

# Measuring Health Equity in the TC LHIN

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# Hospital Updates

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# Measuring Health Equity in the TC LHIN



As part of its initiatives around Health Equity, The Toronto Central LHIN has mandated that all 18 TC LHIN hospitals and community health centres should start collecting patient demographic information

## Hospital Service Accountability Agreement 2013-4

TC LHIN has asked Mount Sinai Hospital to lead and support the initial implementation of patient data collection in the TC LHIN

CAMH, Mount Sinai Hospital, St Michael's Hospital, and Toronto Public Health "Tri-Hospital plus TPH" developed a demographic data collection model

## WE ASK BECAUSE WE CARE.

Will you please provide us with information about yourself?  
This information will increase access to services and improve the quality of care.



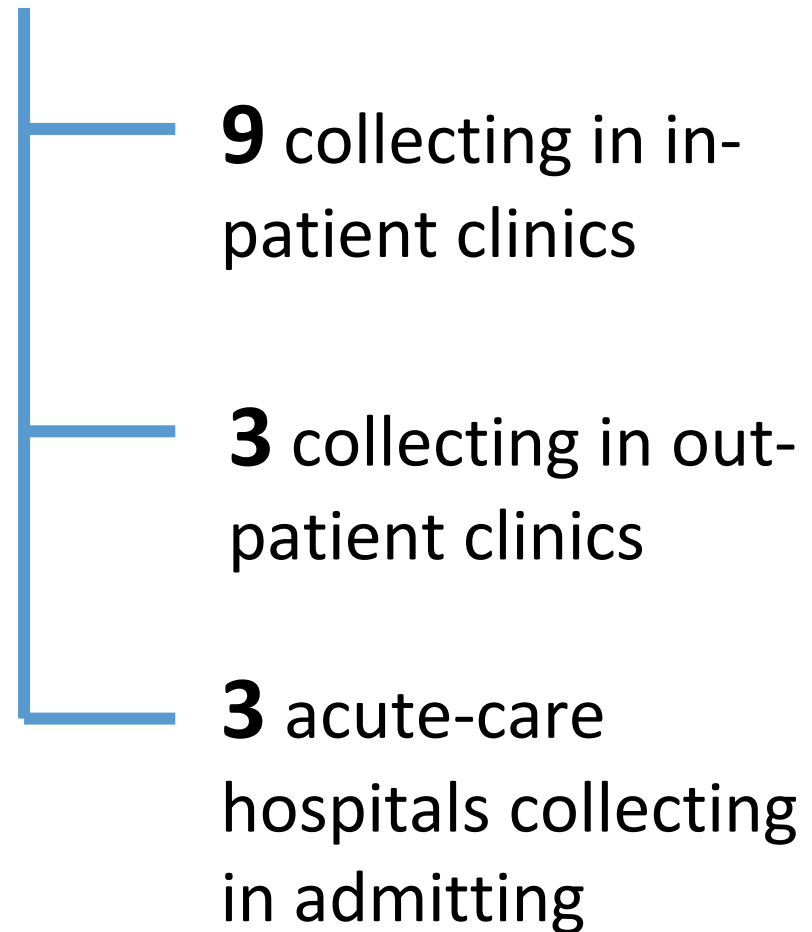
# A Snapshot

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- **2** hospitals currently working with children
- **3** hospitals have expanded collection
- **6** hospitals are currently collecting participation rates
- **14** hospitals are currently linking to patient files
- **All** hospitals collect in different ways

## **15** Hospitals are collecting data



# Successes

No patient complaints

Staff training and training materials

Project Leads

Senior leadership engagement

Communication materials

IT systems

Translation of questions

Incorporation into existing workflows

# Challenges

**Flashcard**

**Coffee**

**Laminated Questions**

**Brochure**

**Glossary**



# Highlights

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✓ **Pre-Admit Pilot Study**



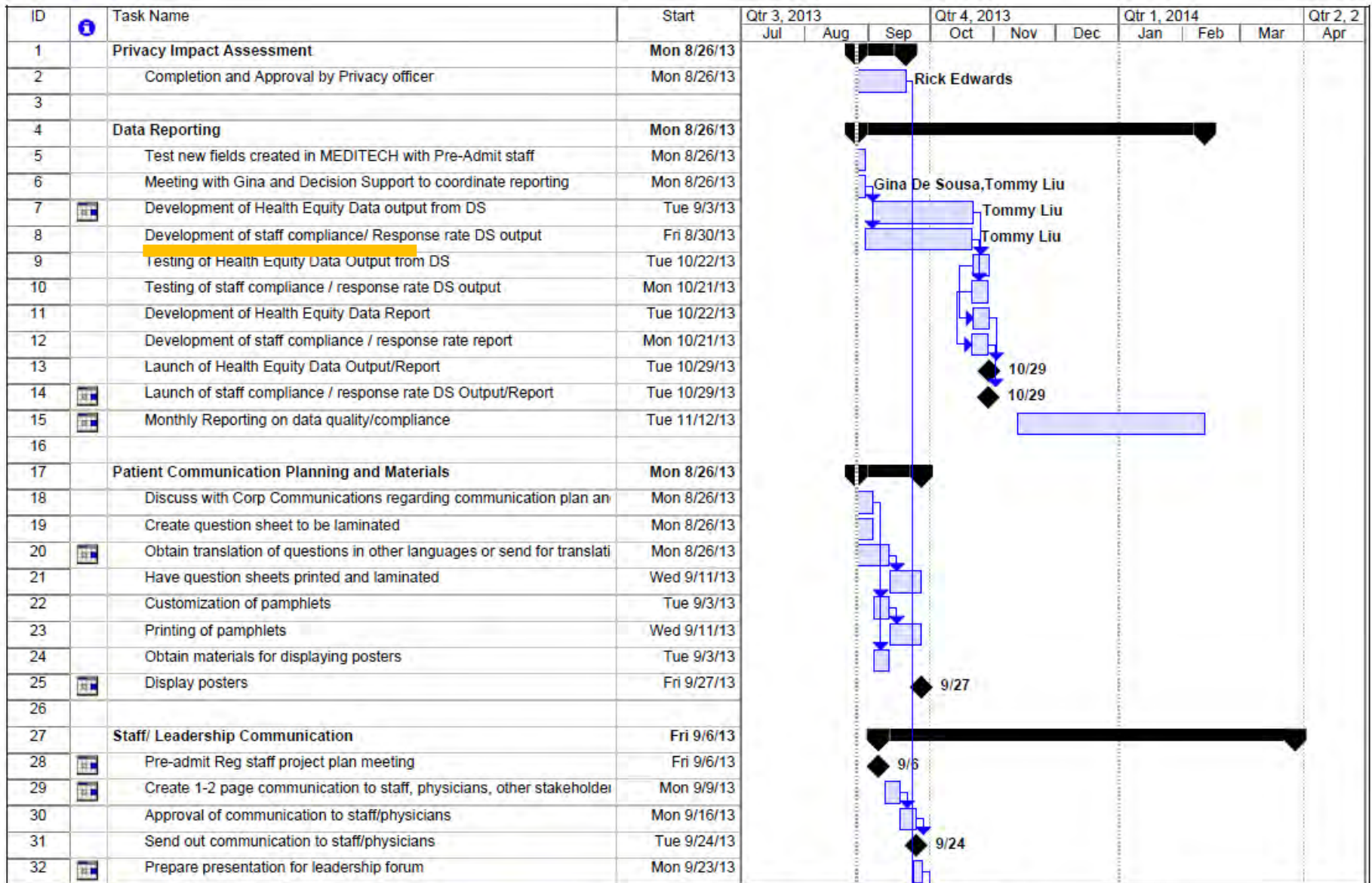
✓ **A Staged Approach to Expansion**



✓ **Monthly Audit Reports**



✓ **Incorporation into Hospital Strategic Plans**



Project: 20130822 Health Equity Data  
Date: Mon 8/26/13

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

ID	Task Name	2013				Qtr 1, 2014			Qtr 2, 2014	
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
1	Privacy Impact Assessment									
2	Completion and Approval by Privacy officer									
3										
4	Data Reporting									
5										
6										
7	<b>Data Reporting</b>									
8	Test new fields created in MEDITECH with Pre-Admit staff									
9	Meeting with Gina and Decision Support to coordinate reporting									
10	Development of Health Equity Data output from DS									
11	Development of staff compliance/ Response rate DS output									
12	Testing of Health Equity Data Output from DS									
13	Testing of staff compliance / response rate DS output									
14	Development of Health Equity Data Report									
15	Development of staff compliance / response rate report									
16	Launch of Health Equity Data Output/Report									
17	Launch of staff compliance / response rate DS Output/Report									
18	Monthly Reporting on data quality/compliance									

Project: 20130825  
Date: Mon 8/26/13



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## Socio-Demographic Data Collection Audit Report – Emergency Department

The following are data collection statistics pulled by auditing the health equity demographic patients in the Emergency Department over the month of October.

Total # of Admissions	673	Total # of Database entries	588
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Survey Question	% Questions Answered	% Do not know	% Prefer not to answer
Ethnicity	81.0%	4.9%	1.5%
Gender	80.2%	6.5%	0.6%
Language	85.3%	1.9%	0.1%
Religion	69.4%	14.0%	4.0%
Housing	82.6%	4.3%	0.4%
Sexual Orientation	71.3%	11.7%	4.3%
Disabilities	75.2%	10.4%	1.8%
Born in Canada	81.4%	4.6%	1.3%
Income	57.7%	29.4%	0.3%
Income Support	47.3%	36.7%	3.4%

Legend	
Total # of database entries	The number of records that were entered into the Socio-Demographic Database once the admission form was received from the unit
Total # of Admissions	The total number of direct admissions to the unit over the time

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# Patient-Centred Care

At TEGH, patients and families come first. We will work with patients and families to provide the best care possible.

## Patient-Centred Priorities

- Partner with patients and families to achieve quality care.
- Keep patients safe.
- Ensure equitable access to care.
- Match our services to community needs.

## Tactics

### **Ensure meaningful patient involvement in hospital-wide initiatives.**

*Milestone: Engage the Patient Experience Panel at least four times annually.*

### **Understand the patient experience from the patients' eyes.**

*Milestone: Implement weekly sharing of patient stories at staff huddles by December 2013.*

### **Improve understanding of barriers to care.**

*Milestone: Evaluate the Health Equity Data Collection project and determine feasibility of continuing with other units by June 2014.*

### **Improve the patient experience for seniors.**

*Milestone: Launch Senior Friendly Steering Committee by October 2013.*

### **Enhance patient safety by improving provider hand hygiene compliance.**

*Milestone: Explore automated hand hygiene compliance monitoring system by January 2014.*

### **Ensure our services match the care needs of our community.**

*Milestone: Establish integrated diagnostic assessment units for Breast and Colorectal cancer by March 2014.*

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- Match our services to community needs.

## Tactics

**Ensure meaningful patient involvement in hospital-wide initiatives.**

*Milestone: Engage the Patient Experience Panel at least*

**Improve the patient experience for seniors.**

*Milestone: Launch Senior Friendly Steering Committee by October 2013.*

**Improve understanding of barriers to care.**

*Milestone: Evaluate the Health Equity Data Collection project and determine feasibility of continuing with other units by June 2014.*

# In Your Words

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***“I was worried for nothing”***

***“I actually look forward to asking”***

***“This is just a chance to engage our patients”***

***“We haven’t had a single patient complaint”***

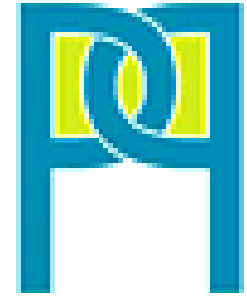
# Community Health Centres

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CENTRAL TORONTO

Community Health Centres



planned  
parenthood  
TORONTO

South  
Riverdale



Access Alliance  
Multicultural Health and Community Services



Parkdale  
Community  
Health Centre