

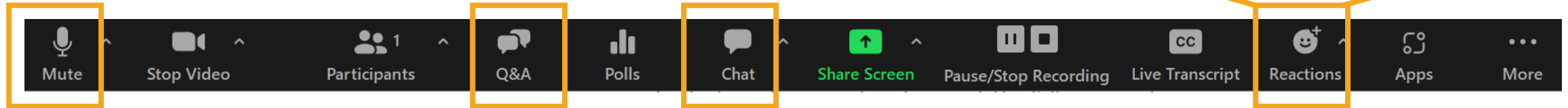
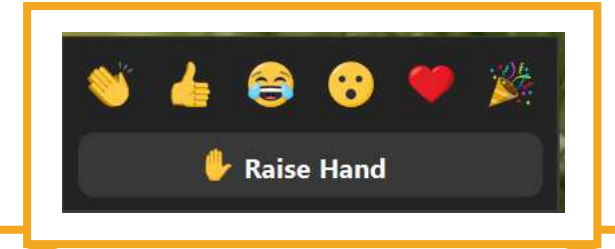
Orientation to the New Sociodemographic Data Form

Alliance Lunch 'n' Learn Webinar
January 11, 2024



Alliance for Healthier Communities
Alliance pour des communautés en santé

Housekeeping



- Microphones are muted.
- You may enter questions through the Q&A panel at any time. You can also upvote or comment on others' questions.
- Please use the Chat function for technical assistance. Send a direct message to me (Catherine) or Alliance Staff (Wendy).

Acknowledgement of Traditional Indigenous Territories

We recognize that the work of the Alliance for Healthier Communities and our members takes place across what is now called Ontario, on traditional territories of Indigenous people. They have lived here since time immemorial and have deep connections to these lands. We further acknowledge that Ontario is covered by 46 treaties, agreements and land purchases, as well as unceded territories. We are grateful for the opportunity to live, meet and work on this territory.

Ontario continues to be home to vibrant, diverse Indigenous communities who have distinct and specific histories, needs, and assets as well as constitutionally protected and treaty rights. We honour this diversity and respect the knowledge, leadership and governance frameworks within Indigenous communities. In recognition of this, we commit to building allyship relationships with First Nation, Inuit and Métis peoples in order to enhance our knowledge and appreciation of the many histories and voices within Ontario. We also commit to sharing and upholding our responsibilities to all who now live on these lands, the land itself, and the resources that make our lives possible.

Presenters

Dr. Jennifer Rayner

Director of Research & Policy

Christine Randle

Provincial Data Management Coordinator

Lorri Zagar

Lead QI Coach

Stéphanie Lamothe

Quality Improvement & Performance Lead



Learning Objectives

- History of sociodemographic data collection and resolution for data completeness
- Review changes to sociodemographic and race-based data elements
 - Mandatory and optional questions
- Data entry (EMR, OCEAN, etc)
- Learn about Alliance supports



Sociodemographic Data Collection

- For 20+ years, CHCs have been collecting sociodemographic and race-based data (part of our original Evaluation Framework) – since then other Alliance members have adopted
- Data used for program planning but most importantly for equity stratifications to ensure health equity
- Sector Resolution → **75% completion rate by 2024** (June 2017 & 2020 AGM)
- Evaluation Framework last updated in 2021 – ‘We Ask Because We Care’



SD Data Collection History

2000

Evaluation Framework

Social Determinant of Health Data prioritized and collected at all CHCs



2013

We Ask Because we Care

Adopted 'We Ask Because We Care' questions that included questions related to gender, sexuality and race.



2017 & 2020

Resolution

75% Data Completeness by December 31, 2024



2024

Social need & multiple responses

Pilot tested and endorsed new social need questions that are based on SPARK study and incorporated multiple response categories where appropriate



Resolution, June 2020 AGM

Policy Resolution #4: Commitment to Data Collection

BE IT FURTHER RESOLVED that all member boards require the inclusion of the quality improvement measure on data completeness, previously adopted by the sector, in the quality improvement plans (QIPs) established for CHCs; that the member boards monitor progress in completeness of data; and that member boards reflect on disaggregated data to improve service delivery.

GOAL - 75% SD completion rate 2024

Why are changes required?

- Clients, providers and health equity leaders provided the following rationale for updating the data entry guidelines:
 - Existing data capture ‘forces’ a person to select one response in each category
 - Inadequate capture of gender and sexuality
 - Very few questions that resulted in actionable steps
- SPARK study and CIHI guidelines → informed new questions



Sociodemographic & Race-based Data collection

- Working group established a few years ago to review sociodemographic and race-based data have been pilot tested by CHCs in Toronto
 - Working group with Ontario Health, Toronto CHCs and HSPs
- New questions similar to Evaluation Framework but include the following changes
 - Multiple response categories
 - Updated gender and sexuality fields
 - Several new Social Need questions → these are ‘optional’ questions

Pilot Testing Process

- 3 centres (East End, South Riverdale, Parkdale Queen West) have pilot tested the new questions
 - Used a variety of data collection methods (OCEAN, paper & provider/admin support)
- Pilot sites have received good response
- Pilot complete & feedback has been incorporated
- TELUS has built custom form (French and English) – all existing data will be mapped & included in BIRT



Resources available

A new page has been set up on the IM/PM Sharepoint site to house documents/resources (user name and password are required)



Alliance for Healthier Communities
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Information Management and Performance Management Resources

CoP Resources



Health Equity

Health Equity Questions

Reporting



Reports Resources
See all Reports resources



Custom Forms

Alliance Custom Forms

Guides & Webinars



Data Management Orientation
View the DM Orientation Guide



Quick Reference Guides
QIGs and Checklists

BIRT/COGNOS Sign In



Sign in to BIRT
Go to the BIRT sign in page

New Projects



Virtual Visit Best Practices

Websites



Alliance Information Management
Alliance website

Ontario Health and EMR resources are available here including translations of some documents

PS Suite Resourc... > Health Equity Questions



Name ▾



Translations



Alliance Health Equity Questionnaire screenshots-cm.pdf



We Ask Because We Care Script FOR DISTRIBUTION Nov 2023.pdf



We Ask Because We Care Brochure_FINAL FOR DISTRIBUTION Nov 2023.docx



Implementation Guide - Demographic Data Collection FOR DISTRIBUTION Nov 2023.pdf



Patient Information Form_8.5x11 FOR DISTRIBUTION Nov 2023.docx



Patient Information Form_11x17 FOR DISTRIBUTION Nov 2023.docx



Alliance Health Equity (Socio-Demographic) questions only.docx



Alliance Health Equity (Socio-Demographic) questions only.pdf



A list of all questions and their requirement is available

Health Equity Questions

(December 2023)

Language

	What is your mother tongue?	Mandatory
	If your mother tongue is neither French nor English, in which of Canada's official languages are you more comfortable?	Mandatory
	Do you require language interpretation	Optional
	What language do you feel most comfortable speaking in with your provider?	Mandatory
*	In what language would you prefer to read healthcare information	Optional

Identity

	Were you born in Canada?	Mandatory
	If NO, what year did you arrive in Canada?	Mandatory
	What country were you born?	Mandatory
*	Do you identify as First Nations, Métis and/or Inuk/Inuit?	Mandatory
	What is your ethnic or cultural background?	Mandatory
	Which of the following best describes your racial group?	Mandatory
	What is your religious or spiritual affiliation?	Optional

A PDF of the PS Suite Form screenshots is also available

Alliance Health Equity Questionnaire

This form is designed to replace and supplement the prior “Extended Demographics” form used by the Alliance members since adopting PS Suite as their EMR platform. The new form continues to collect values recorded by the older form, while adding new data points to enhance health equity tracking. This will allow the Alliance BIRT reporting to seamlessly transition from the old Extended Demographics form on a site by site basis.

Language

This first section collects information about how to best communicate with the health provider.



The screenshot shows a web browser window titled "Alliance - Health Equity Questionnaire". The form has a green header bar with the title and a close button. Below the header, there is a navigation bar with tabs for "Language", "Identity", "Gender/Orientation", "Education/Income", "Wellbeing", "Housing", "Basic Needs", and "Insurance". The "Language" tab is selected. The form content includes the following questions and options:

Click on a tab to jump to the desired section [View all questions](#)

Language Identity Gender/Orientation Education/Income Wellbeing Housing Basic Needs Insurance

What is your mother tongue?

English French Other (please specify)

If your mother tongue is neither French nor English, in which of Canada's official languages are you more comfortable?

English French

Do you require language interpretation?

Yes No

What language do you feel most comfortable speaking in with your provider? (Check ALL that apply)

<input checked="" type="checkbox"/> English	<input type="checkbox"/> Czech	<input type="checkbox"/> Italian	<input type="checkbox"/> Rohingya	<input type="checkbox"/> Taiwanese/Taiwanese
<input type="checkbox"/> French	<input type="checkbox"/> Dari	<input type="checkbox"/> Karen	<input type="checkbox"/> Romanian	<input type="checkbox"/> Tibetan
<input type="checkbox"/> Albanian	<input type="checkbox"/> Farsi	<input type="checkbox"/> Korean	<input type="checkbox"/> Russian	<input type="checkbox"/> Tigrinya
<input type="checkbox"/> Amharic	<input type="checkbox"/> Georgian	<input type="checkbox"/> Kinyarwanda	<input type="checkbox"/> Serbian	<input type="checkbox"/> Turkish
<input type="checkbox"/> Arabic	<input type="checkbox"/> German	<input type="checkbox"/> Low German	<input type="checkbox"/> Slovak	<input type="checkbox"/> Twi
<input type="checkbox"/> ASL (American Sign Language)	<input type="checkbox"/> Greek	<input type="checkbox"/> Mandarin	<input type="checkbox"/> Somali	<input type="checkbox"/> Ukrainian
<input type="checkbox"/> Bengali	<input type="checkbox"/> Gujarati	<input type="checkbox"/> Nepali	<input type="checkbox"/> Spanish	<input type="checkbox"/> Urdu
<input type="checkbox"/> Bulgarian	<input type="checkbox"/> Hausa	<input type="checkbox"/> Pashto	<input type="checkbox"/> Swahili	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Burmese	<input type="checkbox"/> Hebrew	<input type="checkbox"/> Polish	<input type="checkbox"/> Tagalog	<input type="checkbox"/> Yoruba

Collecting the information in the EMR

- The new form works like the Encounter Detail Form – 2 parts
- Staff use the Alliance Health Equity Questionnaire to enter the information but the data is saved in the chart in the Alliance Health Equity Note
- Forms will be emailed to DMCs and EL groups today, they will need to be imported into PSS
- New form can not be populated from the old Extended Demographic Form due to different functionality, the new form will populate new versions of itself
- A support document is available from Telus that shows how the form works and what modifications are allowed (will also be emailed today)

Other updates

- Updated View in LogiReport will be available on Monday (15th)
- BIRT team is currently working on the required changes to show the new options and new fields
- Data will be mapped so can be comparable to existing information
- Functionality has been used to ensure that data from either form can be accepted
- Ocean form has been created and is currently available

EMR/Data Support Zoom Call

Thursday, February 1 | 1-2 pm

To register: use QR code at right
or <https://shorturl.at/arsW5>.



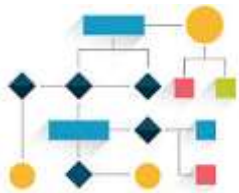
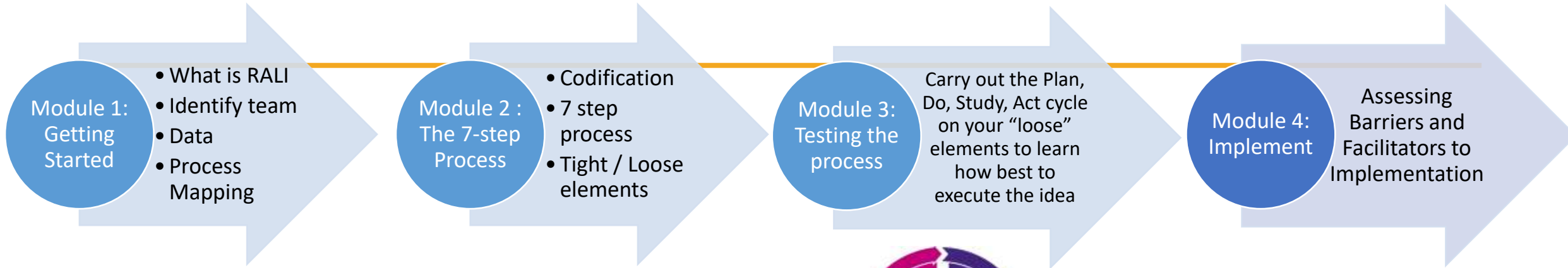


Rapid Action & Learning Intensive (RALI) – Sociodemographic Data (SDD)

What is RALI-SDD?

- RALI-SDD is a self-directed improvement initiative which aims to spread the learnings from the Foundations of Equity learning collaborative
- 27 teams attended learning sessions and then applied the improvement methods and tools at their own organizations – lots of amazing improvement!
- RALI was built to support organizations to adapt, adopt and apply these learnings to improve their sociodemographic data collection
- The approach offered in RALI-SDD is based on work by the Health Foundation in the UK
- Tested RALI during the summer of 2023 with 4 CHCs – very successful

The RALI-SDD Self-Directed Process



Coaching and data supports available by request:
QI@allianceon.org



How do you join?

- RALI-SDD will be launched on February 1, 2024
- It is open to any member organization of the Alliance
- Join by emailing QI@allianceon.org
- You'll receive access to the four modules + all the supporting tools & tip sheets
- Complete an evaluation at the end of your journey
- Coaching available starting February 1, 2024



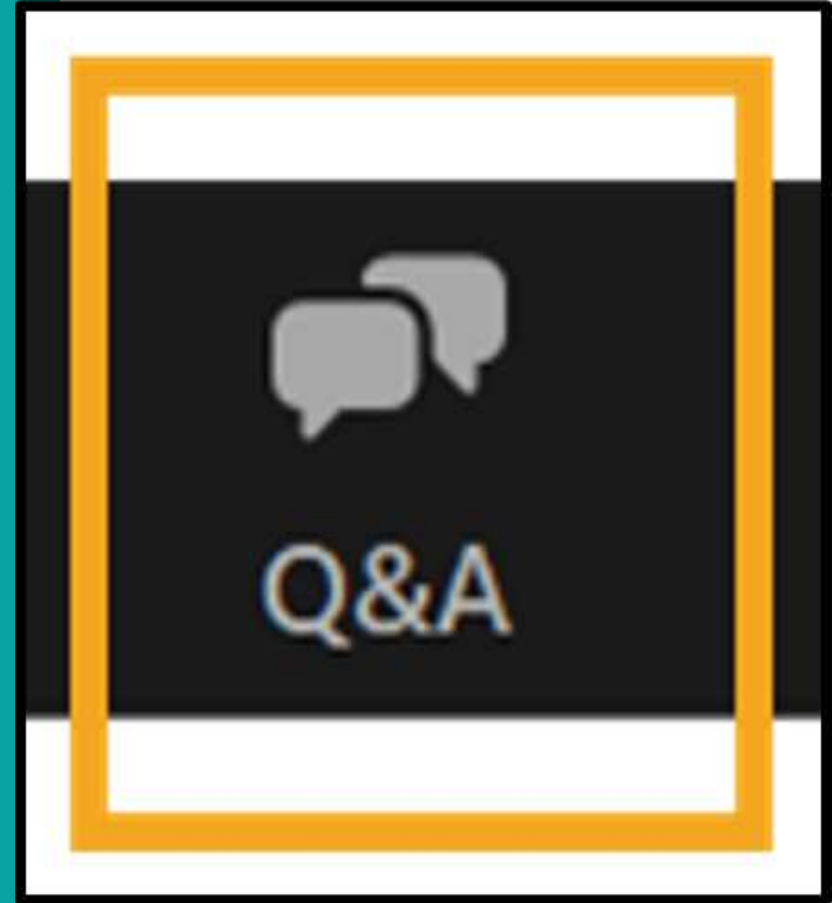


**If you have questions
about RAI or other
QI supports, email
QI@AllianceON.org**

Questions?

Please use the “Q&A” panel to submit your questions.

You can also upvote and/or comment on others’ questions.





Thank You

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QI@AllianceON.org