

Clinic Grants Program 2024-2025

List of Program Descriptions and Outcomes - "Clinic Accessibility / JEDI " Focus Area



In their End of Project Reports, many clinics expressed a strong interest in learning about the projects completed by other clinics. Below is a comprehensive list of Clinic Accessibility / JEDI (Justice, Equality, Diversity, and Inclusion) project descriptions and outcomes, as reported by the clinics.

References to specific names of clinics or individuals have been removed for privacy.

Indigenous Cultural Sensitivity Staff Training

Description

All staff completed the ICS Indigenous Cultural Sensitivity training. This was a robust curriculum that increased awareness, understanding, sensitivity and calls to action.

Outcomes Achieved

1. Each staff member has obtained a deeper understanding of the impact of indigenous specific racism, and the role our healthcare system plays in perpetuating it.
2. Not only did staff feel their eyes were opened, it has increased our conversations and critical evaluation of existing policies and barriers in our clinics. We will be further engaging with consultants to see if there are additional changes we can make to ensure the clinic is accessible and safe for indigenous patients.
3. We have adopted some new HR policies allowing staff who may need a support person to attend a meeting traditionally kept private (such as an elder or family member), if desired. This was meant to be culturally sensitive to Indigenous team members but we learned applies to other cultures and traditions as well.
4. We have committed to annual learning from Indigenous communities to ensure staff grow their knowledge and sensitivity.
5. New staff will be required to take this course as part of their first year of employment.

Accessibility Improvements for Deaf and Visually Impaired Patients

Description

We educated our staff on how to communicate with patients with disabilities. For example we have a few patients who have total hearing loss. We have educated our patients regarding different methods of communicating with these patients. We have printed larger signs for inside the clinic for patients who have visual impairment. Unfortunately, we were not able to install braille signage outside the entrance door.

Outcomes Achieved

Improvement of patient care and satisfaction especially patients with disabilities, as explained above. Services more accessible for patients with disabilities, as explained above.

Installation of Power Doors

Description

Install handicap accessible power doors.

Outcomes Achieved

Installed handicap accessible power doors.

Installation of Automatic Front Door Opener

Description

The clinic was able to successfully implement a automatic clinic front door opener to improve access for wheel chair bound, seniors, and disabled patients. This improved satisfaction and health care accessibility for this population of patients. Also, appreciated by all our staff and patient panels to reduce risk of transfer covid and other infectious illness with this automatic opener.

Outcomes Achieved

Resulted in improved accessibility to clinic. All patients were extremely happy with this project.

Installation of Automatic Front Door

Description

Installation of an automatic front door for patients with mobility challenges: e.g. physical disability, families with young children, strollers, etc. - to increase access, remove physical barriers

Outcomes Achieved

Many of our patients have commented that they appreciate being able to access the office without having to ring the bell and wait for someone to open the door for them, especially our elderly or disable patients. Families with young children, car seats, and strollers really appreciate the automatic door as well. Overall, a much happier patient population if we can make their health visits much easier to access.

Installation of Automatic Door

Description

The project involved installing an automatic door at the clinic to enhance accessibility for patients, particularly those with mobility challenges.

Outcomes Achieved

The automatic door improved accessibility, ensuring a more inclusive environment for all patients.

Overcoming Language Barriers for Elderly Chinatown Residents

Description

Overcoming mainly the language barrier to access various healthcare services for ethnic elderly Chinatown residents .

Outcomes Achieved

As there is a strong demand for a large variety of diverse services, and every individual 's situation is unique we have set up a system of triaging seniors who need various services and providing them with most of the support they require to adequately access the service, although this is a continuous work in progress.

Translation of Assessment Tools & Patient Information

Description

As our practice is comprised of a majority of Chinese speaking patients, we find it necessary to look up information and assessment tools on the more common mental health diseases in the Chinese language. The efficient assessment in the patient's mother tongue of Chinese will help to explain, discuss and also assess the urgency of the initiation of treatment for mainly our adult Chinese speaking patients. The proposal for our project is to prepare information and assessment tools for the more common mental health diseases in our adult Chinese patients to be available at hand in our every day practice.

Outcomes Achieved

1. Since the implementation of the program about 1 month ago, over 40% of our Chinese speaking patients with mental health issues are now able to read and understand the information from our database provided, and the number continues to grow, so our target of over 60% is very realistic.
2. Increased patient awareness of their mental health issues and their progress, which has led to better patient adherence to treatments, follow-ups, and increased self-confidence in their recovery, especially in disorders like major depression, general anxiety disorder, attention deficit hyperactivity disorder, mild cognitive impairment
3. Improves our understanding of each patient's condition.
4. Better rapport with these patients.
5. Provides cultural sensitivity and inclusion.

Clinic Website Translation

Description

A Chinese language website for the clinic

Outcomes Achieved

The Chinese language website is up and running now.

Patient Handout Translation

Description

Providing translated information and instructions for patients

Outcomes Achieved

Translated information and instructions for patients. It will be ongoing depending on the need of patients.

Improvements to Clinic Layout, Furniture and Website

Description

As a new clinic we wanted to increase our accessibility and comfort for patients and staff taking into account medical, social and cultural factors. We have provided comfortable seating with arm rests- one in each exam room, child friendly areas, a low level end of the front desk, sit- stand desks for staff and significant updates to our website (a new website) to make access easier and navigation of clinic information more accessible. We are still waiting on our baby change table.

Outcomes Achieved

We have successfully been able to make changes to our clinic both physically and with IT to be more accessible, inclusive and comfortable for both patients and staff as a result of this grant. For example:

- 1) Improved seating which is easier to stand up from and have wider seats. We have placed one of these in each exam room.
- 2) Kid friendly areas as we have two pediatricians starting who will have longer appointments and helping with the kids' comfort is important.
- 3) Low/ accessible area at the front desk to allow easy access to the front desk staff for patients using wheelchairs and other assistive devices.
- 4) Standing desks for staff to be able to change position whilst working, therefore reducing the impact of sitting most of the day.
- 5) A new website. This is easier to navigate with effective color contrast to enable visual ease with booking buttons and reduced unnecessary text. It includes the necessary Land Acknowledgement. We believe the changes encompass physical, cultural and psychological aspects. Patients have already commented on the changes and how

helpful they find them. We get continuous positive feedback on useability of our website, including seniors who may be typically less IT inclined.

Waiting Area & Check-In Improvements

Description

For this project we focused on making our waiting room more accessible, comfortable, and inviting for our patients, while improving the clinic workflows for our staff and physicians. We installed cushions in the waiting room as we commonly heard from our elderly patients that our seats were too hard. Many of our older adult patients arrive early for their appointments and the modifications we made to our seating helps make our patients more comfortable at our office. We improved our check-in workflows and accessibility by installing a Kiosk. The Kiosk makes our check-in process multi-lingual, supporting our many native Spanish speakers at the clinic. It also allows patients to update their contact information aiding our staff by making the check-in process more efficient. We purchased plastic cups as an environmentally friendly way to offer patients a glass of water while they wait for their appointment. We purchased additional waiting room chairs to create a second area waiting area that is more private for patients whose physician is running behind.

Outcomes Achieved

Patients are happier! Patients are more satisfied with their time at our office, and they appreciate and are grateful for the investments made to improve their experience. Patients love to use the kiosk as it aids their check-in and they enjoy not having to wait for a staff member or verbally provide their information where someone might overhear them. Our staff are happier when our patients are happier.

Signage Upgrades

Description

The clinic has been lacking adequate signage. Because of space considerations we currently operate in two adjacent buildings with a walkway in between. Updated signage for the main clinic and the adjunct space beside would improve patient recognition and accessibility as well as reduce confusion for patients, other staff and delivery drivers.

Outcomes Achieved

Indigenous branded signs have created more comfort for the Indigenous folks who attend the clinic. Clear signage has improved workflows for delivery drivers and visiting professionals. Patients feel more comfortable and understand where they need to go to receive services. The signs have created Indigenous specific, culturally appropriate and visibility for the Clinic. This has included its secondary office, Elder's center and improved walkability and access for visitors. We were also able to use these funds to purchase some "grab and go" kits for the RN in practice for their home visits.