

THE NETWORK: TOWARDS UNITY
FOR HEALTH & FACULTAD DE MEDICINA,
UNAM, PRESENT



THE NETWORK
TOWARDS UNITY FOR HEALTH



Facultad de Medicina



TUFH2020 MEXICO

VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

SEPTEMBER 23-25, 2020

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TUFH 2020 Abstracts

Title	Social accountability through community engagement: Addressing the health equity gap for 2SLGBTQ patients in Northeastern Ontario
Type	TUFH Documentary <i>Working with Underserved Populations towards Community Empowerment</i>
Presenting Author	Vance McPherson
Co-Authors	Emilie Fielding; Maureen McLelland
Country	Canada
Abstract N^o	TUFH145
Content	<p>Health Sciences North (HSN) identifies social accountability as a key strategic goal, specifically through seeking and valuing community engagement and stakeholder participation to address health equity gaps in our region. We recognize that two-spirited, lesbian, gay, bisexual, transgendered, queer (2SLGBTQ) patients and families have experienced and currently experience substantial equity gaps in their experience of health care, including at HSN, relative to patients and families who do not identify as such. To address this gap, we engaged patient advisors, community members, staff, and others with lived experience as 2SLGBTQ patients to discover a) what characteristics an equitable, safe HSN would have, and b) what measures would need to be in place to address inequities. The team widely experienced the engagement process as a learning process, where both the needs of the community and the prerequisites to operationalizing change were progressively understood through iterative elaboration. As a result of the collaboration, team members designed a two-phase plan, including an initial roll-out of “need-to-know” sensitivity training, featuring minimum expectations under human rights legislation and case law; and a longer-term plan that involves richer affective domain-focussed professional development, and systemic changes to hospital infrastructure and operations.</p> <p>We are currently launching Phase I of this plan. We propose a 10 minute documentary featuring videos that showcase the lived experience of 2SLGBTQ advisors (components of Phase I training), framed by interpretive narrative about the process of engagement and how it was experienced by members of our communities.</p>