



Access Alliance
Multicultural Health and Community Services

EVIDENCE-INFORMED PLANNING: USING DATA TO SUPPORT PROGRAMMING & SERVICE DELIVERY

TC LHIN Learning Exchange Event

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Access Alliance Multicultural Health and Community Services



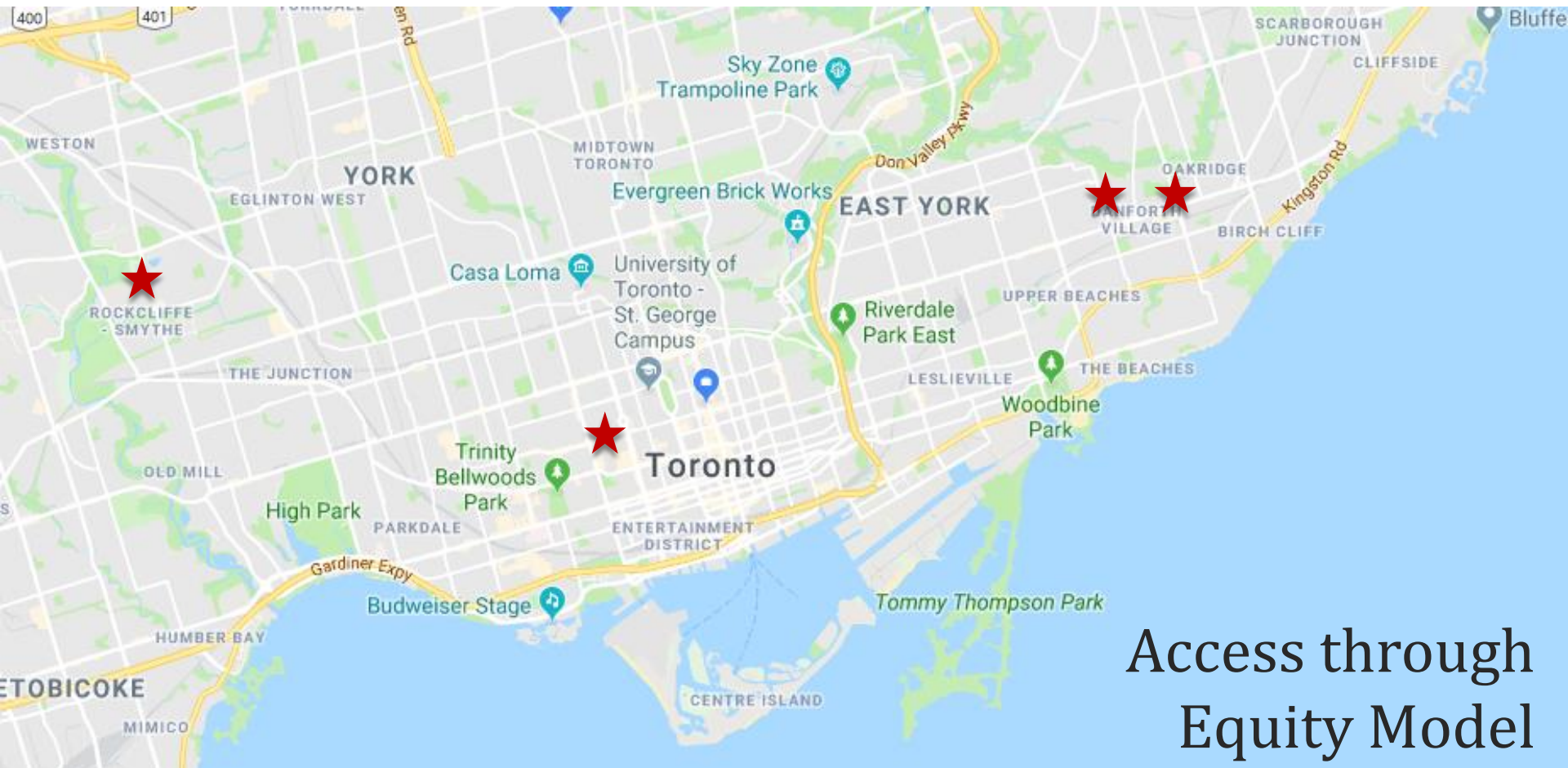
Outline

- Background on Access Alliance
- Progression of Socio-Demographic Data Collection
- Organizational planning tools & processes
- Health Equity Data in Practice
- Take home messages

Access Alliance Multicultural Health and Community Services

- Multi-service community health organization
- Serves immigrants, refugees, racialized groups and their communities
- 4 locations across Toronto
- Provides access to services (primary care, settlement, social work, interpretation, community programs for youth, seniors, LGBTQ+, etc.)
- Works to address system inequities through research and advocacy

Using evidence to drive strategic vision, mission, and values



Access through
Equity Model

CHC Socio-demo collection (Pre-MHE)

- Spoken Language
- Ethnicity
- Country of Origin
- Year of Arrival to Canada
- Combined Annual Household Income
- Number of People Supported by Income

CHC Socio-demo collection (Pre-MHE)

10. What is the highest level of education you have attained? Check **ONE** only.

- | | |
|--|---|
| <input type="checkbox"/> Primary or equivalent (Grade 1-8) | <input type="checkbox"/> Too young for primary completion |
| <input type="checkbox"/> Secondary or equivalent (Grade 9-12) | <input type="checkbox"/> No formal education |
| <input type="checkbox"/> Post-secondary or equivalent (College/University) | <input type="checkbox"/> Other |

13. What is your current household composition? Check **ONE** only.

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Mother father child(ren) | <input type="checkbox"/> Extended family | <input type="checkbox"/> Single parent family (mother head) | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Couple without child | <input type="checkbox"/> Unrelated housemates | <input type="checkbox"/> Single parent family (father head) | <input type="checkbox"/> Do not know |
| <input type="checkbox"/> Sole member | <input type="checkbox"/> Siblings | <input type="checkbox"/> Same sex couple | <input type="checkbox"/> Other |
| | | <input type="checkbox"/> Grandparent(s) with grandchild(ren) | |

CHC Socio-Demo Collection (Post-MHE)

WELLBEING INDICATORS

18. In general, would you say your physical health is...

Check **the best** that apply.

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

19. In general, would you say your mental health is...

Check **the best** that apply.

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

20. How would you describe your sense of belonging to your local community? Would you say it is...

Check **the best** that apply.

☐ Very strong

☐ Somewhat strong

☐ Somewhat weak

☐ Very weak

Access Alliance Socio-Demo Collection

2. How well do you speak English?

- ☐ Excellent
- ☐ Very well

- ☐ Not very well
- ☐ Don't speak English

- ☐ Prefer not to answer
- ☐ Well

9. What insurance coverage do you have for your prescription drug/ medicine? Check as applicable.

- ☐ Interim Federal Health (IFH)
- ☐ Ontario Drug Benefit Program
- ☐ Trillium Drug Program
- ☐ Employer Funded

- ☐ Private insurance/Third Party Coverage
- ☐ No coverage - Self-pay
- ☐ No coverage – Unable to pay

Access Alliance Socio-Demo Collection

7. What is your current immigration status? Check **ONE** only.

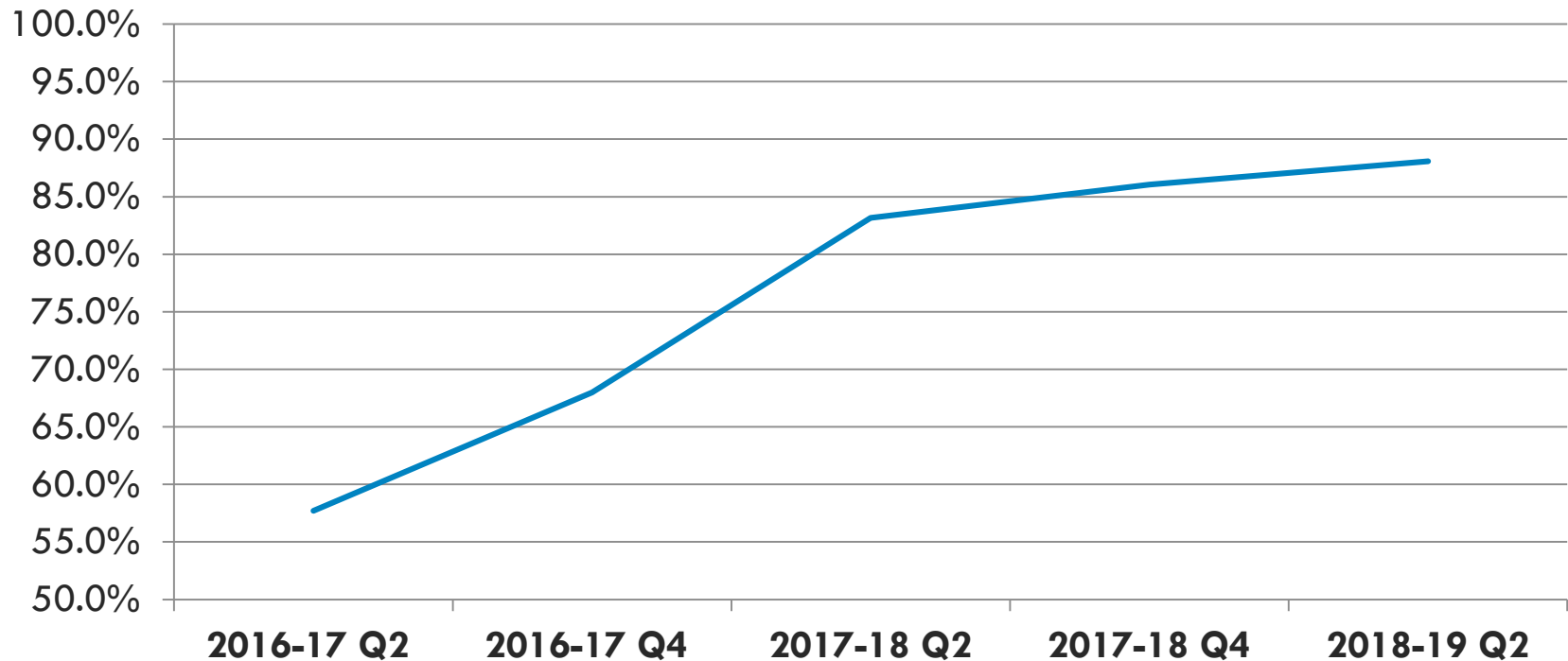
- | | |
|--|--|
| <input type="checkbox"/> Canadian Citizen | <input type="checkbox"/> Temporary Foreign Worker |
| <input type="checkbox"/> Permanent Resident, # _____ | <input type="checkbox"/> Seasonal Agricultural Worker |
| <input type="checkbox"/> Government Assisted Refugee # _____ | <input type="checkbox"/> Student Authorization (Student Visa) |
| <input type="checkbox"/> Privately Sponsored Refugee # _____ | <input type="checkbox"/> Visitor Visa |
| <input type="checkbox"/> Refugee claimant | <input type="checkbox"/> Non-Status |
| <input type="checkbox"/> Humanitarian or Compassionate process | <input type="checkbox"/> Blended Visa-office referred program, # _____ |
| <input type="checkbox"/> Live-in Caregiver | |

8. What was your immigration status when you first came to Canada? **Skip this question if you were born in Canada.** Check **ONE** only.

- | | |
|---|---|
| <input type="checkbox"/> Permanent Resident – <i>Economic immigrant</i> or family class (came through Federal Skilled Worker, Federal Skilled Trade Program, Family Sponsorship, Provincial Nominee, Immigrant Investor or Federal Entrepreneur Program.) | <input type="checkbox"/> Temporary Foreign Worker program |
| <input type="checkbox"/> Permanent Resident - <i>Refugee</i> stream (came as Government Assisted Refugee or Privately Sponsored Refugee) | <input type="checkbox"/> Seasonal Agricultural Worker program |
| | <input type="checkbox"/> Student Authorization (Student visa) |
| | <input type="checkbox"/> Visitor Visa |
| | <input type="checkbox"/> Parent/Grandparent Super Visa |
| | <input type="checkbox"/> Non-status |
| | <input type="checkbox"/> Live-in caregiver |
| | <input type="checkbox"/> Refugee claimant |

Data Quality Improvement Initiative

CHC EQUITY DATA COLLECTION PARTICIPATION RATE



Data Quality Improvement Initiative

Adapted solution from partner: East End CHC

- 1) Create a file with all clients socio-demo data
- 2) Cross reference with clients who have appointments this week
- 3) Flag in EMR and prompt completion upon client check-in

Annual Planning Tool:

What is it?

- Annual Client Activity Report –profile of clients seen in previous FY
- Data is presented thematically:
 - Health equity
 - Primary care assessments
 - Community program interactions
- Clients interactions with community programs and services

Annual Planning Tool: Broad Applications

- Identify emerging vulnerable populations
- Support research, advocacy
- Client assessment summaries provide evidence for needs-based service/program changes
- Some drawbacks...

Annual Planning Tool: Applications of Demographic Data

- Funding proposals for new programs
- Informs operational decisions:
 - hiring of Peers for Peer Outreach program
- Informs communications:
 - Translation of registration form, annual Client Experience Survey tool, communication materials
- No Show study to inform service hours

Know Your Patients:

Applications of Demographic Data

- New clinicians trained on where to find health equity data within EMR
- Importance of Social Determinants of Health as influencer of health conditions
- Provider can recommend programs or make referrals according to the needs of the clients

Population Health:

Applications of Demographic Data

- *Country of Origin* allows us to identify what are the immigration trends that we're seeing in Toronto
- *Healthcare Coverage* is mechanism for maximizing our non-insured budget and directing clients to appropriate resources
- *Immigration Status* for settlement workers to use as a starting point for assistance

Community Programing:

Applications of Demographic Data

- Used in Program Evaluation to reinforce planned outcomes
- Investigate whether an idea has enough clients to make it practical
- Invite clients to specific Personal Development Groups based on their identity

Triggers for Follow-up:

Applications of Demographic Data

- *Combined Level of Household Income & Number of People Supported by Income* allows us to identify which clients are effected by poverty and require additional supports
- *Self-Rated Mental Health* can flag us of a client in crisis so we can assess whether we need to make arrangements for them to see a counselor

End Goal



Take home messages

- Starts with data quality
- Combo of hard evidence and staff/service providers' experiences is optimal
- Ensuring usability of reports

**MAKE YOURSELF
AT HOME!**

Woolner Ave
Jane St



Everyone has an accent!

Thank you!

Questions?

Do you have a success story from
your organization?

Care to share practical uses of
your socio-demo data?

Connect with us online:



@AccessAlliance



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