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

TC LHIN Learning Exchange Event
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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
10. What is the highest level of education you have attained? Check ONE only.

- Primary or equivalent (Grade 1-8)
- Secondary or equivalent (Grade 9-12)
- Post-secondary or equivalent (College/University)
- Too young for primary completion
- No formal education
- Other

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

- Mother father child(ren)
- Couple without child
- Sole member
- Extended family
- Unrelated housemates
- Siblings
- Single parent family (mother head)
- Single parent family (father head)
- Same sex couple
- Grandparent(s) with grandchild(ren)
- Prefer not to answer
- Do not know
- Other
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
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.
- Canadian Citizen
- Permanent Resident, #____________________
- Government Assisted Refugee #____________________
- Privately Sponsored Refugee #____________________
- Refugee claimant
- Humanitarian or Compassionate process
- Live-in Caregiver
- Temporary Foreign Worker
- Seasonal Agricultural Worker
- Student Authorization (Student Visa)
- Visitor Visa
- Non-Status
- Blended Visa-office referred program, #____________________

8. What was your immigration status when you first came to Canada? **Skip this question if you were born in Canada.** Check ONE only.
- Permanent Resident – *Economic immigrant* or family class (came through Federal Skilled Worker, Federal Skilled Trade Program, Family Sponsorship, Provincial Nominee, Immigrant Investor or Federal Entrepreneur Program.)
- Permanent Resident - *Refugee* stream (came as Government Assisted Refugee or Privately Sponsored Refugee)
- Temporary Foreign Worker program
- Seasonal Agricultural Worker program
- Student Authorization (Student visa)
- Visitor Visa
- Parent/Grandparent Super Visa
- Non-status
- Live-in caregiver
- Refugee claimant

Access Alliance
Multicultural Health and Community Services
Data Quality Improvement Initiative

CHC EQUITY DATA COLLECTION PARTICIPATION RATE

Access Alliance
Multicultural Health and Community Services
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 Programming: 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 affected 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
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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