GOAL
To strengthen patient-centredness through the integration of a health equity lens into the procedures, guidelines, policies, programs, and practice at Niagara Health.

KEY NIAGARA DEMOGRAPHICS
Niagara Region
Population: 447,888
Median Age: 46 years

17% of the population was not born in Canada
9% are of a visible minority
3% represent the Indigenous population
50% have a high school diploma
21% have less than a high school diploma
1 in 4 families spend over 30% of their income on shelter costs

$72,105 Median family income
$46,684 Single parent median income

PLAN
Build a supportive environment by creating capacity and provide staff training. Implement a process to collect social demographic data.

Phase One

STEP 1 Build Capacity
Develop an Inclusivity and Diversity Committee.

STEP 2 Assess Community
Staff engagement.
Patient engagement.

STEP 3 Develop Training
Use information from engagement sessions to develop staff training.

STEP 4 Develop Communications
Anti-stigma campaign to raise awareness. Public and internal facing.

Phase Two

STEP 5 Collect Social Determinants of Health Data
Develop and implement process. Use data to monitor and improve.