

# IMPROVING HEALTHCARE FOR ALL IN NIAGARA



## GOAL

To strengthen patient-centredness through the integration of a health equity lens into the procedures, guidelines, policies, programs, and practice at Niagara Health.


## KEY NIAGARA DEMOGRAPHICS

Niagara Region  
Population: 447,888



Median Age: 46 years


♂ = 10% Source: Statistics Canada, 2016 Census of the Population.




**17%**  of the population was not born in Canada

**9%** are of a visible minority  
**3%** represent the Indigenous population

**50%** have a high school diploma   
**21%** have less than a high school diploma 

 **\$72,105**  
Median family income

 **\$46,684**  
Single parent median income

 **1 in 4**  
families spend over 30% of their income on shelter costs

## PLAN

Build a supportive environment by creating capacity and provide staff training. Implement a process to collect social demographic data.

### Phase One



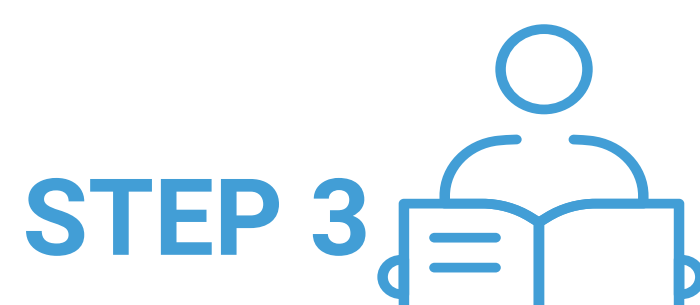
#### Build Capacity

Develop an Inclusivity and Diversity Committee.



#### Assess Community

Staff engagement.  
Patient engagement.



#### Develop Training

Use information from engagement sessions to develop staff training.



#### Develop Communications

Anti-stigma campaign to raise awareness.  
Public and internal facing.

### Phase Two



#### Collect Social Determinants of Health Data

Develop and implement process.  
Use data to monitor and improve.

