

Advisory Councils Spring Forum

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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 Framework

Vision, Mission Values

Healthy Albertans. Together.

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



compagaion accountability Cares respect excellence safety

Diversity & Inclusion Framework

Revised: November 19, 2018



Purpose & Strategic Alignment



Diversity & Inclusion enables and aligns with AH5' four foundational strategies:

- Supports Our People Strategy priority of creating a safe, healthy and
- Supports the Patient First Strategy, with a renewed commitment to diversity, inclusion, cultural competency and sensitivity.
- Supports the Innovation and Research Strategy and the Information Management and Information Technology Strategy through connections with patient and workforce data collection, analytics, and

Guiding Principles and Behaviours

- We are all diverse, inclusion is what makes us stronger. Challenging ourselves to be inclusive is progress.
- Our behaviours and decisions will be grounded in our organizational values and support our Code of Conduct, Just Culture and the principles of Patient and Family Centred Care.
- Living our values of Compassion, Accountability, Respect, Excellence and Safety are core to diversity and inclusion. Therefore, our work will be focused on finding ways to embed behaviours that respect and value all dimensions of diversity
- We welcome and celebrate diversity & Inclusion across AHS. Therefore, we will embed this commitment in all aspects of our work.
- We will collaborate with each other, our patients, their families and our external partners to find the right balance between organizational consistency and local needs. By doing so, we can deliver better experiences to our patients and families, have better outcomes and provide better quality.
- Our work to create a safe and inclusive space will reflect the legal regularments and the solrt of Alberta's Human Rights Act (amended December, 2015) to ensure all who are part of or who interact with AHS are protected from discrimination due to race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status and sexual orientation.

Enablers and Risks

Enablers

- A comprehensive change adoption and communication plan
- Executive and Board active support, involvement
- Support by and for leaders at all levels
- Our People Strategy
- Consistent and positive reinforcement of AHS values
- Meaningful engagement with all levels and areas of our organization Reinforce inclusive behaviours through the
- performance conversations Visibility disersity & inclusion resources and
- activities are easily accessible and visible
- Diversity & Inclusion Team seen as the Centre of
- Union collaboration
- Ability to consult with diverse groups within AHS
- External partnerships
- Reporting mechanisms

Risks and Barriers

- · Personal blases (conscious and unconscious)
- Lack of understanding / "buy-in"
- Negative response or backlash
- Change adoption resistance Ability to adequately fund and resource diversity &
- Indusion programs and initiatives
- System barriers Lack of cultural competence / accountability among new and existing workforce
- Workforce ability to access technology,
- communications, education, reporting mechanisms A culture where micro-aggressions, blases, myths, behaviours, lokes etc. of individuals go unchallenged unchecked or unquestioned therefore contributing what is accepted behaviour

Linkages and Dependencies

- Truth and Reconciliation
- Taleo)
- Connect Care
- Recognition Strategy
- · Our People Survey results and actions
- · Psychological Health and Safety
- Learning resources development
- Performance conversation redesign
- Professional Practice in Action

Gnals Success Measures

What will be different when the work is done.

Clients, patients and their

families receive safe and

quality care and services that

are responsive to their

Individual cultures, beliefs and

values.

AHS leaders embody and

advocate diversity and

inclusion through their direct

actions, their own professional

development and by inspiring

Our people value each other

and have the knowledge, skills

and attitude to create and

contribute to diverse and

inclusive environments.

Key measures for each goal to gauge the successful outcome of the work.

Improved health outcomes for marginalized populations.

Employee Egulty Groups.

Board as a reflection of the

is included in the performance

(refer to balance score card).

communities we serve.

conversations.

Survey

Monitor percentage of leaders and the

Accountability for diversity & Inclusion

Accountability for diversity & Inclusion

is included in operational planning

Monitor Our People Survey scores.

Improved workforce diversity &

Improved engagement and satisfaction

scores (Our People Survey, Wellness

10. Monitor number of concerns reported

Line and MySafetyNet related to

diversity & inclusion categories.

12. Monitor turnover and transfer rates

13. Increased completion in diversity &

14. Dedicated resources and infrastructure

5. AHS achieves "best practice" level of

categories of the Global Diversity &

Indusion Benchmarks Standards for

6. AHS is recognized as one of Canada's

Best Diversity Employers.

achievement in each of the four

(people, funding, technology).

In place to lead diversity & inclusion.

11. Monitor absenteeism rates.

and exit interview data.

Inclusion courses.

Organizations.

through leadership, HR, CEO's office,

Ethics & Compliance Office, Confidence

Inclusion (Diversity & Inclusion

Categories and Milestones Broad activities and key milestones to achieve one or more of identified smart measures.

Improved patient satisfaction / safety. A. Ensure Our People infrastructure support a diverse workforce. Culturally Safe Care and Services

- Review, revise and refresh AHS Non-Union and Exempt Employee (NUEE) Terms and Conditions of Employment using a diversity & inclusion lens.
 - Review, revise and refresh practices, procedures and products using a diversity & Inclusion lens (e.g. AHS vision, mission, values, strategies, policies and practices). Review, revise and refresh attraction and acquisition, retention practices and programs
 - using a diversity & inclusion lens Review communications tactics for those who have limited access to computer
 - · Review how education, communications, resources, etc. are delivered to people with
 - diverse needs

B. Conduct, support and translate a Diversity & Inclusion Census. Monitor number of ELT members Leader Commitme Analyze and report on results. actively engaged in one or more

- Develop and Implement a Change Adoption and Communication Plan to communicate Diversity & Inclusion Census results
- Develop action plans based on Diversity & Indusion Census results.

Develop and implement a patient demographic plan.

Develop and implement an approach to gather and analyze patient information.

Provide a reporting approach to monitor AHS progress.

- Develop and Implement a Measurement and Reporting Framework including a suite of reports to track workforce demographics, patient demographics and outcomes, our measures of success and to support our application as one of Canada's Best Diversity Employers, Top 100 Canada Employers and Top 70 Alberta Employers.
- Conduct an audit against Global Diversity & Inclusion Benchmarks Standards for Organizations

Build and sustain diversity and inclusion capacity.

Knowledge and Training

- Implement Indigenous learning in support of Truth and Reconciliation Calls to Action.
- Develop and implement a robust diversity & Inclusion education plan. . Develop and provide education on cultural competency and general sensitivity to our
- workforce . Develop and implement courses and information to inform and reinforce diversity and
- Include cultural safety in diversity & inclusion in orientation and ACE.
- A MyLearningLink connection to diversity & inclusion courses.
- Leverage internal and external partnerships to enhance communications and learning.

Create awareness through organization-wide cultural and community celebrations.

- Develop and implement an approach for employees to participate in celebrations.

Develop and implement an enduring organizational governance approach to steward the Engage the Diversity & Inclusion Council to support, guide and lead the Diversity &

- Support the Diversity & Inclusion Community of Practice to develop a plan to recognize, coordinate and leverage work and resources created by teams throughout AHS and in the communities to support diversity & inclusion activities.
- Create and engage a Diversity & Inclusion Network.
- · Provide and promote Employee Equity Groups as networks of our workforce with shared experiences and dimensions of diversity for peer support, education and provide source of expertise to AHS.
- Promote awareness of the Centre of Expertise to provide advice and resources to support diversity & inclusion (e.g. communications, policy, forms, facilities, research, Connect Care, recruitment, etc.).
- Develop and implement a Leadership Engagement Plan.
- Develop and Implement a robust Change Adoption and Communication Plan

Stewardship & Governan:

A robust, industry-leading

governance infrastructure to

support diversity & Inclusion.

- e-People Upgrade (recruitment functionality of
- Forms Standards Committee
- Respectful Workplaces



Alberta Health



Diversity & Inclusion Framework Purpose

Create an inclusive environment that is fair, just and respectful of individuals and their similarities and differences.

Build a workforce that is reflective of the diverse communities we serve.

Improve our capabilities to provide culturally safe care and services.





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.

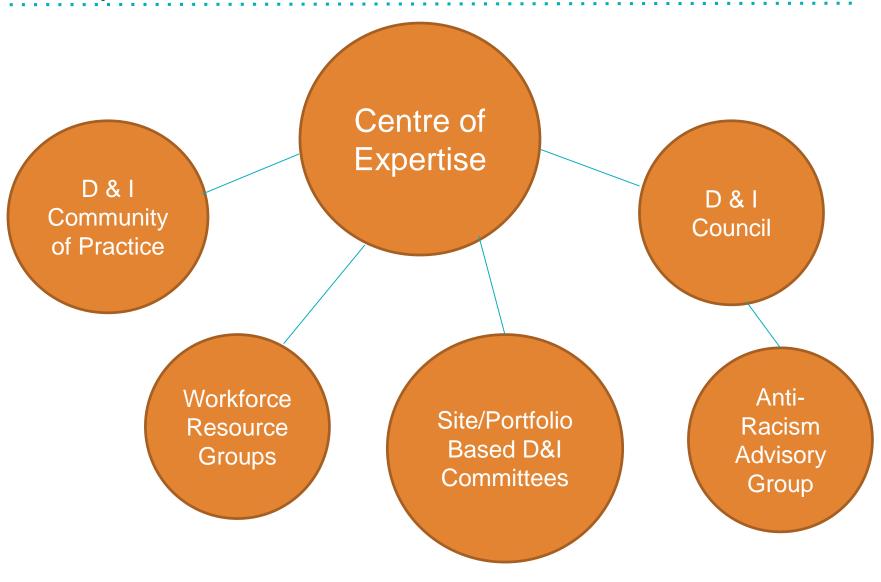
Workforce Diversity & Inclusion

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

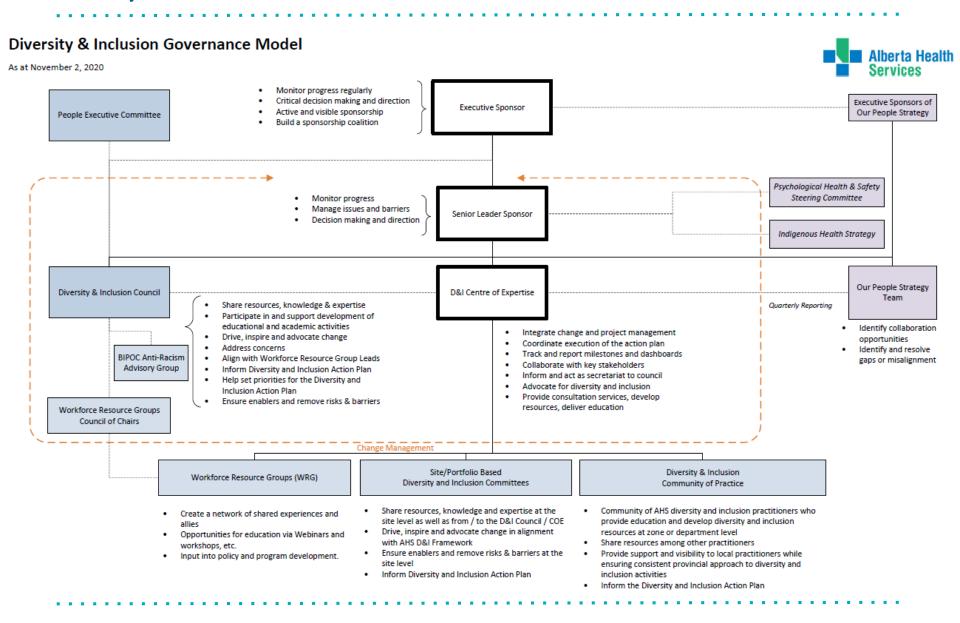
Stewardship & Governance

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

Diversity & Inclusion Governance



Diversity and Inclusion



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)





Supporting our members to be their authentic selves at work every day.

Inclusive Healthcare System The People



Inclusive Healthcare System The People

























The People



Human Resources

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

The People



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
- <u>Sexual Orientation, Gender Identity &</u>
 <u>Expression (SOGIE)</u>

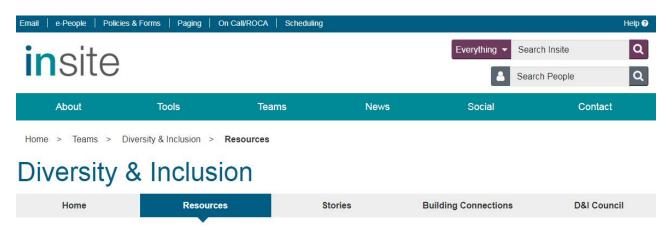
Transgender Health

- <u>Final Stage Gender Reassignment</u>
 <u>Surgery</u>
- Gender Identity MyHealth.Alberta.ca

Awareness

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

insite





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
- <u>Guide to Creating Safe & Welcoming Places for Sexual & Gender Diverse</u> (LGBTQ*) People
- Webinar: <u>Improving the Experience for Sexual and Gender Diverse</u> (LGBTQ) People

Marni Panas



AHS Forms Standards

Patient Facing

Last Name (Legal)	First Name (Legal)		
Preferred Name □ Last □ First DOB(dd-Mon-yyyy)		Non-Patient Facing	
Personal Health Number	ersonal Health Number ULI □ Same as PHN		
		Last Name (Legal)	First Name (Legal)
Administrative Gender □ Male □ Female □ Non-binary/Prefer not to disclose (X)			(2034)
		Preferred Name □ Last □ First	DOB(dd-Mon-yyyy)
		Personal Health Number	ULI □ Same as PHN
		Administrative Gender □ Male □ Female □ Non-binary/Prefer not to disclose (X) □ 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.

- 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.
- 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.

Proof of gender is

NOT required to make
a correction on an
individual's record

- 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·····

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

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

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

- 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)

 ILikeReallyLongNames (Pref Name)
- Admin Gender v. Gender Identity
 - Will display gender identity if populated.
 - If not populated, will display administrative gender



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

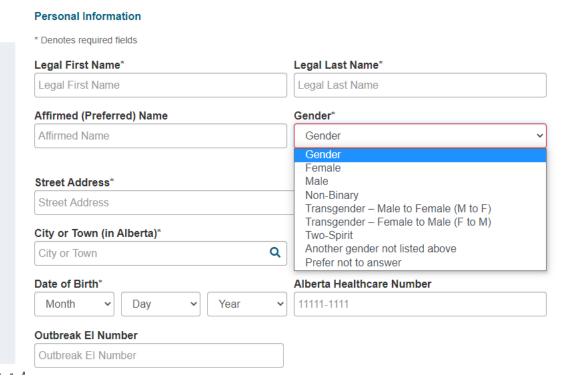


Healthy Albertans. Healthy Communities. Together.

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 >



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

Inclusive Healthcare System

