

HEALTH EQUITY PROJECT PROFILE:

Rideau Community Health Services



ABOUT THE CENTRE

As a Community Health Centre, RCHS' strength is in providing accessible services to individuals with socioeconomic challenges. Their priority remains focused on serving those clients who face the most barriers to accessing care and services. As a community-governed organization within Ontario's health and social service system, they engage individuals and communities to improve health and well-being.

ABOUT THE PROJECT

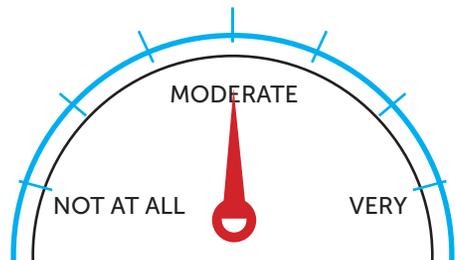
This is a profile of one of seven champion Community Health Centres of the Health Equity Project, an initiative led by Access Alliance Multicultural Health and Community Services. The project aims to build knowledge, commitment, and capacity at the champion organizational level to routinely use a health 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

We define health equity as looking at the whole person and providing what they need to reach full potential.

Familiarity with Health Equity



Which indicators do we collect?

Rideau CHC collects most mandatory and required indicators except for gender, sexual orientation, type of housing, and disabilities. Missing data is highest for number of persons supported by income.

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 Rideau Community Health Centre



3-4 sites



9,993 active clients



61-80 staff



Strengths

- The centre has dedicated staff or other positions that promote, lead or address health equity objectives
- The current staff composition reflects the populations served
- Developed a strategic plan that addresses issues related to health equity, diversity and inclusion
- The centre has policies on human rights, anti-harassment, accommodation, and accessibility



Challenges

- Rarely considers health equity when making decisions on programs and services
- Challenges collecting socio-demographic data due to limited resources, clients unwilling to share personal information at group programming
- Does not have any health equity policy and practice guidelines
- Because the centre operates in a rural area, many communities are assumed to not have any poverty, resulting in a small number of clients coming in for programming
- No staff has received training on health equity in the past three years
- Lack of a common understanding of health equity and time constraints hinders the centre from delivering equitable programs and services to clients and patients
- Health Equity Impact Assessment (HEIA) tool is never used for planning and evaluation purposes



What We Want To Learn

Looking for tools and training to:

- Gain a formal understanding of health equity, resulting in framework and tools to use in program planning and evaluation
- 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
- Develop policies that routinize equity frameworks for planning and evaluation of programs and services

Which Inequities Do We Discuss Often?

MOST OFTEN

Disabilities, poverty,
economic inequality



LEAST OFTEN

Racism, sexual orientation,
gender, poverty



Where we're headed: Our Unique Health Equity Work

We proposed to work with a coach around developing a comprehensive program planning and evaluation tool to assess our Foot Care program, which can then be adapted and transferred for application in other programs, departments, ultimately contributing towards a broader organizational equity framework.

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 Rideau CHC's equity work, contact Tracey Fuller, tfuller@rideauchs.ca.