

Diversity & Health Equity at York Central Hospital

Central LHIN IHSP Launch

June 23 from 10 a.m. – 12 p.m.

Thornhill Community Centre, North Room

Carla Palmer

Director Community Programs Partnerships and Alliances

York Central Hospital

Driving Force: Local Demographics

C-LHIN Population Factors by Planning Area	Ontario	CLHIN	South East York Region	South West York Region
Total Population 2008	12,986,332	1,651,681	465,683	230,536
%of LHIN Population in Planning Area			28%	14%
%Population Aged 65+	14%	13%	10%	9%
%Population Visible Minority	23%	42%	52%	23%
%Population Immigrants	23%	48%	54%	45%
%Population Francophone	4%	1%	1%	1%
%Population Aboriginal	2%	.4%	.4%	.1%
%Population English Mother Tongue	68%	50%	42%	48%
%Low Income Families	11%	9%	5%	4%
%Single Parent Families	15%	15%	12%	10%
%Population Aged 20+ with less than High School Education	25%	22%	19%	23%

C-LHIN Integrated Health Services Plan 2010-2013

Driving force

Diversity @ York Central Hospital

- The challenges are easy to quantify: over 2500 employees, volunteers and physicians, and thousands of patients who in total speak numerous languages, have varying religious beliefs, cultural customs, sexual identity, race, colour, and social norms in their upbringing.
- Research has shown that nurses in hospital settings document high levels of discrimination and stereotyping. Health Equity research shows that patients experience different levels of access to care for reasons such as language, culture, income level.
- How do we support that everyone feels welcome and that patients get access to the care that they need?

At YCH, asking this question three years ago was the first important step to recognizing the challenge and recruiting the champions to help figure out the multiple approaches we needed to support our goal. During the presentation, we will share the steps we have taken, achievements to date and the goals for the next two years.

Diversity recognizes, respects, and values individual differences. YCH is committed to creating an inclusive environment that encourages people to contribute their personal best.

YCH Diversity Council - what we are about

❖ *Purpose:*

- To develop an over-arching diversity strategy for YCH
- To promote awareness and provide support
- To foster a respectful working environment
- To make recommendations regarding education and other priority issues

❖ *Philosophy and approach:*

- Focus on key priorities based on organizational scan
- Inform related and other initiatives

Diversity Council - past, present & future

❖ *Up to date:*

- Two diversity surveys (2007 & 2009)
- Art from the Heart with Alex-Mack
- Code of Conduct
- Policy for religious and cultural celebrations
- Diversity education training plan

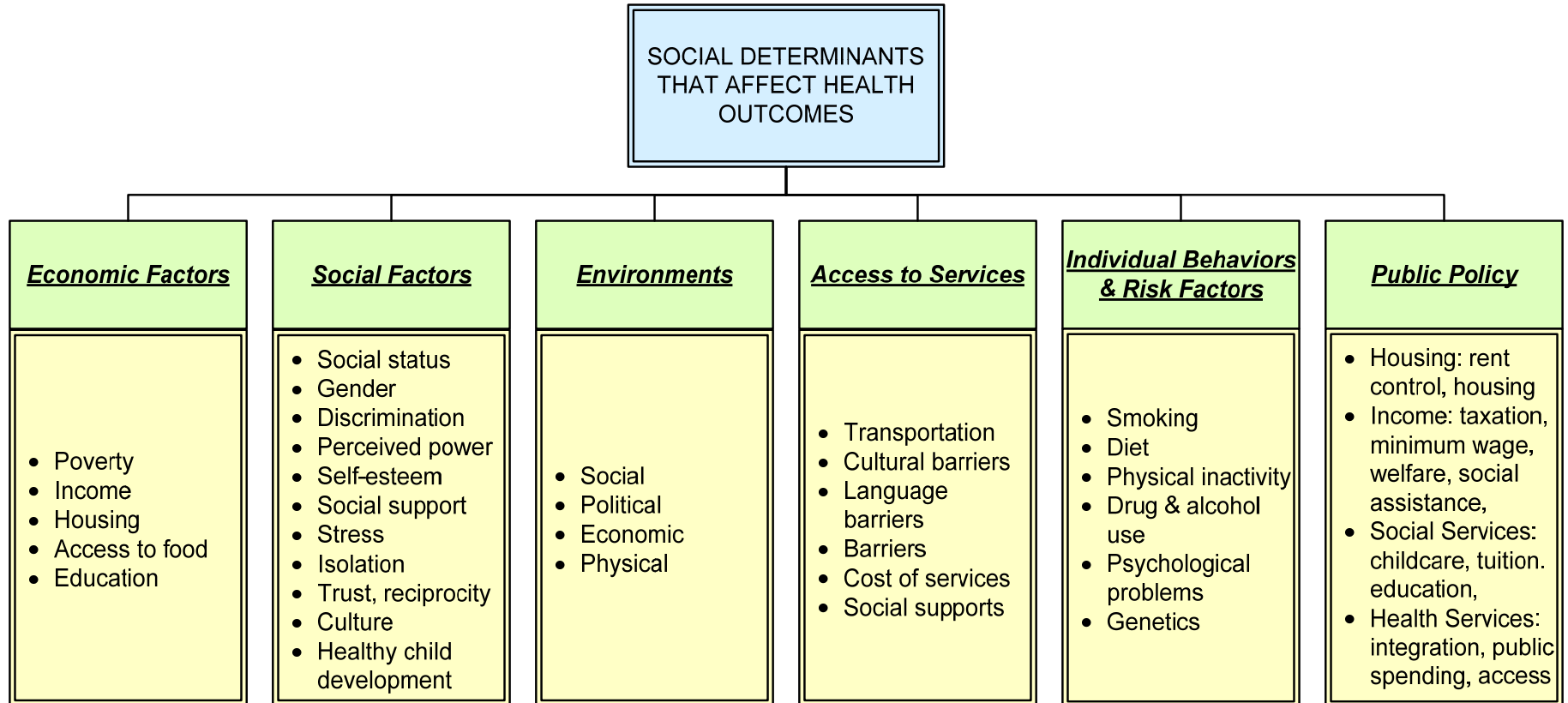
❖ *Future goals and activities*

- Using the survey data to plan priority projects
- Expand the Art from the Heart project
- Design a policy for the Code of Conduct
- Roll-out diversity education training
- Quarterly newsletter
- Annual Diversity Day



Link to LHIN IHSP

Diversity and Health Equity Challenges



Diversity & Equity, an ongoing concern...

Social and healthcare norms state that discrimination between women and men is no longer acceptable

- ❖ *However, research has shown that women are less likely than men to receive:*
- standard heart medication
 - dialysis treatment
 - admission to intensive care units
 - certain surgical procedures -cardiac catheterization, kidney transplants, knee arthroplasty (replacement)

Bob Gardner, The Wellesley Institute



Health Equity in the Health Care System

❖ *The most disadvantaged end up needing more healthcare*

- Equitable healthcare can help mitigate the harshest impact of the wider social determinants of health on health disadvantaged populations and communities

❖ *Systemic disparities in access & quality of healthcare need to be redressed*

- People lower on the social hierarchy tend to have poorer access to health services, even though they may have more complex needs and require more care
- Unless we address the lack of access and unequal quality, healthcare could make overall disparities even worse
- We should be ensuring equitable access to care for all who need it, regardless of their social position

Bob Gardner, The Wellesley Institute

York Central
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Caring to make a difference™

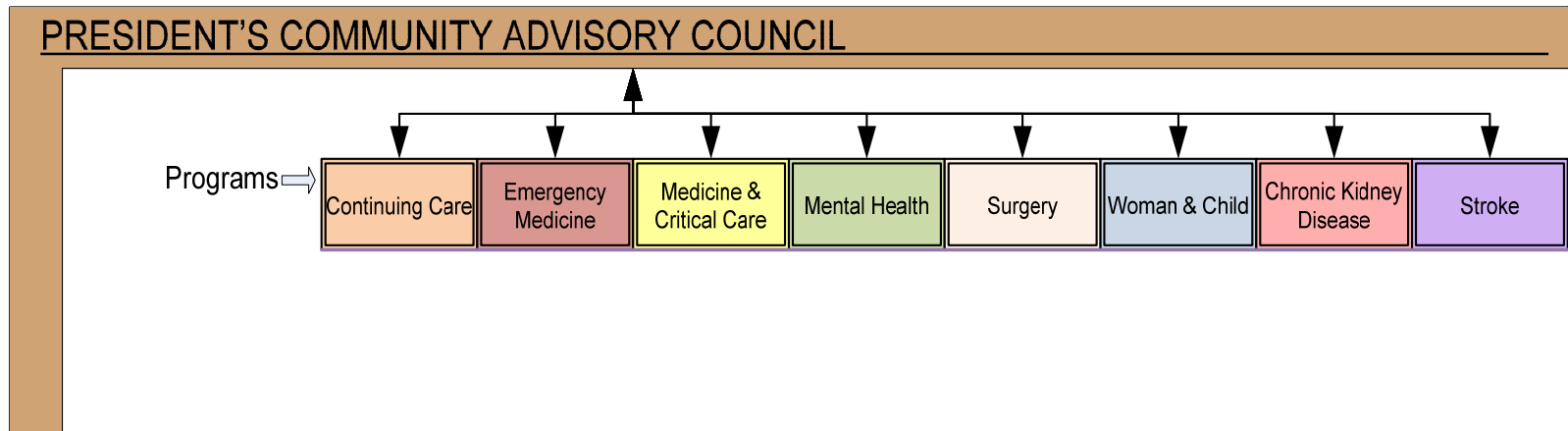
Health Equity @ York Central Hospital

"Equity in health is about reducing or eliminating the health differences which result from factors which are avoidable and within York Central Hospital's influence to address.

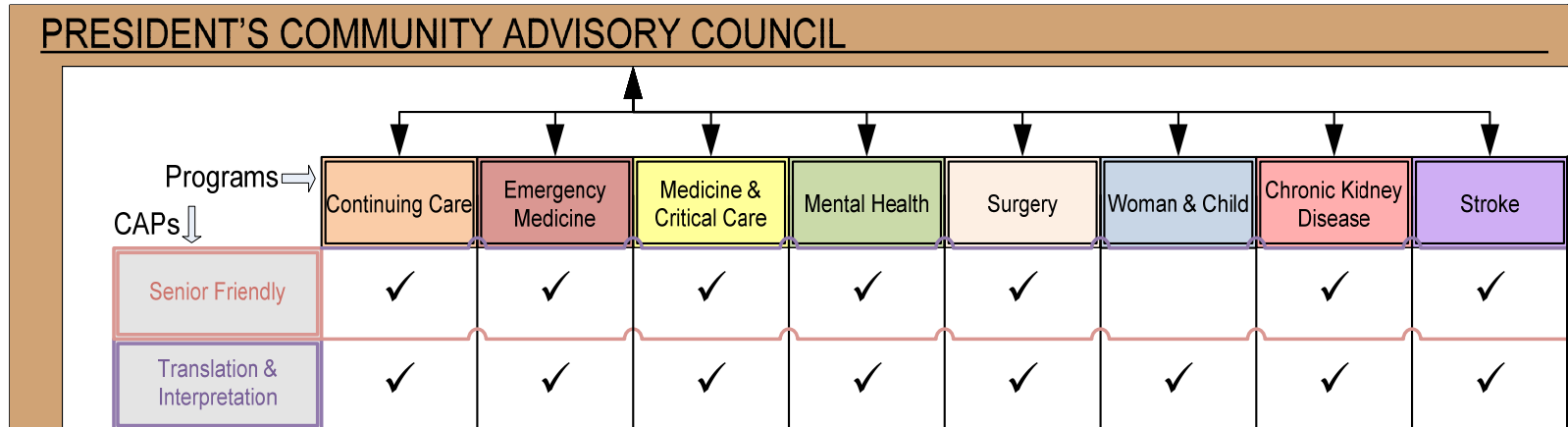
It is concerned with creating equal opportunities for health and with bringing health differentials down to the lowest levels possible."

Next Steps

Community Advisory Panels



Community Advisory Panels



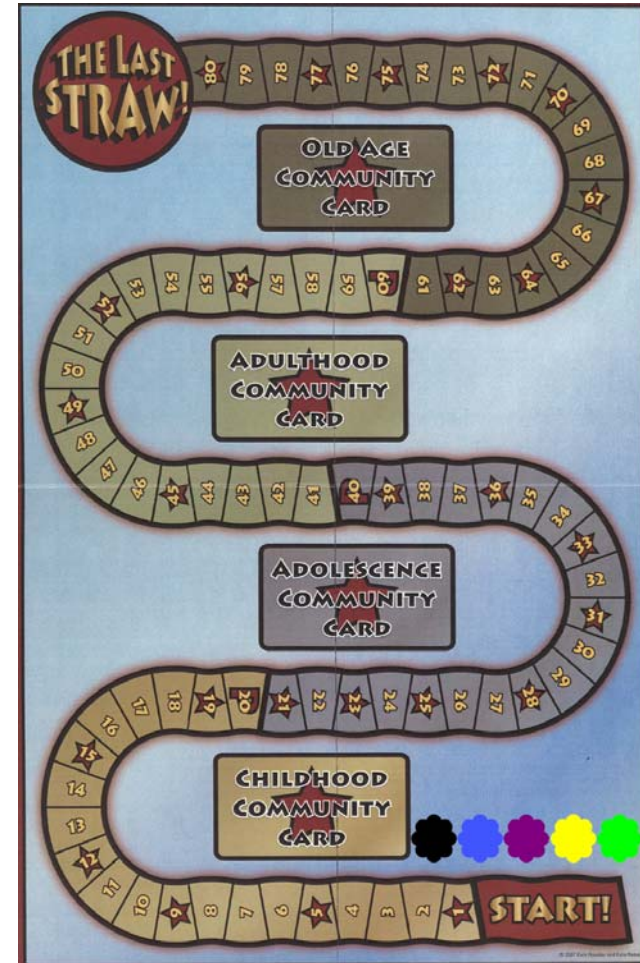
Senior Friendly	Establishing an environment that is accessible for seniors
Translation & Interpretation	Consider issues of equity, access and diversity, with a primary focus on addressing the language needs of our patients, visitors and catchment community

Let's Roll the Dice

Life - the real game of chance

The Last Straw! is an exciting teaching tool on the social determinants of health. At YCH we use it to:

- promote discussion about the social determinants of health;
- to help players build empathy and gain awareness;
- to encourage learning in a fun and supportive environment.



Come join our next game...

Call Mendel Janowski 905-883-1212 ext 7289

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Our journey is just beginning...