

Inclusion & Diversity in Health Care Delivery

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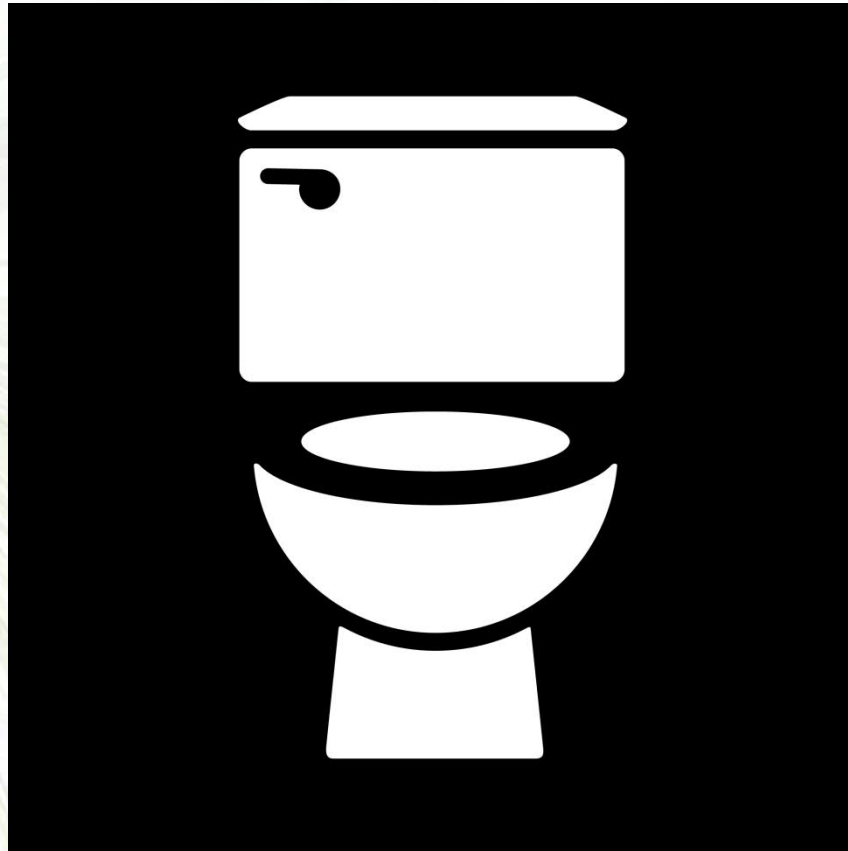
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Creating safer environments



- Safer space signage
- Intake forms/interviews
- Bathroom signs
- Health promotion literature
- Patient handouts
- Staff education

Education

Resources:

Support Tools, Primary Care Toolkit:

- Available at: transcarebc.ca/education



Online Trainings:

Exploring Gender Diversity (60 mins)

Intro to Working with Transgender Clients (30 mins)

- Available at: learninghub.phsa.ca/



Intro to Gender-Affirming Primary Care (60 mins)

- Available at: <https://ubccpd.ca/>
- Available Fall, 2019
- CME accredited

Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT
FACULTY OF MEDICINE

What is iCON?

Engaging communities across BC to improve chronic disease management and patient care



- Serving multicultural (Chinese, South Asian) and Indigenous communities in BC

- Culturally tailored education: health forums, webcasts, workshops, community events, patient resources

2018-19 at a Glance

950+
Event participants

Event topics:
Cardiovascular health; dementia; diabetes; digital health; healthy eating; stroke; culturally safe care for Indigenous communities



VOLUNTEERS

65+ **Community volunteers**

PARTNERSHIPS & STAKEHOLDER ENGAGEMENT

40+ Health professionals and content experts participated in iCON events

65+ Community and academic partners supported iCON's work

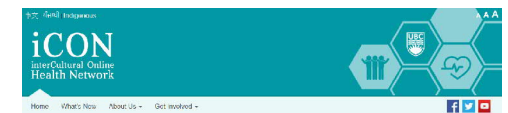
COMMUNITY IMPACT



Collaboration to explore culturally sensitive care; empowering patients through health literacy; capacity building in digital health to enhance patient self-management of chronic diseases.

- Supporting behavioral change through evidence-informed knowledge

- Raising digital health literacy



iconproject.org

Cultural Considerations: Insights

- Encourage patient-provider partnerships in patient's care
- Educate on team-based care and facilitate role awareness
- Provide in-house strategies to address language barriers
- Socialize *regular* check-ups and monitoring as best practices
- Promote healthy habits: diet, exercise, prevention, resources
- Educate on appropriate use of alternative medicine
- Engage the family unit in decision making and action planning
- Provide multichannel resources for patient education

