



Advisory Councils Spring Forum

June 12, 2021

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Inclusive Healthcare System

Marni Panas, BHAdmn, CCIP

(she/her)

Program Manager Diversity and Inclusion

Inclusive Healthcare System



The health care system refers to the institutions, people and resources involved in delivering **health care** to individuals.

Inclusive Healthcare System The Institution



Diversity & Inclusion COE Orientation



Diversity & Inclusion

June 12, 2021

Diversity & Inclusion Framework

Vision, Mission Values

Healthy Communities.
Healthy Albertans.
Together.

To provide a patient-focused, quality health system that is accessible and sustainable for all Albertans.

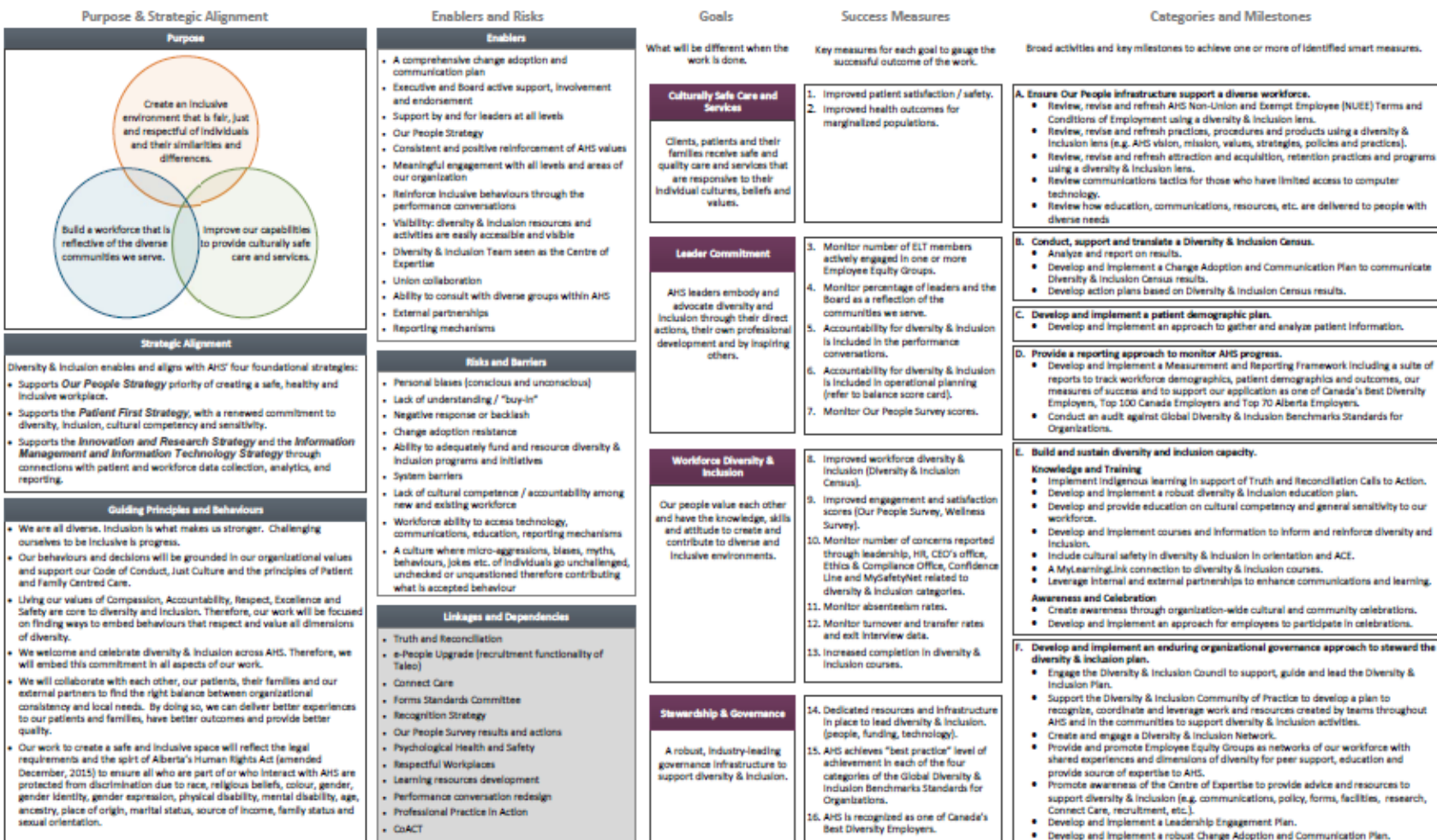
AHS
Gares

Compassion
respect

Accountability
excellence
safety

Diversity & Inclusion Framework

Revised: November 19, 2018



Diversity & Inclusion Framework Purpose



Diversity & Inclusion Framework Goals

Culturally Safe Care and Services

Clients, patients and their families receive safe and quality care and services that are responsive to their individual cultures, beliefs and values.

Leader Commitment

AHS leaders embody and advocate diversity and inclusion through their direct actions, their own professional development and by inspiring others.

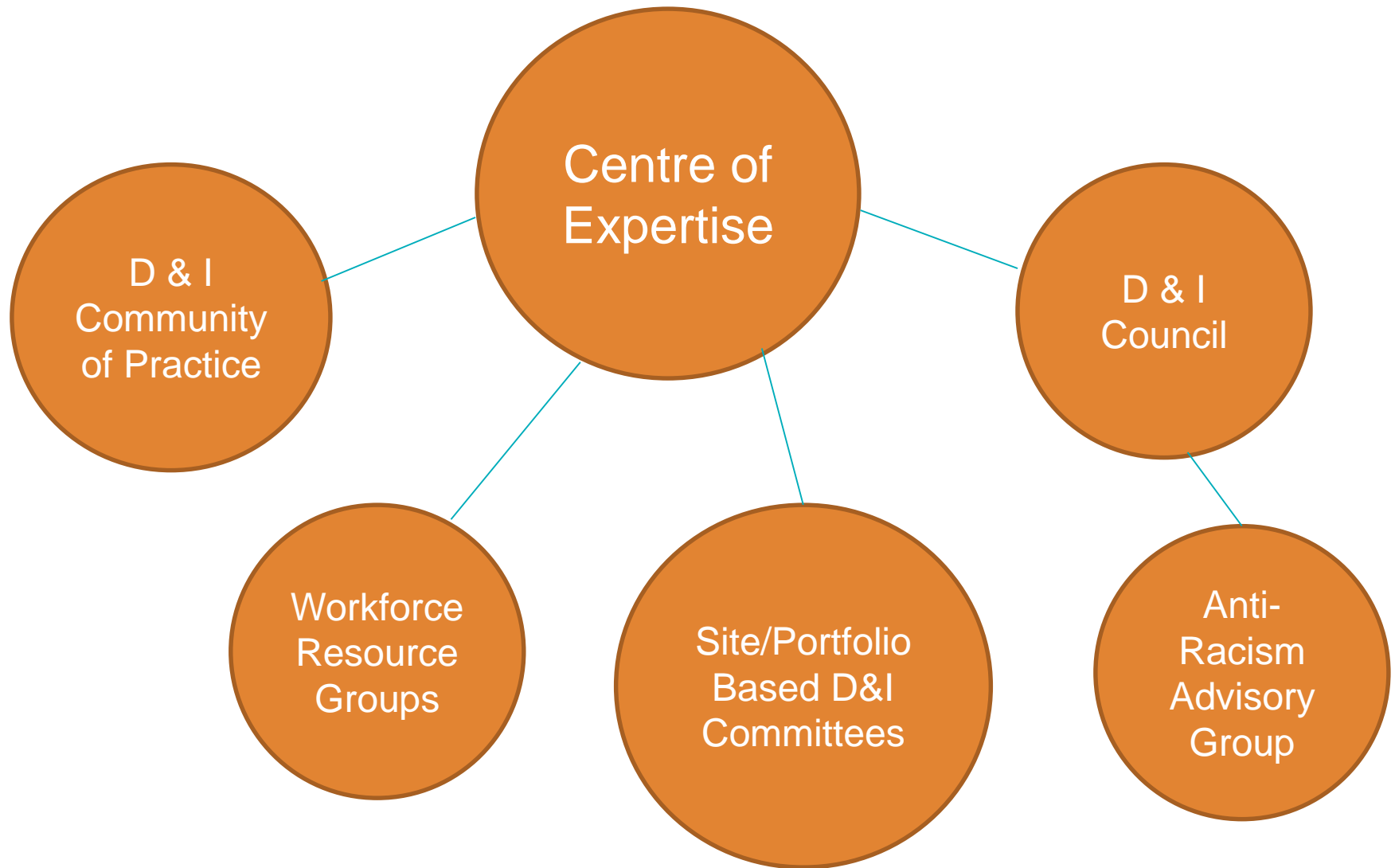
Workforce Diversity & Inclusion

Our people value each other and have the knowledge, skills and attitude to create and contribute to diverse and inclusive environments.

Stewardship & Governance

A robust, industry-leading governance infrastructure to support diversity & inclusion.

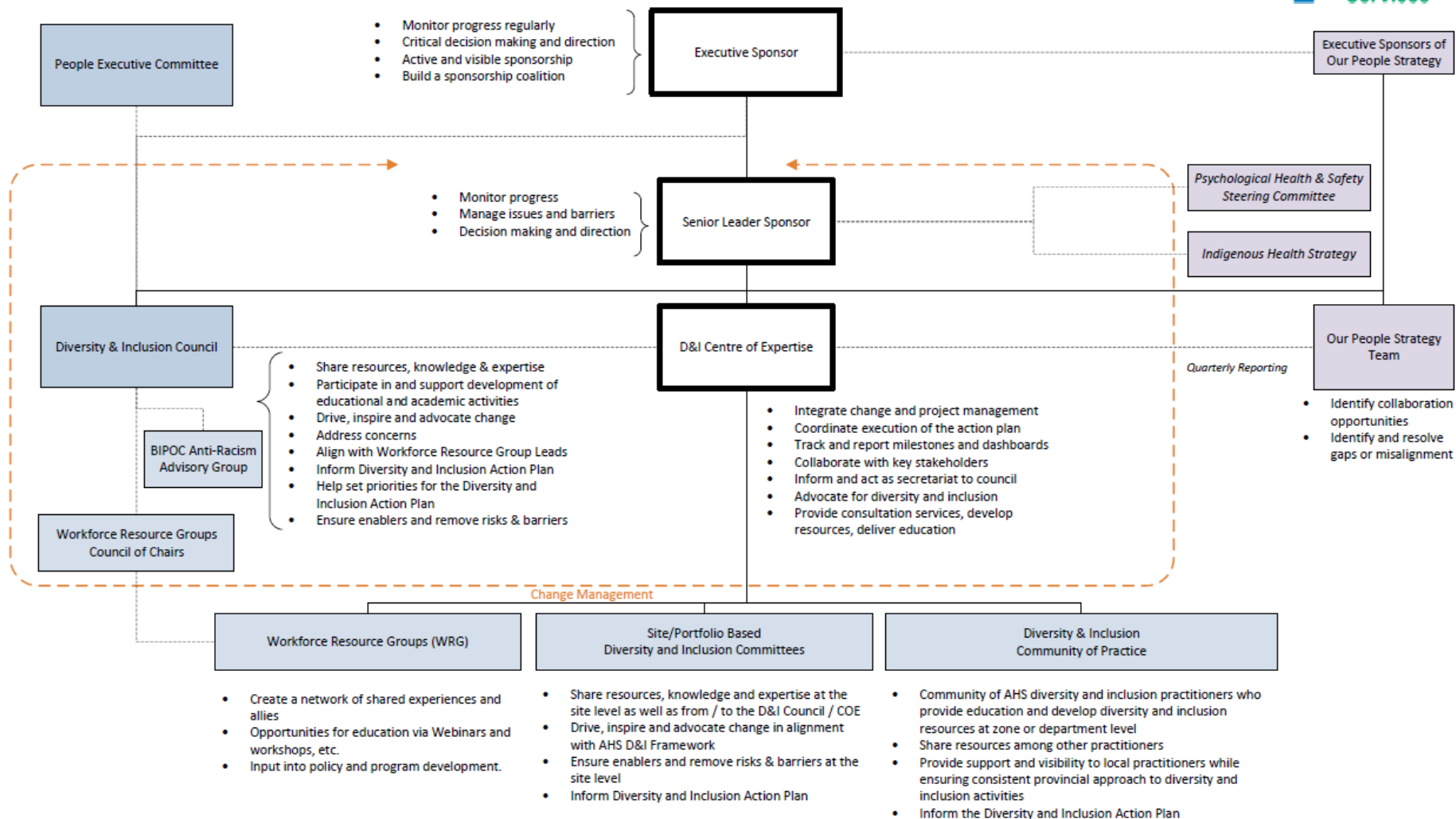
Diversity & Inclusion Governance



Diversity and Inclusion

Diversity & Inclusion Governance Model

As at November 2, 2020



June 12, 2021

Inclusive Healthcare System The Institution

- **Policy Review Cycle**
 - Through Gender Based Analysis Plus (GBA+)
- **Physical Spaces**
 - Inclusive Washrooms & Signage
- **HR Systems**
 - Inclusive Gender Options
- **Collective Agreements**
 - Inclusive language



Inclusive Healthcare System The Institution

Sexual Orientation, Gender Identity & Expression Provincial Advisory Council



Inclusive Healthcare System

The People



Inclusive Healthcare System *Proud Together* Workforce Resource Group (WRG)



Inclusive Healthcare System

The People



Inclusive Healthcare System

The People



The People



Alberta Health
Services

Human Resources

Guide to Creating Safe and Welcoming Places for Sexual & Gender Diverse (LGBTQ) People

The People



Alberta Health
Services

Human Resources

Transgender Guidelines

Inclusive Healthcare System The Resources



www.ahs.ca/lgbtq2s



Healthy Albertans.
Healthy Communities.
Together.



ABOUT AHS ▾

FIND HEALTHCARE ▾

INFORMATION FOR ▾

CAREERS

Home > Information For > LGBTQ2S+

LGBTQ2S+ / Sexual and Gender Diversity

Building Connections

- [Gender Identity](#) - Youth & Family Resources, FCRC
- [Help4me Youth Addiction & Mental Health](#)
- [Office of Alberta Seniors Advocate](#)
- [Office of the Child and Youth Advocate](#)
- [Sexual & Reproductive Health](#) - AHS
- [Find Healthcare Locator](#) - AHS
- [Pink Shirt Day](#)

Provider Resources

- [Seniors and Continuing Care](#)
- [Sexual Orientation, Gender Identity & Expression \(SOGIE\)](#)

Transgender Health

- [Final Stage Gender Reassignment Surgery](#)
- [Gender Identity](#) - MyHealth.Alberta.ca

Awareness

- [A Safe Place \(poster\)](#)
- [Being an Ally - Best Practice Guide](#)
- [Inclusive Language](#)
- [People's Pronouns - Best Practice Guide](#)
- [Safer & Inclusive Spaces](#)
- [Sexual Orientation](#) - MyHealth.Alberta.ca
- [Talking about being LGBTQ2S+](#)
- [Terms & Phrases to Avoid](#)
- [Terms to Know](#)

insite

Email | e-People | Policies & Forms | Paging | On Call/ROCA | Scheduling Help ?

insite Everything ▾ Search Insite 🔍
👤 Search People 🔍

About Tools Teams News Social Contact

Home > Teams > Diversity & Inclusion > **Resources**

Diversity & Inclusion

Home **Resources** Stories Building Connections D&I Council



Indigenous

- [Alberta apology to Sixties Scoop Survivors](#)
- [Best Practice Guide: Being an Ally](#)
- [Federal Government Jordan's Principle](#)
- [Indigenous Health Program](#)
- [Justice Sinclair on "Why don't residential school survivors just get over it?"](#)
- [Myths About Indigenous People: Getting to the Truth](#)
- [Royal Commission on Aboriginal Peoples](#)
- [Truth and Reconciliation Commission \(TRC\) of Canada](#)
- [United Nations Declaration on the Rights of Indigenous Peoples](#)

Sexual & Gender Minorities (LGBTQ2S)

- [Best Practice Guide: Inclusive Washrooms](#)
- [Best Practice Guide: People's Pronouns](#)
- [Guide to Creating Safe & Welcoming Places for Sexual & Gender Diverse \(LGBTQ*\) People](#)
- Webinar: [Improving the Experience for Sexual and Gender Diverse \(LGBTQ\) People](#)

Sexual Orientation and Gender Identity & Expression (SOGIE) Clinical Team and Connect Care

Marni Panas

Program Manager Diversity and Inclusion

Alberta Health Services



AHS Forms Standards

Patient Facing

| | |
|---|--|
| Last Name <i>(Legal)</i> | First Name <i>(Legal)</i> |
| Preferred Name <input type="checkbox"/> Last <input type="checkbox"/> First | DOB <i>(dd-Mon-yyyy)</i> |
| Personal Health Number | ULI <input type="checkbox"/> Same as PHN |
| Administrative Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary/Prefer not to disclose (X) | |

Non-Patient Facing

| | |
|--|--|
| Last Name <i>(Legal)</i> | First Name <i>(Legal)</i> |
| Preferred Name <input type="checkbox"/> Last <input type="checkbox"/> First | DOB <i>(dd-Mon-yyyy)</i> |
| Personal Health Number | ULI <input type="checkbox"/> Same as PHN |
| Administrative Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary/Prefer not to disclose (X) <input type="checkbox"/> Unknown | |

Category Lists

- Legal Sex (aka Administrative Gender)

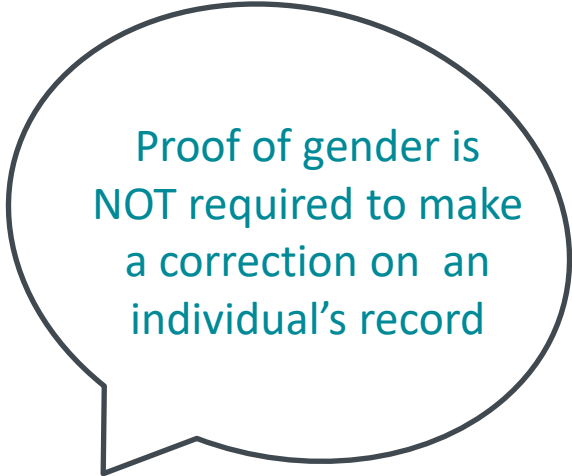
All registrations should include an Administrative Gender value:

F – Female

M – Male

U – Unknown: Gender not asked or unable to collect, generally used for administrative purposes.

X – Does not identify their gender as male or female, or has chosen not to disclose their gender.



Proof of gender is
NOT required to make
a correction on an
individual's record

1. Administrative Gender is recorded as indicated on the government issued identification presented at time of registration.
 2. Administrative Gender is a mandatory data attribute and must be collected for all Alberta health system events.
 3. Gender Identity may differ from the administrative gender. Both may be collected dependent on available system functionality.
 4. Sex at birth is collected when clinically relevant and is not asked at time of registration.
-

Category Lists

- Gender Identity
 - Agender
 - Choose not to disclose
 - Female
 - Gender Fluid
 - Intersex
 - Male
 - Non-Binary
 - Not Listed
 - Questioning
 - Transgender Male to Female
 - Transgender Female to Male
 - Two Spirit

Category Lists

- Sex Assigned at Birth
 - Female
 - Male
 - Unknown
 - Not recorded on Birth Certificate
 - Choose not to disclose

Category Lists

- Sexual Orientation
 - Asexual
 - Bisexual
 - Choose not to disclose
 - Gay
 - Lesbian
 - Not Listed
 - Pansexual
 - Questioning
 - Straight
 - Two Spirit

Category Lists

- Pronouns
 - She/Her/Hers
 - He/Him/His
 - They/Them/Theirs
 - Patient's Name
 - Decline to Answer
 - Unknown
 - Not Listed

Category Lists

- Organ Inventory
 - Breasts
 - Cervix
 - Fallopian Tubes
 - Ovaries
 - Prostate
 - Testes
 - Bilateral / unilateral

Affirmed (Preferred Name) v. Legal Name

- A **preferred name** is the name a patient uses in day-to-day life, which might be different from the patient's legal name as it appears on legal documents such as a driver's license or birth certificate.
- System will display **preferred name** if populated in areas when users are interacting with the patient.
- When engaging in activities like blood administration or break the glass workflows, they will see **both names** due to potential legal requirements or ramifications to their decisions and actions.
- **NOTE:** This impacts any patient who uses a different name other than legal name.

Wristbands & Labels

- Worked with Grand Central, Patient Access, and Beaker to develop what displays on the wristband
 - Compliance with blood bank
- Legal Name v. Preferred Name
 - Will display legal name and preferred name (if populated)
- Admin Gender v. Gender Identity
 - Will display gender identity if populated.
 - If not populated, will display administrative gender

ILikeReallyLongNames (Pref Name)
Andrew Him
DOB: 05/06/1980 Male
MRN: 3000004063 ULI: 206638331



Filters and Decision Support

- Organ inventory allows for
 - Cancer screening notifications based on organs patient has rather than gender
 - Consultations based on organs (e.g. not asking patient who had hysterectomy when last monthly period)
 - More timely and accurate decisions making based on what patient is presenting with
 - Allowing documentation on both male and female tools helps provide a complete picture of the patient
-

Inclusive Connect Care Impact on Covid-19 Response



Healthy Albertans.
Healthy Communities.
Together.

COVID-19 Self-Assessment for Albertans

Use this self-assessment tool to help determine whether you need to be tested for COVID-19. You can complete this assessment for yourself or on behalf of someone else, if they are not able.

[Launch self-assessment >](#)

Personal Information

* Denotes required fields

Legal First Name*

Legal Last Name*

Affirmed (Preferred) Name

Gender*

Gender ▼

- Gender
- Female
- Male
- Non-Binary
- Transgender – Male to Female (M to F)
- Transgender – Female to Male (F to M)
- Two-Spirit
- Another gender not listed above
- Prefer not to answer

Street Address*

City or Town (in Alberta)*



Date of Birth*

Alberta Healthcare Number

Outbreak EI Number

June 12, 2021

Inclusive Connect Care Impact on “Upstream” and “Downstream” systems

- 811
- 911
- EMS EMR
- Policies & practices



LGBTQ2S+ Alberta Health Services Education Video



<https://youtu.be/gukhgU4xDLo>

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