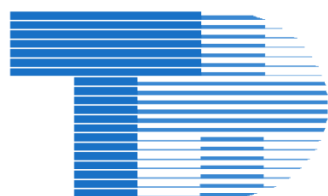




Diversity, Equity, Inclusion, Social Accountability, Anti-Racism Report Card, August 2024

(Quarter 2- 2024/2025)



TIMMINS AND DISTRICT HOSPITAL
L'HÔPITAL DE TIMMINS ET DU DISTRICT

Message from Kate Fyfe



Kate Fyfe, President and CEO,
Timmins and District Hospital (TADH)

I am pleased to share our second Diversity, Equity, Inclusion, Social Accountability and Anti-Racism (DEISA-A) Report Card which includes key highlights of our health equity advances made since we last reported in April 2024. Progress is in alignment with the calls to action that are a part of our 2024 DEISA-A work plan, which has grown from 19 to 32 as a result of staff engagement on a health equity strength, gap, opportunity and threat analysis (see pages 9 -12). Twenty-six of the calls to action are now either complete or are operationalized and completion is on track.

Since April, our DEISA-A Advisory Committee has brought on three new members and continues to guide TADH and partners across the North East in work to enhance quality care across our District. Over the last several months, we have offered three health equity-based sessions as part of our Bridging the Gap Learning Series, held two full-day Indigenous cultural competency sessions in partnership with Mushkegowuk Council, approved gender-neutral bathroom signage, distributed new posters on respect and discrimination across the hospital, and much more as you will read in the following pages.

I am grateful for our 1000+ staff, volunteers and physicians who are embracing the shared responsibility of health equity. Without them, and the many volunteers and partners we work with, we could not achieve these milestones as part of our continued journey of health and wellness for all.

I look forward to continuing to work in partnership with you to advance this important work.

Kate

Health Equity and TADH

Health equity and quality go hand in hand; one doesn't exist without the other.

Everyone deserves quality health care that meets their health needs, regardless of who they are, where they live or what they have.

Programs and services that are based on the premise of *health equity for all* is what drives TADH in its health care planning, policies, programs and service delivery.

Introduction

Health equity is woven into the five priorities of the 2022-2027 TADH Strategic Plan, in addition to being a stand-alone priority entitled *Equity and Social Accountability*. These priorities speak to the level of commitment TADH places on health equity. Our five strategic plan priorities are:

- To Improve the experience of hospital patients.
- To Improve the experience and wellbeing of health providers.
- To Improve population health.
- To Sustain the financial health of our hospital.
- To Focus on equity and social accountability.

To help deliver on these priorities, TADH established a **Diversity, Equity, Inclusion, Social Accountability and Anti-Racism (DEISA-A) committee in the spring of 2023**. The goal of this committee is to inform and provide feedback to TADH senior leadership on transformational improvements related to diversity, equity, inclusion, social accountability and anti-racism .

Our DEISA-A Committee has two overarching priorities:

- **Expand the capacity within TADH to support advancing DEISA-A work** across the Cochrane District health system to achieve better health outcomes for people.
- **Work in partnership to reduce health disparities** and address DEISA-A for equity seeking population groups across the District to improve patient health care access, experience and outcomes.

This report card tracks our DEISA-A progress and outlines key steps and/or achievements that have taken place on a quarterly basis, based on the three indicators below. It also tracks progress on the implementation of the 32 Calls to Action of the TADH 2024 Health Equity Work Plan.

- DEISA-A internal initiatives accomplished or contributed to;
- Process improvement accomplishments that enable/support the advancement of health equity;
- Work across the system to help reduce disparities in services related to access, experience, and outcomes.

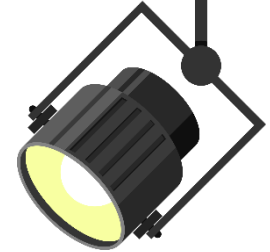
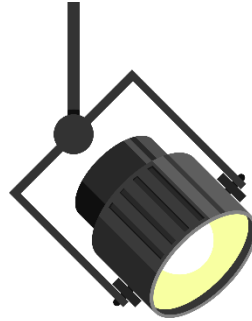


Spotlight



**GENDER-NEUTRAL
WASHROOM**

**TOILETTE
NON-GENRÉE**



TADH opened its doors to our community more than thirty years ago. Much of its infrastructure and design practices hail back to these early days including bathroom signage.

In the spring of 2024, the Diversity, Equity, Inclusion, Social Accountability and Anti-Racism (DEISA-A) Committee of TADH, provided input into designs for the implementation of gender neutral signage on both public and staff bathrooms across the hospital. The goal of this initiative was part of the work to continue to enhance the inclusivity of hospital premises and the experience of all who enter its hospital doors.

Over the course of several months, the Committee provided input on the number of bathrooms to be included in the work, design options and wording. The end result was the signage below which will soon be posted on all single occupancy bathrooms in the hospital.

Internal Initiatives (alignment with the specific 2024 calls to action are noted in parenthesis)

Patient/People Care

- **Successfully advocated and received \$4 million** in one-time pressure relief funding (2024/25) for the continuation of clinical services through the lens of improving health equity in the North, including Timmins and District (#15).
- **Increased access to MRI's by optimizing appointment process** to support the lowest wait time possible for diagnostic treatment for people. TADH currently ranks third in the province for lowest wait times (#15).

Operational/Process Enhancements

- **Held two in-person training sessions on Indigenous history**, colonization, and impacts on Indigenous people's health and wellness for 56 TADH staff and managers (#27).
- **Held three health equity information sessions** for staff and partners, including: Francophone Health, Indigenous Health, Living in Poverty (#27).
- **Held three multi-cultural events** to expand knowledge and celebrate cultures(#27).
- **Posted updated posters on Respect and Discrimination** around the hospital. They highlight the hospital's zero tolerance approach to bullying, threats, violence and discrimination, and include QR codes that go directly to TADH policies on sexual harassment and work place violence (#26).
- **Approved gender neutral signage for bathrooms** in both public and staff locations (#4, #30).

Working in Partnership for Improved Population Health

- TADH Continues to **support Weeneebayko Area Health Authority with staffing** efforts. TADH hired a full-time Ultrasound Technologist who works a .7 of their time in Moose Factory and .3 of their time at TADH. This partnership ensures care is provided as close to home for the patients of the James and Hudson Bay region (#13, #16).
- TADH Continues to **support Hornepayne Community Hospital** with a staff person who provides 0.5 of their time for hospital x-ray support, helping to alleviate recruitment challenges and maintain access to x-ray care (#16).
- Hosted booth in community, highlighting TADH programs/services for **National Indigenous Peoples Day** (#31).

Internal Process Improvements

(alignment with the specific 2024 calls to action are noted in parenthesis)



Patient/People Care

- **Initiated plans to increase programming to four weeks per month for the TADH Ophthalmology clinic** and expand it to include a medical retinal clinic that will provide local access to intravitreal injections (#16).
- **Initiated planning for the establishment of a new clinic and community-based services to provide local access for Hepatitis C prevention and supportive care.** Partial recruitment of an interdisciplinary team is completed (#10).
- **Initiated increased programming for outpatient stroke rehab for Timmins and the district.** A part-time coordinator has been recruited to continue to develop the expanded program (#15).

Operational/Process Enhancements

- **Posted a new position for an Equity, Diversity and Inclusion Manager.** This individual will champion and build awareness using various tools to enhance an equitable and inclusive environment for people which focuses on health equity, accessibility and human rights of patients in alignment with TADH's Strategic Plan. In addition, the individual will foster open dialogue on matters related to equity, diversity, inclusion and anti-racism to ensure patients, families, staff, learners, physicians, volunteers and community partners feel represented and that their concerns are addressed (#29).
- **Updated the French Language Services Advisory Committee Terms of Reference and held first meeting under the new terms(#25).**

System Work (alignment with the specific calls to action are noted in parenthesis)

Patient/People Care

- Successfully advocated and received funding for an **additional 100 base hours for medical imaging (CT) hours**, supporting enhanced equity and access to diagnostic imaging for people living across the district (#15).
- Received **one-time funding to mitigate the risk of emergency department (ED) closure**, ensuring equitable access for all for any emergency care needs (#15).
- Launched Baxter-CardioServer, a Cardio Vascular Information System (CVIS). This system replaces the legacy Pyramis System, which was outdated and unsupported. Additional Northeastern Ontario hospitals were onboarded to the new system, which now includes the entire Northeast (North of Englehart and East of Wawa), and the addition of Lake of the Woods Hospital in Kenora. CardioServer will **connect all patients in the Northeast and is fully integrated with Meditech Expanse (#16)**.

Working in Partnership for Improved Population Health

- **Partnered with Misiway Milopemahtesewin Community Health** Centre to identify a new site and develop a plan to co-locate TADH and Misiway Diabetes Education Programs to the Northeastern Ontario Family and Child Services (NEOFACS) facility, which will enhance the full compliment of interdisciplinary teams to all clients (#16).
- In collaboration with Équipe Santé Ontario Cochrane district Ontario Health Team, TADH led the **posting of new roles to create increased equity and access to Timmins and District health care services, including Palliative Care Coach and Clinical Lead**. Both of these roles will develop clinical pathways to increase access to timely evidenced-based care across the community and in acute care (#18, #16).
- Provided **Crisis Intervention Training to Mushkegowuk's Social Development Team** (#16).
- Through the DEISA-A Committee, **facilitated discussions for the development and submission of a funding application by local partners for Youth 2SLGBTQ= mental health services** (#16, #30).
- Continue to **partner with the Ontario March of Dimes and received funding to support the hiring of a new employee**. This partnership supports employment opportunities for people living with disabilities (#16).

Operational/Process Enhancements

- With the implementation of Meditech Expanse over the last several months, TADH is able to **improve workflows to reduce disparities in access and outcomes which will enhance health equity approaches and well-being of individuals** visiting the hospital (#16).

TADH 2024 Diversity, Inclusion, Equity, Social Accountability, Anti-Racism Work Plan

Call to Action #	Initiative	Outcomes
1. Improve the Experience of our Patients		
	1 Develop a process to implement a DEISA-A SGOT within TADH. Process to be multi-pronged to attract as many staff/physician voices as possible.	A map/framework to further advance a health equity approach that builds on the organization's DEISA-A strengths and focuses on areas that require improvement. Outcomes of the SWOT may require actions within this work plan to be amended.
2	Develop and implement schedule for walk through of each patient-serving department by PFAC, IAC, DESA members (as available).	Outcomes of "walks" will be recorded and follow up actions that will further enhance DESAA will be added to this work plan for implementation.
	3 Strengthen partnerships with equity seeking population groups (2SLGBTQ*, homeless, poverty, newcomers) and develop/implement engagement framework	A strengthened/closer relationship with equity seeking population groups that allows for two-way conversation and helps to ensure inclusion of this population's health needs within organizational decision making
4	Re-design TADH bathrooms to be all-gender	Infrastructure that is more inclusive and welcoming for all people served and staff working at TADH.
	5 Expand the capacity within TADH and across the District to advance health equity awareness and understanding through a 2024 education strategy.	A greater understanding of how to embed the principals of health equity in health care work, resulting in more health equity champions across the district.
2. Improve the Experience and Well Being of Our Service Providers		
	6 Develop DEISA-A Key Messages and Share with staff, partners and service providers	A greater awareness of principles of health equity, how to embed equity in health work and work underway across the District.
7	Build a sustainable knowledge-management system and share health equity and anti racism best practices across the District through regular communication and sharing of best practices	Consistent communication to support a greater awareness of principles of health equity, how to embed equity in health work and work underway across the District.

TADH 2024 Diversity, Inclusion, Equity, Social Accountability, Anti-Racism Work Plan (Con't)

Call to Action #	Initiative	Outcomes
3. Improve Population Health		
8	Develop one pager on population health, including District stats on social determinants of health; share with staff, service providers, partners	A greater awareness of the population served across the District, supporting a greater population health inclusive approach to health service delivery.
9	Support OHT development and model of care through a shared population health plan that aims to reduce disparities.	Tailored efforts to help minimize health disparities in the population served by the OHT. Focus on recognizing the role of FNIMUI populations and organizations in the delivery of health services in their communities by outlining an approach to build relationships and demonstrate how they will be engaged in the work of the OHT. Through the advancement of training opportunities for cultural awareness and safety, EIDA-R and provision of health services in French support OHT staff and partners in completing training.
10	Explore ways to enhance inclusivity and equity-based services/approaches with mental health unit patients.	Mental health patients, families and visitors who feel safe and welcome receiving care at TADH.
11	Ensure trilingual signage (English, Cree, French) is consistent throughout hospital.	An easier to navigate hospital and more inclusive to all patients and visitors
12	Enhance diversity through services and programs (i.e. Redpath Program, Indigenous services, hosting of cultural events).	Population-focused programs and services.
13	Review existing programs and services available for Indigenous patients and develop a plan to enhance services and ensure all Indigenous patients/visitors are aware of what is available to them.	Services and programs that are tailored to a major population group living in the TADH catchment area - Indigenous -21% of population.
14	Develop DEISA-A based decision making indicators	Strengthened decision making that takes principals of DESAA and population served into greater account.

TADH 2024 Diversity, Inclusion, Equity, Social Accountability, Anti-Racism Work Plan (con't)

Call to Action #	Initiative	Outcomes
4. Sustain the Financial Health of our Hospital		
14	Develop DEISA-A based decision making indicators	Strengthened decision making that takes principals of DESAA and population served into greater account.
15	Invest and advocate for funding that reflects the population health of the Cochrane District	Reduced health disparities across the district.
16	Leverage health partnerships across the District to enhance TADH service and programs delivered with a health equity population health focus.	Reduced health disparities across the district.
17	Invest and make infrastructure/services available and how to access it for enhanced patient care: i.e. Ipads for translation, pocket talkers, gender friendly bathrooms, access to chaplain, spiritual services, access to smudge room.	A staff base that has the resources at hand, to meet the health care needs of all population groups, and knows how to access them.
5. Focus on Equity and Social Accountability		
18	Create terms of reference and develop a TADH DESA Committee with membership that includes partners working across the Cochrane District health system	A partnership approach to helping to reduce health disparities across the District.
19	Develop Commitment to DEISA-A for SLT endorsement that includes DEISA-A indicators for SLT per month	SLT working towards greater inclusion of principles of DESAA in their work and that of their teams, resulting in an organization with a strengthened approach to DESAA.
20	Collaborate with Social & Wellness Cttee to capitalize on shared opportunities	A collaborative approach to enhancing health, wellness and inclusivity of all in finding joy at work.
21	Share outcomes of each DEISA-A meeting with all staff and partners.	Consistent communication to support a greater awareness of principles of health equity, how to embed equity in health work and opportunities to get involved in work underway across the District.

TADH 2024 Diversity, Inclusion, Equity, Social Accountability, Anti-Racism Work Plan (con't)

Call to Action #	Initiative	Outcomes
22	Post DEISA-A Mandate and Members to Intranet and Website	Consistent communication to support a greater awareness of health equity and opportunities to get involved in work underway across the District.
23	Develop DEISA-A one pager and training session for new hires	New staff are aware of principles of DESAA, organizational commitment to it and how to get involved in work underway.
24	Develop a common DEISA-A metric for all staff to achieve by Dec 2024	All staff working towards greater inclusion of principles of DESAA in their work, resulting in an organization with a strengthened approach to DESAA.
25	Continue to develop and strengthen the role of TADH advisory committees - Diversity, Inclusion, Social-Accountability, Anti-Racism; Patient and Family; Indigenous Advisory; French Language Services; Social and Wellness (Internal Only).	Greater awareness of TADH advisory committees, their discussion outcomes, and increased membership (where needed).
26	Review the existing bullying/discrimination/anti-racism policy to ensure accountability for offenders is clearly defined. Share the policy widely, offer training on it, embed it in new hire orientation and include it as mandatory reading for all staff.	A strengthened policy that is widely known and people feel safe and comfortable accessing it.
27	Continue to offer (free) health education sessions and expand as possible.	A strengthened phase 2 health equity learning series that identifies core competencies for TADH staff.
28	Have mandatory Diversity, Equity, Inclusion, Social Accountability and Anti-Racism training for all current staff, physicians, volunteers and new hires.	Consistent awareness/education level amongst staff.
29	Seize any opportunities, as they arise, to increase diversity within management and Board of Directors.	A diverse Board of Directors that is representative of the population served.
30	Enhance safe spaces for individuals who identify as 2SLGBTQS+ (i.e. bathrooms, forms, signage, color coded areas, stairs, etc).	A hospital space that feels welcoming and safe for all visitors.
31	Develop a plan to showcase and share health equity success with larger number of staff and partners.	A greater awareness of health equity and what it means in health care delivery amongst staff and partners.
32	Compile Health Equity Data Source Inventory that can be used in the development of new services/projects/plans to ensure focus is on populations who have barriers to access care.	Decision-making, programs and services that are more tailored to equity seeking population groups and a continuum of care with reduced disparities.

The next TADH Health Equity Report Card will be published November 2024.



Merci, Mii-gwetch, Thank you