



Spotlight Presentation 3-2:

Best Practices and Lessons from the Registered Nurses Association of Ontario

Presenters:

• Ailish Westaway	Health Promoter	Quest CHC
• Lauren Fischer	Registered Nurse	Quest CHC

Description:

Quest Community Health Centres experience in maximizing the interdisciplinary teams efforts in measuring health equity by becoming and maintaining a Registered Nurses Association of Ontario (RNAO) Best Practice Spotlight Organization (BPSO) through the implementation of various best practice guidelines including 2SLGBTQI+ Health Equity and Crisis Intervention for Adults Using a Trauma-Informed Approach.

Session objectives and learning outcomes:

- Identifying strategies to quantify and measure the application of a health equity lens
- Highlighting the value of engaging the full interdisciplinary team in the the RNAO BPSO process in enhancing health equity in primary health care settings such as CHCs
- Sharing trials and tribulations of becoming and maintaining BPSO designation

Full description:

Community Health Centres have long been seen as leaders in adapting a health equity lens in the delivery of client centered healthcare through an interdisciplinary approach to care. The goal of this presentation is to highlight the value of engaging the full interdisciplinary team in the Registered Nurses Association of Ontario (RNAO) Best Practice Spotlight Organizations (BPSO) process to ensure organizations are maximizing evidence-based practice in their health equity journey.

This presentation **will focus on** Quest Community Health Centres experience of implementing various best practice guidelines such as 2SLGBTQI+ Health Equity and Crisis Intervention for Adults Using a Trauma-Informed Approach. These best practice guidelines have been used as strategies for measuring the organization's progress in health equity.

We will **emphasize** the value of structuring the implementation team to include a cross-section of primary care and allied health members and engaging our client advisory committee to ensure we are leveraging all the organization's assets in our effort.

Additionally, the team will highlight the practice changes and process improvements that we have implemented as part of these best practice guidelines. This includes the inclusion of pronouns on ID badges and email signatures, ongoingly reviewing organizational communications to ensure inclusivity (e.g. intake documents) and utilizing social demographic data in prevention screening initiatives to ensure reach across our priority populations.

The **goal** of the aforementioned initiatives is to further create a welcoming, safe and inclusive environment for all our clients. We have begun to evaluate clients' comfort and feelings of inclusion at Quest through our

client experience survey and we are looking at ways we can involve clients' feedback in our prevention screening initiative regarding the comfort and safety of lesbian and bisexual women and trans and non-binary people during cervical cancer screening.

Lastly, we will discuss our **next steps** in our BPSO journey and how we are working on aligning these efforts with our Quality Improvement plans as well as our internal Inclusion, Diversity, De-colonization, Equity and Anti-Racism (IDDEA) committee work plan. This work is part of the BPSO® designation program, funded by the Government of Ontario.

For more information about the RNAO BPSO® Designation please visit www.RNAO.ca/bpg/bpso.