

Community Collaboration: Equity, Diversity, & Inclusion Service Learning

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GWOHT Patient Family Caregiver Advisory/Committee Tools

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Project Scope

- To create a revised visual of the GWOHT Engagement Framework.
- A brief literature review of the 5 GWOHT engagement framework approaches from an EDI lens.
- Recommendations of each approach to further implement EDI practices into GWOHT engagement framework:
 - Involve
 - Consult
 - Empower
 - Inform
 - Collaborate

Project Methodology

- A detailed examination of each approach was completed, and recommendations were made based on the literature assessed.
 - Each approach includes references to literature studied to ensure accuracy of our recommendations provided to best suit the needs to GWOHT.
- We redesigned an infographic to make a visual of GWOHT's Engagement Framework.

Project Results

- Evaluation using literature as why to it is important to incorporate EDI practices into decision making and patient/family advisory for GWOHT.
- How GWOHT has implemented EDI into this sector of the framework using their own data and existing frameworks that were shared with us to use.
- A recommendation on how to further their practices with regards to EDI practices from a broader perspective of inclusivity as a narrower focus was outside the project scope.

Inform

INFORM

Goal: To provide the public with balanced and objective information to assist them in understanding the problem, alternative opportunities and/or solutions



01 — Why is it Important?

Equity = Equal access to information

To inform GWOHT patients transparently about all health care options available to them.

Complete transparency between GWOHT and patients/stakeholders while still respecting GWOHT confidentiality policies and privacies.



02 — Implementing EDI

No withholding of information regarding discrimination.

Information from GWOHT will allow patients to raise their voices and make their healthcare decisions.

"Lack of access to information is still a leading cause of death and an inhibitor for growth. Bridging the digital divide is of paramount importance as we need to be addressing the inequality in access to information". (Michels, G., Oleinik, Y., & Chai, D., 2015)



03 — Recommendation

Making information available in ways that individuals can easily access. This can be done through different platforms; Website, Email, Phone, In-person appointments, Sign language translator, etc.

Language must be written or spoken in a way that is simple and easy to comprehend.

All information must be provided in both French and English as they are the 2 official languages in Canada.

Health records are always up to date, accurate, and available to provide transparency to help with decision-making.

(Kristine Miller, P. D., 2018), (Michels, G., Oleinik, Y., & Chai, D., 2015)

Consult

CONSULT

Goal: To obtain public feedback on analysis and/or decisions when involving is not applicable.



01 — Why is it Important?

After GWOHT's implementation plan has been set, consult with the public to acknowledge opinions and concerns.

To gain insight into public values and perceptions, which are expected to improve the outcomes, equity, and legitimacy of decisions while retaining the central role of GWOHT policymakers.

Promote citizen participation and enhance democratic engagement by enabling citizens to influence plans and policies that affect them



02 — Implementing EDI

Transparency: Clear expectations, goals, boundaries, and purpose will be articulated in all engagement work. Communication will be in plain-language and seek to be simple, clear, and effective.

Integrity: All individuals working together will hold each other accountable to a very high level of integrity that ensures people consistently model demonstrate and reflect these values. Integrity means we will do what we say.



03 — Recommendation

Consult individuals not on the decision made, but afterward to discuss critiques and concerns and discuss feedback on what could have been done better and plans to implement these considerations in the future.

Be supportive of patients' wants – "activating the person's inner assets and supporting them to make the best use of them".

(Jollymore et al., 2017)

Involve

INVOLVE

Goal: To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.



01 — Why is it Important?

Essential parties to involve during decision making processes:

1. Stakeholders, 2. Experts, 3. Citizens

For Citizens and GWOHT Decision Processes the benefits of Involving each other include; Learning from and informing, Persuading and building trust, and possible Strategic alliances.

For Citizen and GWOHT Outcomes the benefits of involving each other include; Breaking gridlock, Better policy and implementation, as well as Gaining Skills/Control respectively.



02 — Implementing EDI

Anti-Oppression and Anti-Racism: "How individuals from oppressed or marginalized populations have different experiences of healthcare"

Power-informed: "Acknowledges the power imbalances between patients and professionals"

Partnership: "Patients and professionals working towards a shared vision supporting each other to bring their unique wisdom and strengths to the table and driving change in the healthcare system"



03 — Recommendation

Allow for public representatives to sit on board to act as public opinion, to create a strategic alliance.

Allow a neutral third party to act as an 'expert'; similar to a consultant in decision-making processes between GWOHT stakeholders and Guelph Wellington citizens.

(Irvin & Stansbury, 2004), (Renn et al, 1993)

Collaborate

COLLABORATE

Goal: To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution



01 — Why is it Important?

Higher the perceived risk, lower effort devoted to the alliance. This means that all members must ensure their decisions are researched to lower the risk of the outcomes.

Formal authority is essential to ensure GWOHT decisions are accurate.

Collaboration Strategies, including: defining roles, promoting creativity, incorporating missions and values, sharing resources, and open communication must be fostered and present to ensure collaboration amongst all.



02 — Implementing EDI

Recognition that patients, families and caregivers are unique and that involvement and engagement needs to offer ample flexibility and options

Supportive culture for the patients, families and caregiver in the form of adequate training, onboarding and ongoing assistance as needed when involved in OHT work



03 — Recommendation

Implementing more formal collaboration methods to stay having GWOHT in power and the public opinion within decision-making processes

Have a safe and open space that all GWOHT patients and staff feel comfortable to participate in when making decisions.

(Gudergan, 2002), (Indeed Career Guide, 2022)

Empower

EMPOWER

Goal: To place final decision making in the hands of the public



01 — Why is it Important?

GWOHT must have mutual respect between patients and professionals. This relationship must be viewed as equals in decision-making and information.

Patients should have self-efficacy. Advocating for themselves will help GWOHT staff achieve their wants and control issues. "While healthcare professionals are the experts in their knowledge of a disease, patients are the experts by experience. The empowerment process is about sharing both knowledge and experience to set new goals and learn with and from each other".



02 — Implementing EDI

Empowering individuals to stand up for themselves.

Allows individuals to feel heard and important. "...Every human being matters, everyone is born equal in dignity and rights".

Protection of human rights, letting everyone be heard no matter their background.

Empowering staff and patients allows for gender equality and empowerment of women and the LGBTQ community.



03 — Recommendation

Allow shared decision making of treatment plans between GWOHT and patients – "an empowered patient is treated with respect, involved in shared decision-making... and is not patronized" (Ennis-O'Connor, M., 2022)

GWOHT must allow patients to advocate for themselves. "If you have a patient who wants to advocate for themselves and become informed, you also need a doctor that respects the patient's right to share decision making." (Ennis-O'Connor, M., 2022)

Training sessions for GWOHT will be held yearly to review patient involvement and empowerment. Both patients and GWOHT will stay informed.

(Ennis-O'Connor, M., 2022), (United Nations Human Rights., 2022)

Project Results

- We redesigned the Engagement Framework, as per the request of GWOHT.
- The goal and promise is beside each framework to ensure easy access to information for all individuals.

GWOHT Engagement Framework



Project Takeaways and Recommendations

- This service-learning assignment helped enhance our learning and understanding of EDI from a community and organizational standpoint.
- Through this assignment we were able to:
 - Research EDI practices as they were relevant to the framework in depth.
 - Develop an understanding of how EDI is structured to organizations mission and values.
 - Make recommendations as we saw fit to enhance GWOHT's understanding of EDI practices to enhance their everyday engagement with patients and caregivers.
 - Were able to look at EDI from different perspectives with each approach we researched.
 - Example: including patients in their own treatment plans, and from a managerial perspective in adding public opinion representative to board meetings.