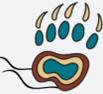


HEALTH EQUITY PROJECT PROFILE:

Chigamik Community Health Centre



ABOUT THE CENTRE

Chigamik Community Health Centre is a Community Health Centre committed to improving health equity for the people and communities we serve. Their mission is to provide culturally relevant holistic programs and services to equip our communities to achieve optimal health and well-being through awareness, health promotion and illness prevention.

ABOUT THE PROJECT

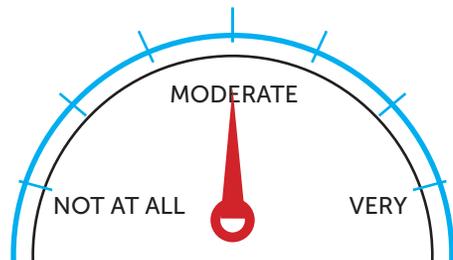
This is a profile of one of seven champion Community Health Centres of the Health Equity Project, an initiative led by Access Alliance Multicultural Health and Community Services. The project aims to build knowledge, commitment, and capacity at the champion organizational level to routinely use a health equity framework and evidence to overcome systemic inequities in healthcare access, healthcare quality, and health outcomes. This profile was built from a survey conducted at the start of the project, and presents the baseline capacity, unique needs, and opportunities around health equity work that exist with each champion.

WHERE THE CENTRE STARTED

Our Definition of Health Equity

To be an inclusive place where all are welcome to pursue an enrichment of their quality of life, health, and wellness.

Familiarity with Health Equity



Which indicators do we collect?

Chigamik collects all mandatory and required indicators, except date of arrival to Canada. Also collected are data on employment status and francophone.

Indicators

Required Indicators (must collect):

- Sex
- Gender
- Insurance status
- Spoken language
- Preferred language

Mandatory Indicators (should collect):

- Country of origin
- Date of arrival to Canada
- Disabilities
- Education
- Household composition
- Household income
- # of persons supported by income
- Racial / ethnic group
- Sexual orientation
- Type of housing

Key Facts About Chigamik Community Health Centre



1 site



4,653 active clients



21-40 staff



Strengths

- Clear policies and processes already in place for data collection, handling, analysis. There is little or no missing data
- Majority of all staff have received training on health equity in the last three years
- The board purposefully uses practices that reinforce equity, diversity and inclusion principles
- The centre considers health equity when making decisions on programs and services
- The centre has policies on diversity, cultural competence, anti-oppression, anti-racism, human rights, anti-harassment, accommodation, and accessibility



Challenges

- Lack of privacy in the reception area which contributes to clients feeling unwilling to share personal information, and leads to staff feeling uncomfortable to ask for personal information
- Current staff composition does not fully reflect populations being served
- Difficulty providing necessary and equitable programs and services to patients and clients due to a lack of time, resources, financial support
- Not using Health Equity Impact Assessment (HEIA) tool for planning or evaluation



What We Want To Learn

Looking for tools and training to:

- Train all staff to have a robust understanding of equity
- Develop policies that routinize equity frameworks for planning and evaluation of programs and services
- Implement effective anti-oppression training workshops
- Better analyze equity data to be able to use evidence to improve planning and evaluation of all programs and services, and also specific health equity initiatives
- Learn how to ask sensitive socio-demographic questions around topics such as sexual orientation and income in order to ensure the quality and accuracy of the data being collected

Which Inequities Do We Discuss Often?

MOST OFTEN

Racism, disability, gender, sexual orientation, poverty



Where we're headed: Our Unique Health Equity Work

We proposed to work with a coach around developing a client demographic form for use with all of our community clients to explore inequities among our non-rostered client group (who represent more than half of our total client group). This form, linked to their medical records, would serve to collect demographic and other types of data (e.g. social determinants of health, self-ranked physical and mental health, loneliness, etc.) to examine equity in access and outcomes.

WHAT'S NEXT

At the Champion level, this work contributes to building organizational level knowledge, commitment and capacity to routinely use a health equity framework and evidence geared at overcoming systemic inequities in healthcare access, healthcare quality and health outcomes.

And beyond...

Mobilizing a community of practice within the CHC sector and across sectors (e.g. settlement) to inspire shared visions and actions for advancing health equity.

To learn more about Chigamik's equity work, contact Willemien Schurer, willemien.schurer@chigamik.ca.