



Innovative Models Promoting Access-to-Care Transformation

POP UP EVENT ORIENTATION
May 31/June 2, 2016

Working with Diverse and Vulnerable Groups

- Diversity is defined as all the ways we are “unique”, despite our “similarities”

Layers of Diversity -The Iceberg Theory



Working with Diverse and Vulnerable Groups

Provider and Client Challenges

Provider	Client
<ul style="list-style-type: none">• Communication• Lack of comfort/knowledge about diverse and vulnerable groups• Frustration• ?others	<ul style="list-style-type: none">• Communication• Lack of trust• Lack of comfort/knowledge about navigating health system• Frustration• ?others

Working with Diverse/Vulnerable Groups

Reflection time

Think of a time you worked with a client or family from a diverse/vulnerable background...

What were some of the challenges you or the client may have experienced? What did you do to overcome some of the challenges?

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All of us have invisible back packs. It is important to be mindful of what is in your backpack when providing care to diverse groups.



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Diversity Competent care includes:

- Practicing self-awareness and overcome judgements, prejudices and biases.
- Establishing connection and **trust** with clients and families.
- Treating clients with respect, warmth and empathy.
- Supporting clients to share their experiences and stories...listening deeply.

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Diversity Competent care includes:

- Engaging clients to identify their own health issues and priorities.
- Engage clients and families in care planning.
- Understanding and respecting client values and perspectives
- Becoming aware of the client's social and non-medical circumstances

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Diversity Competent care includes:

- Becoming aware of community resources and referring clients/families as needed.
- Using plain language to explain things.
- Using interpretation services as needed (ASH-Language Line).

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Remember:

- You are not expected to know everything about your clients. Diversity competency is not a recipe based approach. The key is to develop trust and genuine relationships.

Questions? Suggestions?

This is the first-ever event of this kind focused on primary health care services for North Lethbridge—we appreciate your willingness to join us in this initiative!