



NATIONAL CONFERENCE
CONFÉRENCE NATIONALE

IN-PERSON
JUNE 4-6, 2023



Equity, Diversity & Inclusion Using LEADS: A Strength-Based Approach

Panelists: **Michele James**, Executive Vice-President, People & Transformation, Scarborough Health Network
Dr. Anne Matlow, Professor of Medicine & Pediatrics, University of Toronto & LEADS Global
Ingrid Wilson, Founder and Principal at GridFern Strategic HR
Moderator: **Betty Mutwiri**, LEADS Consultant, Coach & Facilitator & Principal, BM Leadership Coaching

@CCHL_CCLS



#CCHLReunited

SHN's Equity, Diversity & Inclusion (EDI) Strategy

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For: Canadian College of Health Leaders Conference, Panel Presentation on Equity, diversity and inclusion using LEADS – A strength-based approach

June 6, 2023

Our EDI Imperative

***“NOT EVERYTHING
THAT IS FACED CAN BE
CHANGED, BUT
NOTHING CAN BE
CHANGED UNTIL IT IS
FACED.”***

JAMES BALDWIN, AUTHOR





STRATEGIC PLAN 2018-23

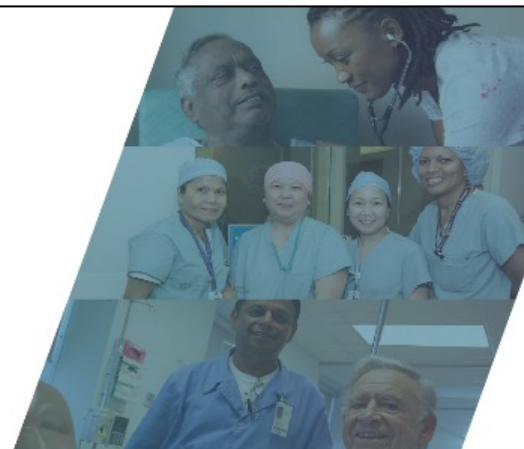
SHAPING THE FUTURE OF CARE

VISION

Canada's leading community
teaching health network –
transforming your
health experience

MISSION

Improving lives through
exceptional care



STRATEGIC DIRECTIONS



Improve Population
Health, Health Equity,
and System Integration



Transform the Patient
Experience Through
Innovation, Education
and Research



Set a New Standard
for Exceptional Quality
and Patient Safety



Build our Culture to
Empower and Inspire our
People

IN ALL OUR INTERACTIONS WE WILL BE

Compassionate · Inclusive · Courageous · Innovative

*Pending formal approval



Ontario Health's Equity, Inclusion, Diversity and Anti-Racism Framework

With a focus on addressing anti-Indigenous and anti-Black racism

11 Areas of Action

-  **Collect Equity Data**
Set up systems and supports to collect, analyse, and use equity data to report findings and inform future decisions
-  **Embed in Strategic Plan**
Ensure efforts to address equity, inclusion, diversity, anti-Indigenous and anti-Black racism are at the highest priority for the organization
-  **Partner to Advance Indigenous Health Equity**
Recognize that strong relationships with Indigenous leadership and communities - founded on respect, reciprocity and open communication -- are critical in ensuring that the new health-care system in Ontario reflects and addresses the needs of Indigenous peoples.
-  **Invest in Implementation**
Apply the financial and people resources needed for success and ongoing sustainability
-  **Identify Clear Accountability**
Establish and assign "who" is responsible for "what"
-  **Represent and Reflect Ontarians**
Strive for all levels of the organization to reflect the communities served
-  **Include and Engage Key Voices**
Listen to the staff and communities and include their ideas and feedback into the design, delivery and evaluation of programs and services
-  **Address Racism Focus on Anti-Indigenous and Anti-Black Racism**
Identify and address discriminatory practices and procedures in all forms and all levels using targeted approaches
-  **Reduce Disparities**
Use data and best practices to establish standards, identify disparities and implement corrective action through a focus on access, experience and outcomes for the population
-  **Contribute to Population Health**
Work with other arms of government and agencies in planning services to improve the



SHN's EDI Strategy (2022-2025): Becoming the EDI Leader in the Hospital Sector

Creating a Sense of Belonging

We will engage with employees, professional staff, learners, volunteers, patients, their loved ones, and the Scarborough community to create a welcoming environment free from harassment and discrimination.

Education & Awareness

We will provide education to employees, professional staff, learners, and volunteers on key topics in EDI to create a safe and healthy work environment.

We will increase education and awareness of the social determinants of health, to enable SHN to take action to improve population health.



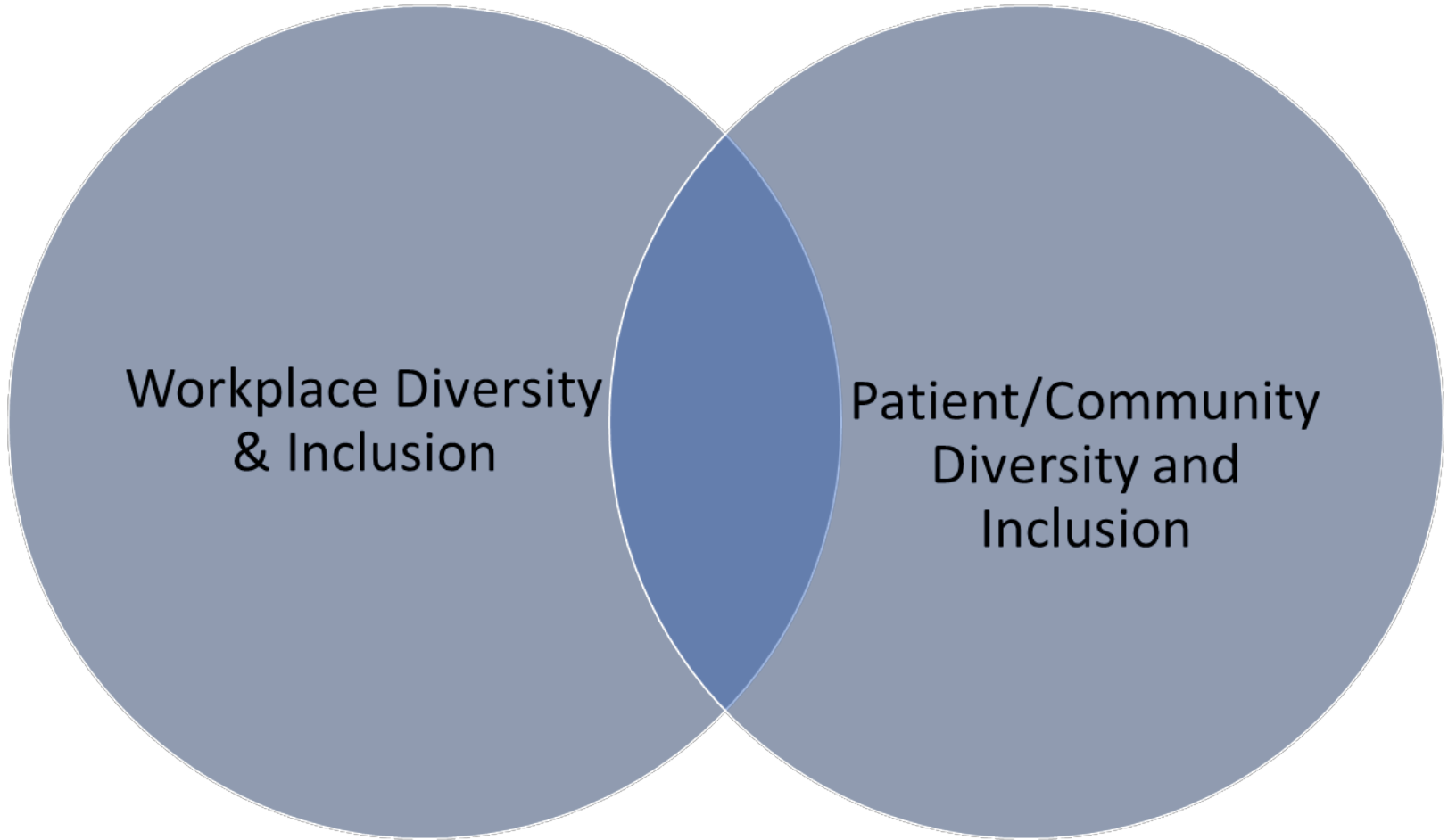
Data Collection & Monitoring

We will collect demographic data to ensure the diversity of employees, professional staff, and volunteers reflects the communities we service.

We will collect, analyze and use socio-demographic data of our patients and community to facilitate health planning and reduce health disparities.

Service Delivery

We will strive to ensure equitable access and utilization of healthcare services and an exceptional patient experience for the Scarborough community.





WHAT MAKES CANADIANS SICK?

50%

YOUR LIFE

INCOME
EARLY CHILDHOOD DEVELOPMENT
DISABILITY
EDUCATION
SOCIAL EXCLUSION
SOCIAL SAFETY NET
GENDER
EMPLOYMENT/WORKING CONDITIONS
RACE
ABORIGINAL STATUS
SAFE AND NUTRITIOUS FOOD
HOUSING/HOMELESSNESS
COMMUNITY BELONGING

25%

YOUR HEALTH CARE

ACCESS TO HEALTH CARE
HEALTH CARE SYSTEM
WAIT TIMES

15%

YOUR BIOLOGY

BIOLOGY
GENETICS

10%

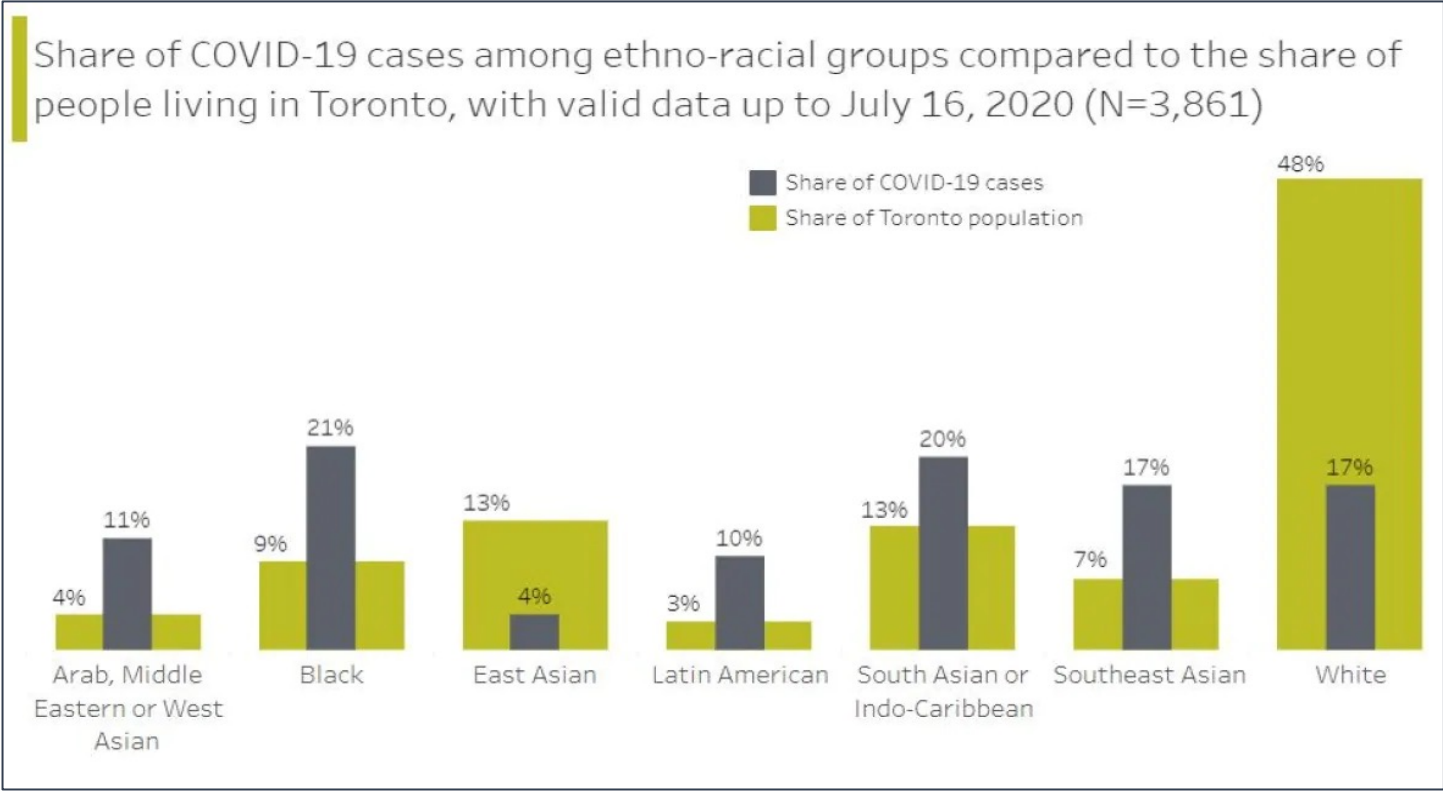
YOUR ENVIRONMENT

AIR QUALITY
CIVIC INFRASTRUCTURE

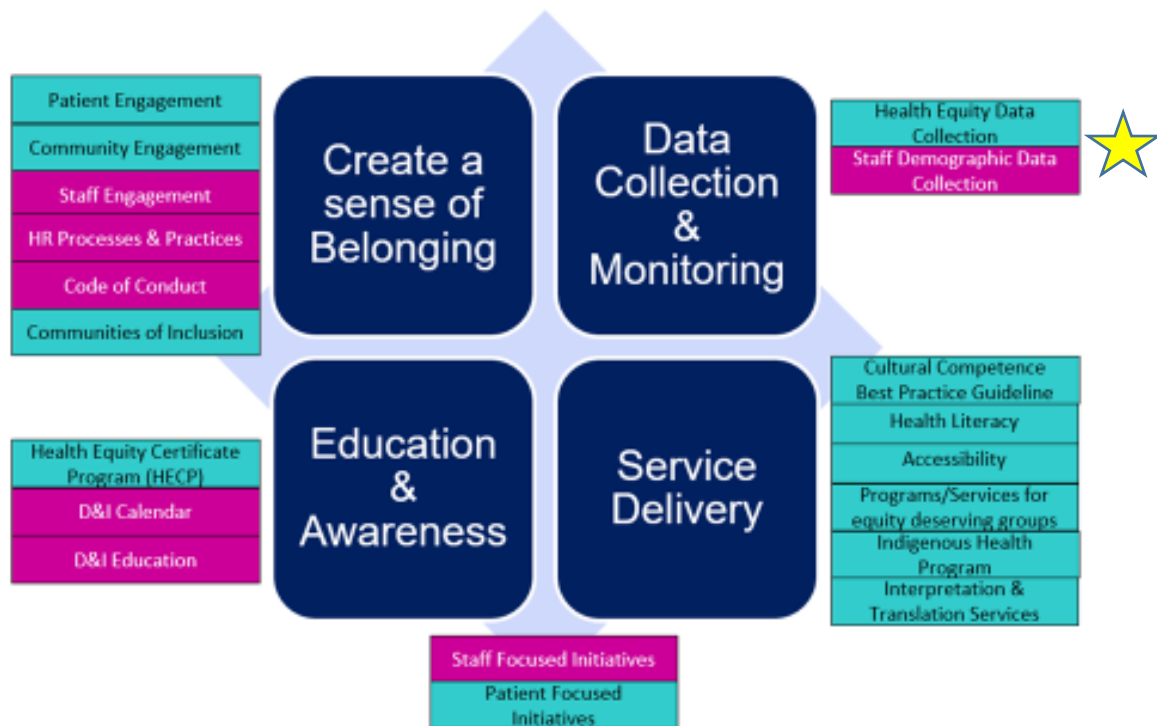


THESE ARE CANADA'S SOCIAL DETERMINANTS OF HEALTH #SDOH

COVID-19's Impact on Racialized Groups



SHN's EDI Strategy (2022-2025): Becoming the EDI Leader in the Hospital Sector



Creating a Sense of Belonging

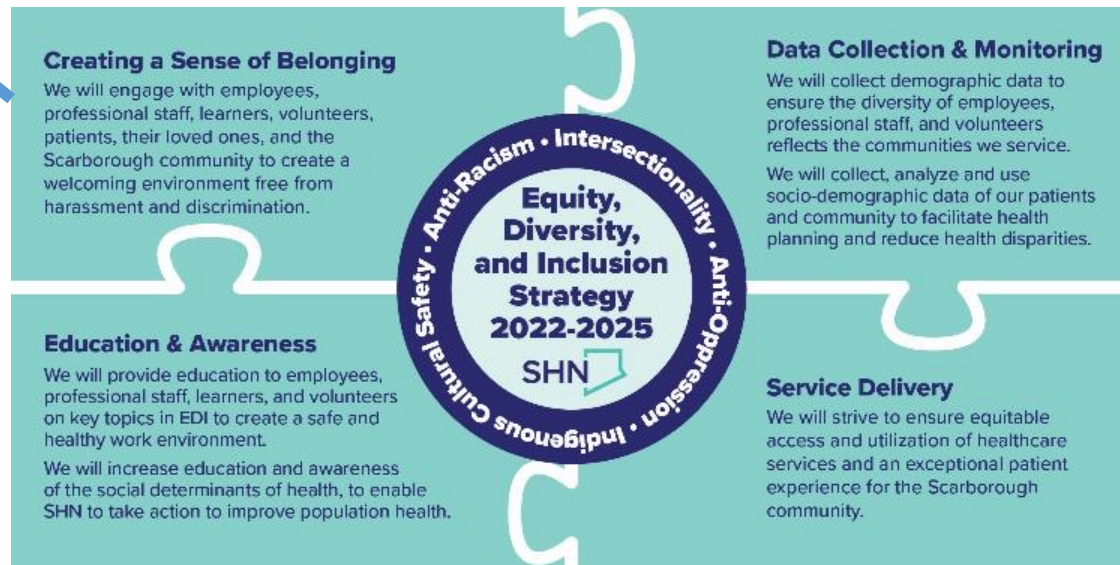
Our Goal: Enabling and empowering staff to bring their whole selves to work; ensuring patients and visitors feel that SHN is an organization free of harassment and discrimination

Key Actions/Deliverables:

- Staff/Physician Engagement Survey
- Communities of Inclusion (COIs)
- Reviewing HR Processes and Practices and Policies with a D&I lens
- Patient/Community Engagement
- Patient Partnership Principles
- Inclusive Spaces

Sample Metrics:

- Staff/Physician Engagement survey responses to D&I questions
- Number of updated processes, practices, and policies, reviewed with a D&I lens
- Number of grievances related to code of conduct/discrimination in workplace
- Participation in COIs



SHN's EDI Strategy (2022-2025): Education & Awareness

Our Goal: Bringing awareness to and educating all levels of the workforce, starting with leadership, on key EDI issues

Key Actions/Deliverables:

- EDI Education delivery across SHN
- Health Equity Certificate Program
- Stand Up for Health roll-out
- Days of Significance/Annual Inclusion Calendar
- Establish relationship with SHN Research Institute (SHNRI)

Sample Metrics:

- Number of education sessions offered
- Number of events celebrated
- Attendance and participation rates
- Analysis of evaluation survey results
- Number of collaborations and outcomes based on work with SHNRI





Thank You



EDI-LEADS

Fall Session

Oct 31, Nov 7, 14, 21, 28

CANADIAN COLLEGE OF
HEALTH LEADERS



COLLÈGE CANADIEN DES
LEADERS EN SANTÉ