



# ACTION PERIOD GUIDE

## Action Period 3: People- and Provider-Centred Care

### Learning Outcomes:

After participating in Action Period 3, participants will be able to:

1. Identify EQUIP's 3 key dimensions of equity-oriented healthcare and apply them to their own practice.
2. Describe departmental strengths that support equity-oriented healthcare, including facilitating factors that enable providers to focus on people centered care.
3. Evaluate areas for improvement within their department to implement equity-oriented healthcare using the 'Rate Your Organization' activity.
4. Apply trauma and violence-informed care within your own daily practice.

### Your Action Period Work:

Learning Session 3 focuses on People and Provider Centered Care, or in other words, creating environments that enable ED health care providers to tailor their care to the unique needs of individual patients. This Action Period has two required activities before January 11, 2021:

1. **Activity: Rate Your Organization (Required - Individual)**
2. **Activity: Discussion & Action Plan – SWOT or SOAR (Required - Group)**
3. Activity: Equipping for Equity Online Modules (Optional)
4. Activity: Reading the Opioids Survivor's Guide (Optional)
5. Activity: Listening to the Crackdown Podcast (Optional)

Coaching calls during this Action Period will also focus on aspects of trauma- and violence-informed practice to facilitate Person-Centred Care. All resources for LOUD in the ED, including recordings, presentation slides, this guide and other supplementary materials can be found on the resources page at [bcpsqc.ca/resource/loud](https://bcpsqc.ca/resource/loud)

Once team members have completed their assessments, **your team will need to meet by teleconference to complete your Action Plan.** This activity will ask your team to reflect on the results of the self-assessment and commit to one action or exploring one change idea by the week of January 11. You can identify personal or team actions, using the discussion guide, we hope your team will be able to identify an appropriate starting place for next steps. If you need suggestions for change ideas or additional resources, please check our website for approaches your team may be interested in trying, or reach out to us directly and we will work with you to help develop an action plan. We understand that meeting as a large group might be difficult in this time – if it makes more sense for your team, please don't hesitate to work through this activity in smaller groups and share you actions, questions or thoughts with each other via email. Please remember to have one member from your group submit your summary actions to the LOUD Project Team.

**Note:** People- and provider-centered care can be a sensitive topic for some, particularly those who may have experienced stigma when visiting an emergency department. We encourage participants to step away from any session they may find triggering, reach out to the Project Team if you require additional support, and be mindful of stigmatizing language or scenarios as we move through this complex topic together.



**IMPORTANT:** In order to get your certificate of completion for LOUD in the ED, your team needs to:

- Individually complete the Rate Your Organization tool
- Email [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) with their shared commitments to action by **January 11**.

Questions? Reach out to [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca)

## Coaching Webinars:

Coaching calls are optional one-hour sessions to dive deeper into content and offer opportunity for more discussion with the LOUD project team and faculty. During the informal webinar you can ask questions, share your experience or talk through a tricky situation your team may be experiencing.

There will be two coaching sessions in this action period:

1. **Wednesday, December 9 @ 1500-1600** – Sarah Levine & Amelia Birch (Trauma-informed practice in the community)
2. **Tuesday, December 15 @ 1400-1500** – Reija Jean & Mona Kwong (Communication and community transitions)

---

## Activities 1 (Required - Individual): Key Dimensions of Equity-Oriented Health Care *(est. 10-15 min individually, followed by an est. 30 min as a team)*

### Purpose

Review strategies for your team/organization to enhance their capacity for equity-oriented services and the extent to which those strategies are currently being utilized.

### Activity Resources

- [Key Dimensions of Equity-Oriented Health Care Handout \(PDF\)](#)
- [Rate Your Organization Handout \(PDF\)](#)

### Instructions

1. Review the Key Dimensions of Equity-Oriented Health Care Handout.
2. Individually, complete the Rate Your Organization Tool. Please take the time to consider the tool objectively and with a learner's mindset. Complete the survey noting your individual question level responses rather than overall score.
3. As a team, or with a partner, book some time (min. 20 minutes) to review your results and have a discussion around your responses (Activity 3).



## Activity 2: Key Dimensions of Equity-Oriented Health Care (Required – Group)

(est. 20-30 min as a team)

### Purpose

Review strategies for your team/organization to enhance their capacity for equity-oriented services and the extent to which those strategies are currently being utilized.

### Activity Resources

- Your completed individual responses to Rate Your Organization (Activity 1)
- [Rate Your Organization Conversation Guide](#)
- [SWOT Worksheet](#) (PDF) and/or [SOAR Worksheet](#) (PPT) *Optional*

### Instructions

1. Each person should identify whether they would like to start with the first strategy, or another strategy and why (less than a minute from each person).
  - Consider assigning a note taker who is committed to taking non-identifiable notes, or to use a whiteboard if you are meeting via Zoom to keep a record of the discussion, and to help inform your action planning (see your final step).
  - Individual members of the group may want to have pen and paper on hand to make notes about their thoughts as they come up.
2. Aim for group consensus about the first strategy for discussion.
3. Each person *briefly* provide their rating on the selected starting strategy (one minute to state their rating and primary rationale).
4. As a group, consider the following questions:
  - What are the similarities among the group's ratings?
  - What are the differences, and what accounts for these differences?
  - What does the group learn from hearing the range of ratings?
  - What are the implications for action?
5. After everyone in the group has had time to reflect and contribute, repeat with a second strategy, ensuring that each person has an opportunity to discuss their rating and rationale (this may be dependent on time). Depending on the group, work through the strategies in order, OR focus on two or three strategies that are most relevant to your unit/organization.
6. Your final step is to identify a one or two actions that the group will commit to completing by **January 11**. These may be group actions and/or individual actions.
  - Consider using a SWOT (Strengths, Weaknesses, Opportunities and Threats) or SOAR (Strengths, Opportunities, Aspirations and Results) format to summarize your discussion.
  - Submit a minimum of one action your group has identified as a result of this discussion to the [loud@bcpsqc.ca](mailto:loud@bcpsqc.ca) by January 11, 2021. If your group would like support identifying change ideas based on the discussion, reach out to the Project Team and we will address it directly, or if you prefer, anonymously at a future coaching call.



### Activity 3: Equipping for Equity Online Modules (Optional)

These free online training modules are for emergency department and primary health care staff to provide equity-oriented care, particularly for marginalized populations. EQUIP's take on Equity-Oriented Health Care incorporates the **three key dimensions**: trauma- and violence-informed care, culturally-safe care and harm reduction.

[Access the learning modules here.](#)

### Activity 4: Reading the Opioids Survivors' Guide (Optional)

A Survivors' Guide handbook was written by a group of people from around British Columbia (BC) who together, have years of experience using opioids and other street drugs, with support and funding from the BCCSU.

[Read the guide here.](#)

### Activity 5: Listening to the Crackdown! Podcast (Optional)

This podcast is led by an editorial board made up of some of Vancouver's most experienced drug user activists. CRACKDOWN is produced by Cited Media Productions on the territories of the x<sup>w</sup>məθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and selílwitulh (Tseil-waututh) Nations.

[Learn more about the podcast here.](#)