Fraser Health Equity, Diversity, and Inclusion (EDI)

Strategy and Action Plan (2023-2028)

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STRATEGY PILLAR ONE
Ensuring Inclusive Environments

Implement anti-discrimination practices

- Develop and implement an anti-discrimination policy with a clear set of commitments and a culturally safe process for resolving discrimination complaints in a timely manner
- Explore inclusive benefits options (e.g., transition-related care for trans individuals, Substituting Another Day for a Statutory Holiday) in collaboration with key provincial partners
- Include an EDI lens into procurement processes and ensure vendors are aligned with Fraser Health values and commitments to EDI and Reconciliation

Incorporate universal design in our environments

- Establish an accessibility committee as per Accessible BC Act requirements
- Develop a Fraser Health Universal Design Guide aligned with the Accessible BC Act, for built environments and virtual spaces
- Conduct baseline assessments of built environments and virtual spaces according to Universal Design Guide and develop plan for future implementation

Promote diversity and inclusion

- Promote the diversity of the Fraser Health region by sharing statistics showcasing the region's diversity
- Create an EDI Awards program to recognize individuals, programs, and services that have gone above and beyond advancing EDI and Reconciliation
- Adopt a Diversity Calendar to raise awareness of days of significance for diverse communities, and create safe spaces for interested groups to celebrate them

STRATEGY PILLAR TWO
Enhancing Capacity-Building

Embed EDI competencies in professional development plans

- Provide ongoing EDI capacity-building opportunities using various modalities and learning options
- Develop a broad regional EDI education strategy and curriculum for all staff, and medical staff, including an EDI Competency Framework for Leaders
- Incorporate EDI competencies into performance and professional development plans

Support meaningful engagements with diverse communities

- Build strategic partnerships with community partners, and build capacity to engage with the diverse communities we serve
- Support meaningful engagements with equity-seeking populations by including representatives of diverse groups on patient and family advisory councils
- Engage community leaders, healthcare organizations, and academic institutions in meaningful conversations on EDI issues including research opportunities

Establish tools to foster safer communication

- Develop and adopt a Safer Communications Guide, including an inclusive and culturally responsive language guide, plain language tools, and translated patient education materials
- Audit and revise corporate policies to align with Safer Communications Guide and minimize unintended harms
- Include regular EDI and ICS updates in corporate communication tools

STRATEGY PILLAR THREE
Delivering Equitable Care

Advance targeted actions for equity-seeking populations

- Embed EDI and Indigenous Cultural Safety in the Policies and Decision Support Tools process and assess for quality improvement on an ongoing basis
- Implement a health equity checklist considering the social determinants of health when planning or developing new or existing programs/services
- Enhance diverse food services offerings in alignment with patient-and-family-centered care
- Expand culturally responsive programming and resources for South Asian communities

Optimize use of Language Services Programs

- Optimize offerings of Language Services Programs for all clinical settings by leveraging technology and innovations
- Enhance access to language and interpretation services for Limited English Proficient, Deaf, Hard of Hearing and Deaf-Blind patients and families by reducing unmet rates to less than 5%
- Include a requirement for inclusion of language services provisions in all contracted care services (e.g., MHSU services, Long Term Care facilities, etc)

Improve access to care for New Canadians and Refugees

- Introduce a Newcomer Community Engagement Coordinator to support health system navigation for refugees and New Canadians
- Develop a Refugee Emergency Health Care Response Plan including mechanisms to identify and connect New Canadians and Refugees to services and resources
- Explore accessibility of New Canadian Clinics in partnership with Primary Care Networks and Divisions (eg: regional presence in Fraser East, integrating virtual care, etc)

STRATEGY PILLAR FOUR
Incorporating EDI in Organizational Systems

Collect EDI data to inform decision-making

- Create a patient-centred and culturally safe process to collect disaggregated EDI data to improve patient and family experience and health outcomes
- Collect data on workforce diversity to improve representation of equity seeking staff and medical staff at all levels of the organization
- Create dashboards for leaders to evaluate and improve health equity indicators

Ensure a diverse workforce

- Conduct a review of current hiring practices (e.g., talent acquisition, on-boarding, compensation, promotion, retention) to identify barriers to equity and inclusivity in hirings
- Set recruitment goals based on workforce diversity data and evaluate progress towards a more diverse workforce
- Develop and implement mentorship opportunities and leadership pathways for equity-seeking staff and medical staff, with dedicated resourcing, including funds

Promote open and honest communication around EDI

- Increase storytelling and event opportunities (e.g., forums, lunch and learns, team meetings, etc.) for staff to discuss EDI topics in a safe and inclusive environment
- Launch inclusive employee resource groups (ERGs) that are open to anyone to join
- Establish an EDI Council with accountability to senior executive team