if representing an area
Minutes	Will be retained in the Centre for Innovation & Excellence in CECC for 15 years



Health Literacy QIP

Purpose:

- To assess patients and families' understanding of their health literacy
- To understand what patients and families need from the information they are provided at the hospital
- To show the need for more plain language in our education and training
- To engage patients and families

LGBTQ@sickkids

- Started as a Pride committee
- Expanded the last two years to become LGBTQ@sickkids
- Sponsored by two executives – HR and VP responsible for Centre for Innovation & Excellence in CFCC
- Pride flag raised the last two years along with organization of Pride week and other workshops/education throughout the year
- Collaboration with Mt. Sinai, UHN, Women's and St. Mike's Hospitals
- Purpose of the group is to provide opportunities for promotion of LGBTQ related activities for staff, patients and families
- Sub committee working with forms to change language

Interpreter Services Department

For Face to Face Interpreting:

Total # Requests	
2016-2017 FY	2015-2016 FY
9974	8984

Top 10 Languages for Interpreting Requests



2016-2017 FY
Arabic
Mandarin
Cantonese
Spanish
Tamil
Vietnamese
Urdu
Sign
Punjabi
Portuguese

Interpreter Services Department

Within the last 6 months we have added:

- 2 permanent Arabic interpreters
- 4 casual Chinese interpreters
- 2 casual French/ Spanish interpreters
- Video Remote Interpreting for ASL
- Continued agreement with neighbour hospitals (Women's, Mt Sinai, CAMH and UHN) to share ASL interpreters

Medical Interpreters are integral for delivery of equitable, safe care to all LEP patients and families:

www.journals.plos.org/plosone/article?id=10.1371/journal.pone.0185659

The Family Centre –Children’s Library

Through our partnership with the Toronto District School Board, we have increased our multi-lingual collection to include many more languages and greater availability of books written in different languages for children



Family Spaces – accessible for all



Health Literacy Committee

Mandate

- **Promote the development of materials for patients, families, and staff that align with the SickKids' Model of Child and Family-Centred Care**

Functions and responsibilities

- Establishing and implementing a timely review process for patient, family, and staff education materials
- Consulting with individuals/groups preparing to develop education materials (support with needs assessment and best practices)
- Reviewing education materials and making recommendations to improve access (discovery, acquisition, use and comprehension) to these materials
- Drafting and seeking approval for a Patient and Family-Centred Health Literacy and Clear Communication policy
- Advocating for evidence-based, patient and family-centred education materials
- Will report to the Health Equity Council

Accessibility Steering Committee

- This committee will also report to the Health Equity Council
- Project Horizons – a huge project at the hospital looking to rebuild all aspects of the physical infrastructure- in the meantime, we're advocating to make the physical space more accessible regardless of AODA standards that we already meet
 - The committee is engaged with patients and families and listens to what they tell us

Universal design is a process of creating products, environments and systems which are ___(1)___ by people with the widest possible range of ___(2)___.

- (1) A. usable B. used
(2) A. possibilities B. abilities



Cultural Competence/ Health Equity Education/Training

External Workshops

- Training available for external organizations for Train the Trainer (1 or 2 day sessions)
- Trainer also available to support workshops for external organizations (half day to 1 day workshops)

Resources available on www.sickkids.ca

- 15 Cultural Competence E-learning Modules
- Train the trainer Manual
- Workshop session guides
- Film: “Journey to Cultural Competence”

Cultural Competence



Train-The-
Trainer Manual

Cultural Competence/ Health Equity Education/Training

Internal workshops and presentations

- On-going work with various departments (in services, workshops, presentations)
- Promotion of 15 e-learning modules
- Nursing orientation
- **Importance of health equity/ cultural competence embedded in all presentations around child and family- centred care**





Thank you!

Please contact me if you have any questions or want any information:

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