

Health Equity Walkthroughs in Primary Care Clinics

Nolan Schaaf, Robyn Chelte & Gabrielle Kirk

May 2, 2025



**Primary Care
Strategic Forum**

The Path Ahead

Disclosure of Financial Support

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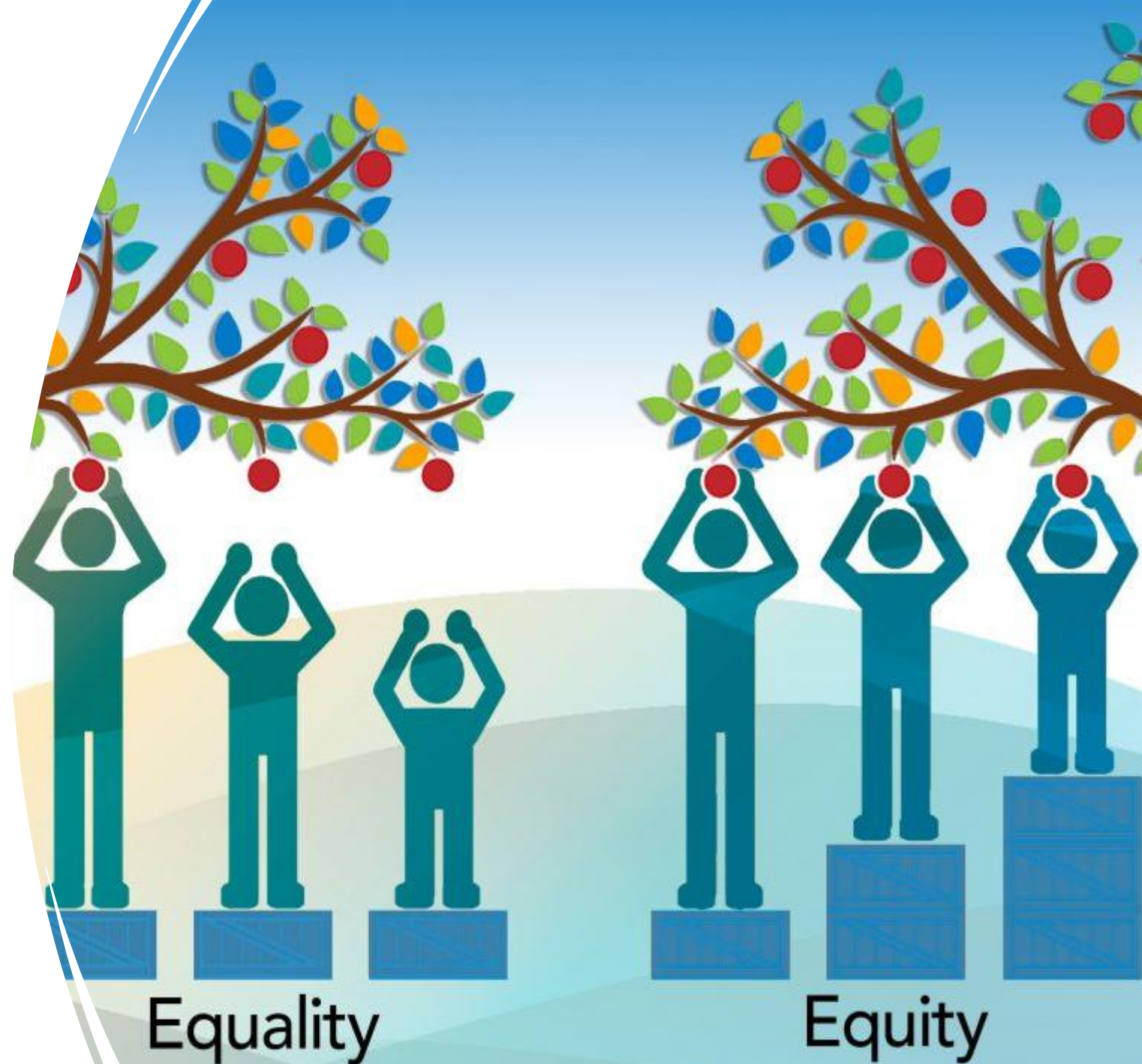
Setting the Stage

- Health Equity as a Priority Initiative
- Dedicate resources
- Be willing to explore...



Enhancing Health Equity

- Health inequities are rooted in systemic social, cultural, and economic injustices
- Health inequities are often overlooked
- **We all have the power to make change** within our organizations



Benefits of Health Equity in Primary Care

- Better health outcomes for patients
- Enhanced patient trust
- Decreased provider burnout

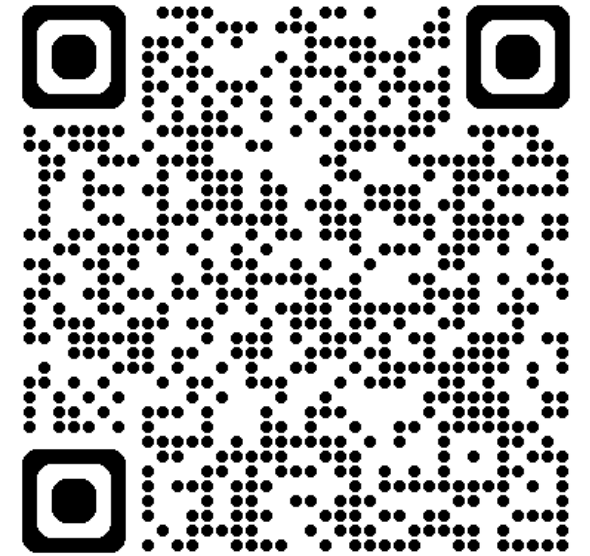


How to Improve Health Equity

- Patient/Community Engagement
- Training and Education for Providers
- Policy Recommendations
- Data Driven Change



Health Equity Walkthrough



Steps of an Equity Walkthrough



Step 1: Preparation and education

Step 2: Identify Your Target Population

Step 3: Organize a Staff Walkthrough

Step 4: Facilitate the Staff Walkthrough

Step 5: Facilitate a SOAR Discussion with Staff

Step 6: Organize a Patient Walkthrough

Step 7: Facilitate a Patient Walkthrough

Step 8: Facilitate a SOAR Discussion with Patients

Step 9: Compare Findings

Step 10: Implement Changes

Step 11: Results and Reflection

Participating Clinics

- The Associate Clinic Pincher Creek
 - Blackfoot patients
- Cardston Clinic
 - Blackfoot patients
- University of Lethbridge Health Centre
 - International students
- Lethbridge Polytechnic Wellness Services
 - Indigenous students
 - International students
 - LGBTQ2+ students
 - Students with mental health and addictions



Step 1: Preparation and Education

Step 2: Identify a target audience

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- Engage in dialogue with clinic teams about health equity
 - Use data and staff insights to identify who you want to engage with



**Step 3: Organize
staff walkthrough
discussion**

**Step 4: Facilitate staff
walkthrough**

- Set a time (1 hour)
- Ensure diverse perspectives
- Consider different aspects of patient experience
- Prompt, but leave space for awkward silence



Step 5: Facilitate SOAR Discussion

Staff Walkthrough

S

Strengths

- What are our greatest strengths?
- What makes us unique?
- What do we excel at?

- In-house services
- Community minded and aware staff
- Staff education
- Intentional decor

Opportunities

- What opportunities can we leverage into success?
- What disruptions can we reframe as opportunities?

- Increase privacy
- More diversity in decor
- Learning Blackfoot words
- Indigenous leaders in clinic
- Better Signage

O

Aspirations

- What do we want to be & do in the future?
- How can we make a difference?
- What are we passionate about?

- Smudging
- New location
- Improved accessibility
- More time

Results

- What are the measureable results that will tell us we've achieved our vision?
- How do we translate our vision of success into tangible outcomes?

- Patient experience
- Provider satisfaction
- Reduced tension
- Access measures

A

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Step 6: Organize patient walkthrough

Step 7: Facilitate patient walkthrough

- “Nothing about us without us”
- Representation of lived experience
- Recommend 2-5 patients
- Set a time (2 hours)
- Walk through all areas of the clinic
- Accept feedback with humility



Step 8: Facilitate SOAR Discussion

Patient Walkthrough

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Strengths

- What are our greatest strengths?
- What makes us unique?
- What do we excel at?

- Welcoming staff
- Multilingual signs
- Multicultural decor and music
- Nature elements
- Snacks and tea

Opportunities

- What opportunities can we leverage into success?
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- Better signage
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- What do we want to be & do in the future?
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- Self check in
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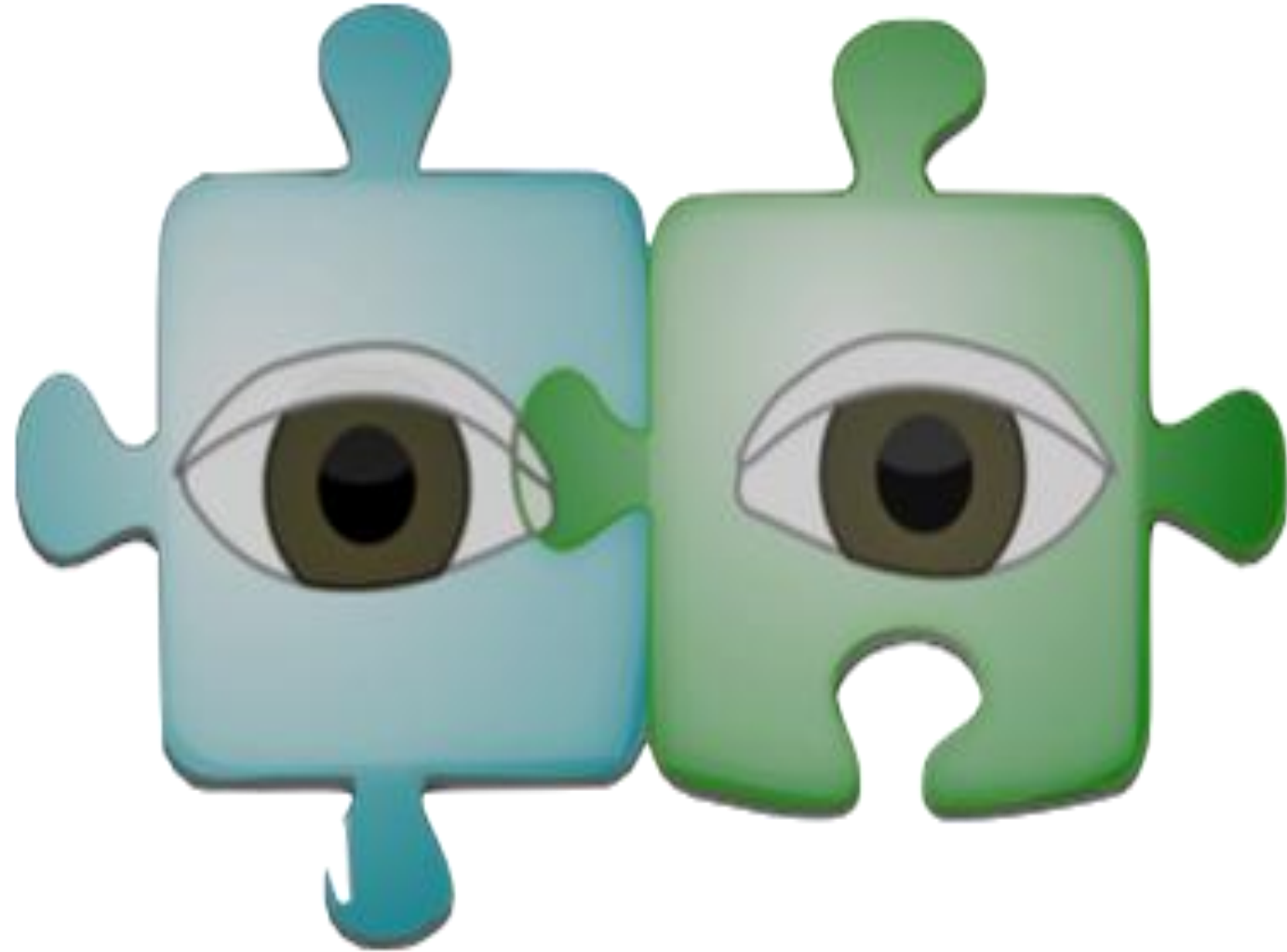
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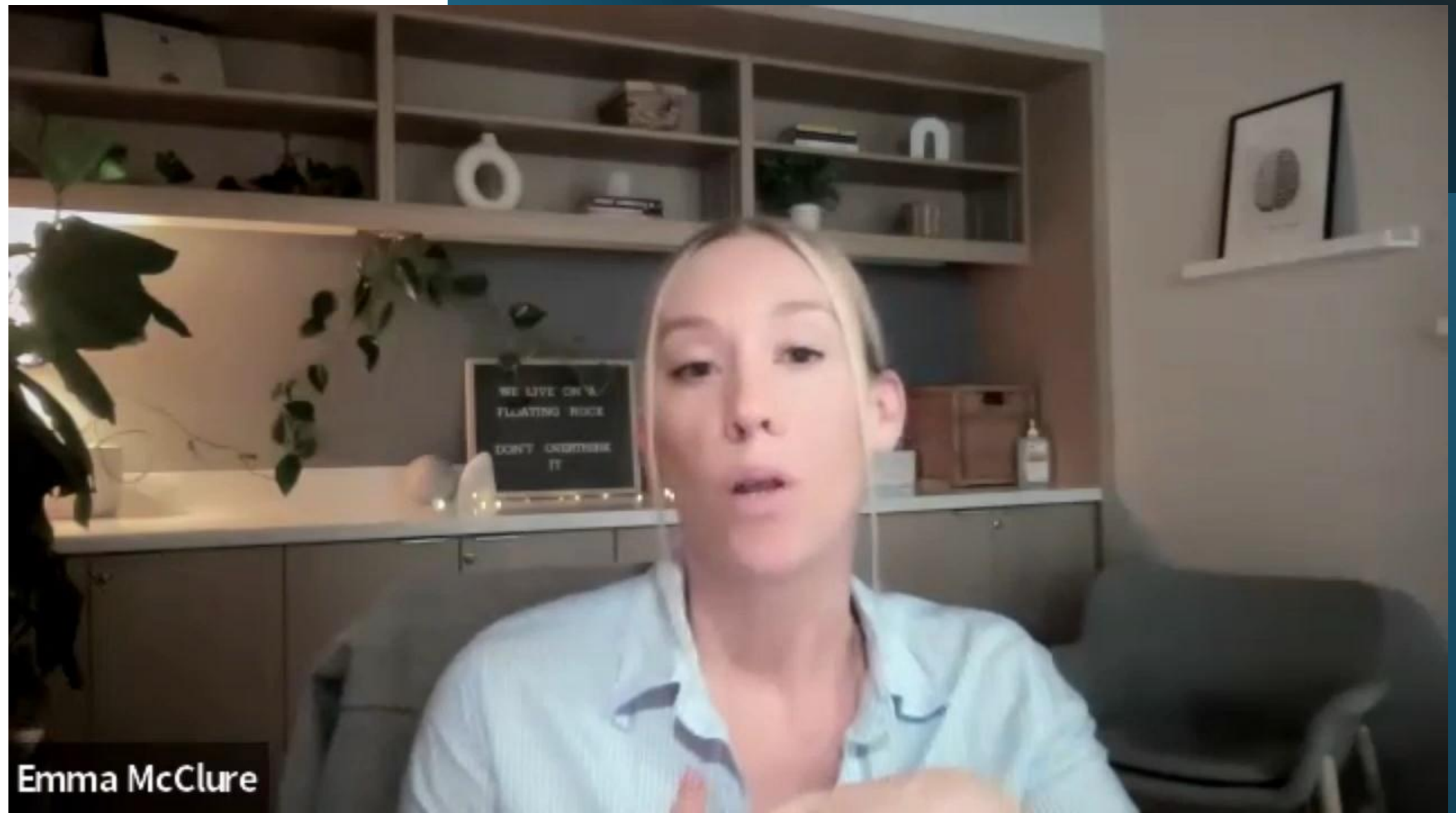


Carmen Guenther (She/Her)

Step 9: Compare findings

- Synthesize feedback between staff and patients
- Review common themes, discrepancies, and priorities from both groups
- Create a list of actionable items for the clinic to address
- Two-eyed seeing

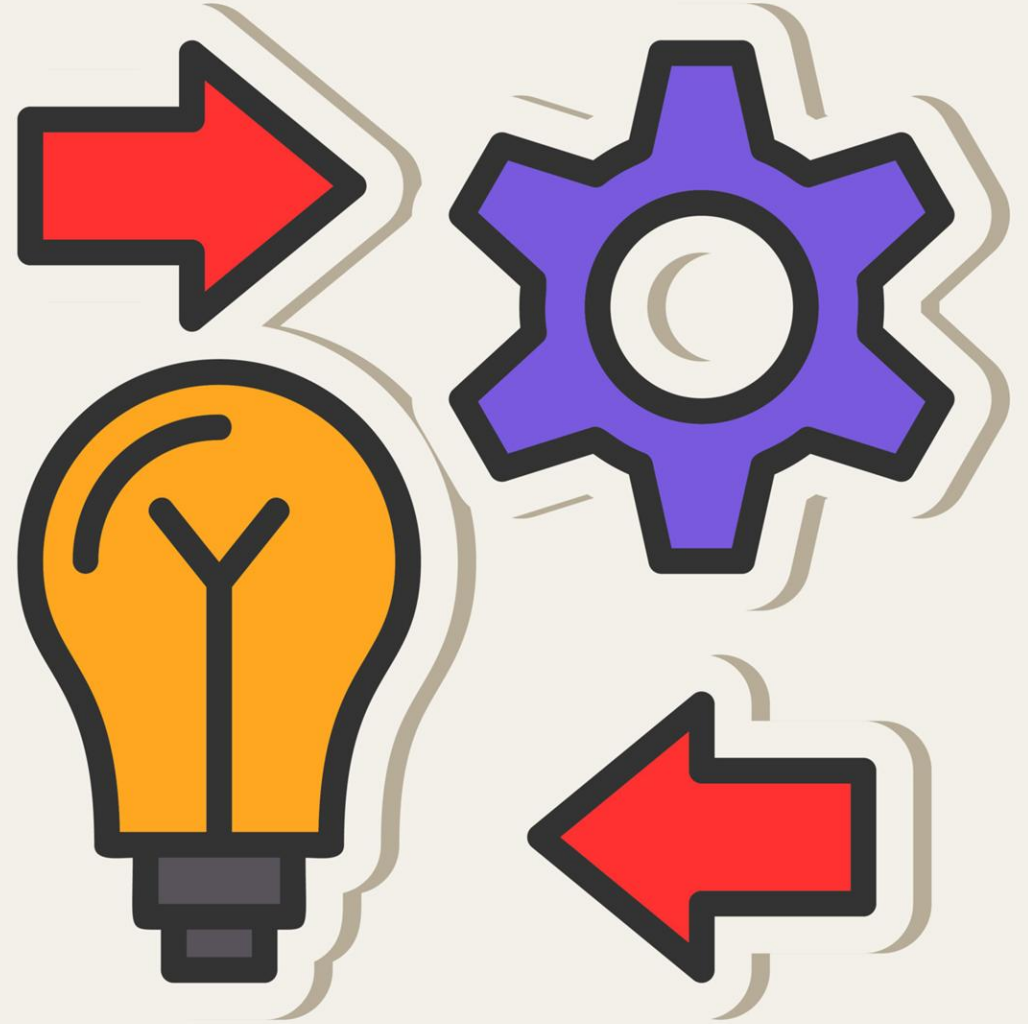




Emma McClure

Step 10: Implement changes

- Prioritize a few high-impact, feasible changes
- Assign responsibilities and timelines to staff for implementation
- Secure necessary resources (funding, training, equipment, signage updates, etc.)





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Welcoming and accepting spaces



Signs that Reflect Diverse Patient Populations

Positive Space



This is a place where human rights are respected and where Two Spirit, lesbian, gay, bisexual, trans and queer people, and their friends and allies, are welcomed and supported.

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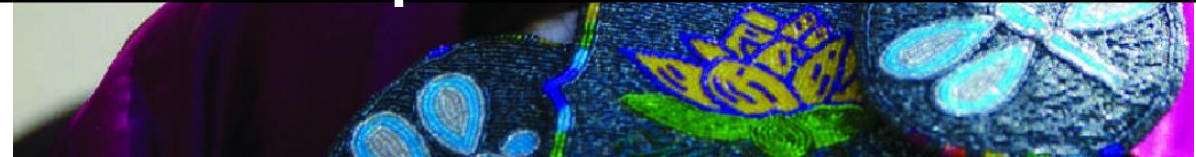
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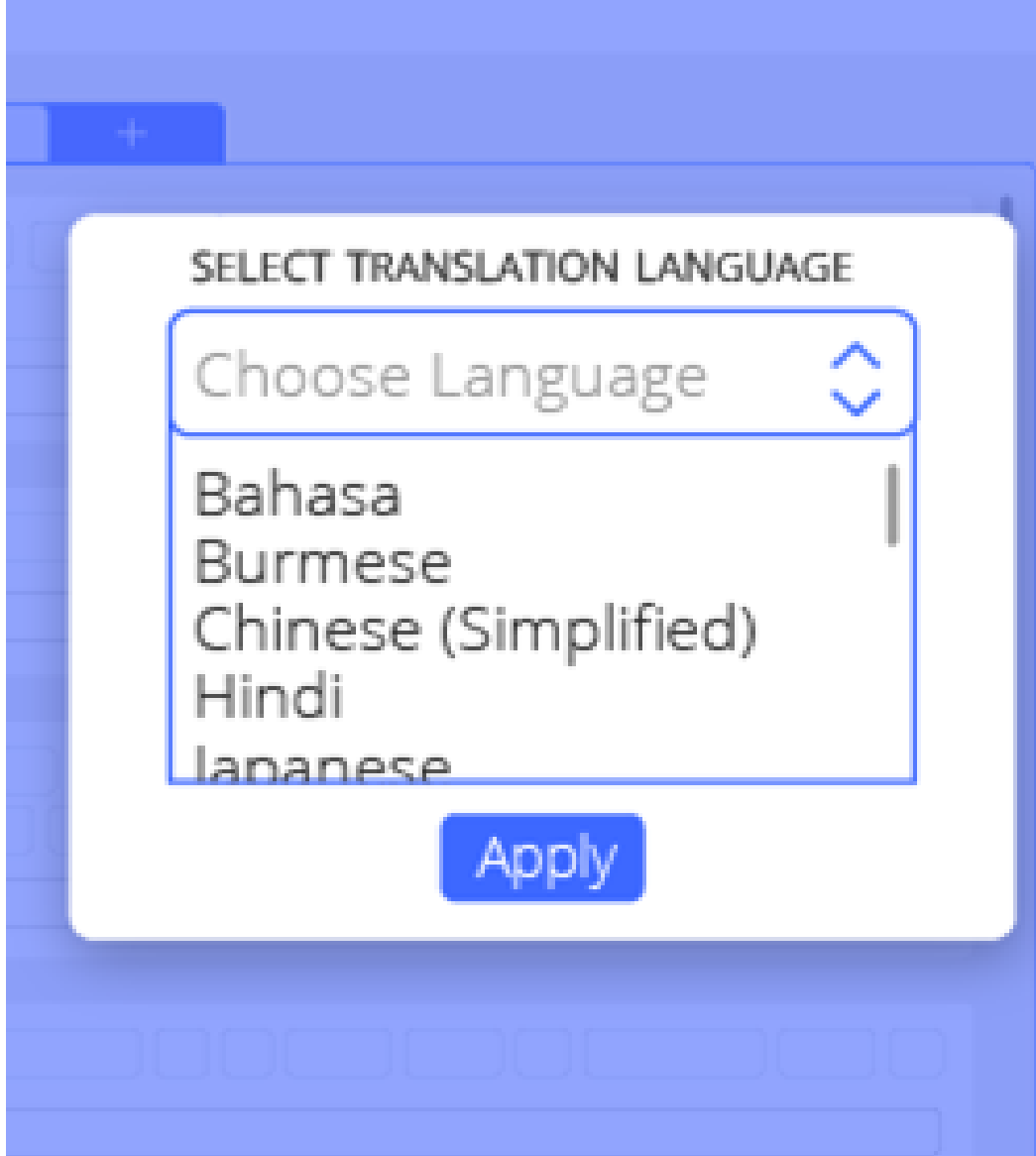
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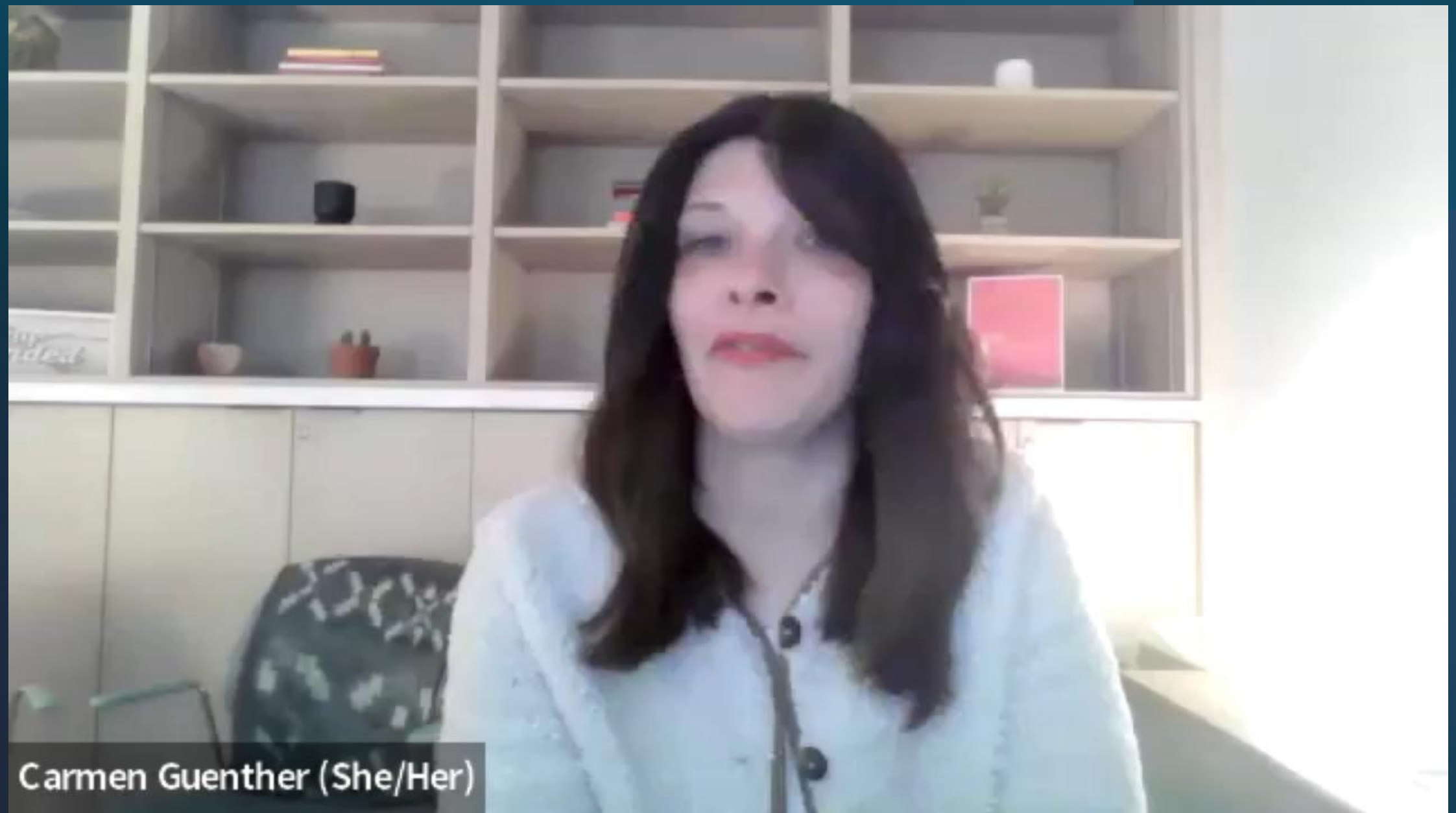


Build Relationships with Local Organizations
Connect patients to Blackfoot Healing Practices

Step 11: Results and reflection

- Evaluate the impact of change
- Conduct a follow up walkthrough or focus group to assess outcomes
- Ongoing journey





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Respond...

- Build capacity in a learning team
- Secure funding for what matters
- Share learnings



Reflections on Equity:

Guided Activity



Moving Forward

Discussion:

- How does your clinic reflect the people you serve?
- How might your experience differ from your patients?
- What is one thing you can change?





Emma McClure

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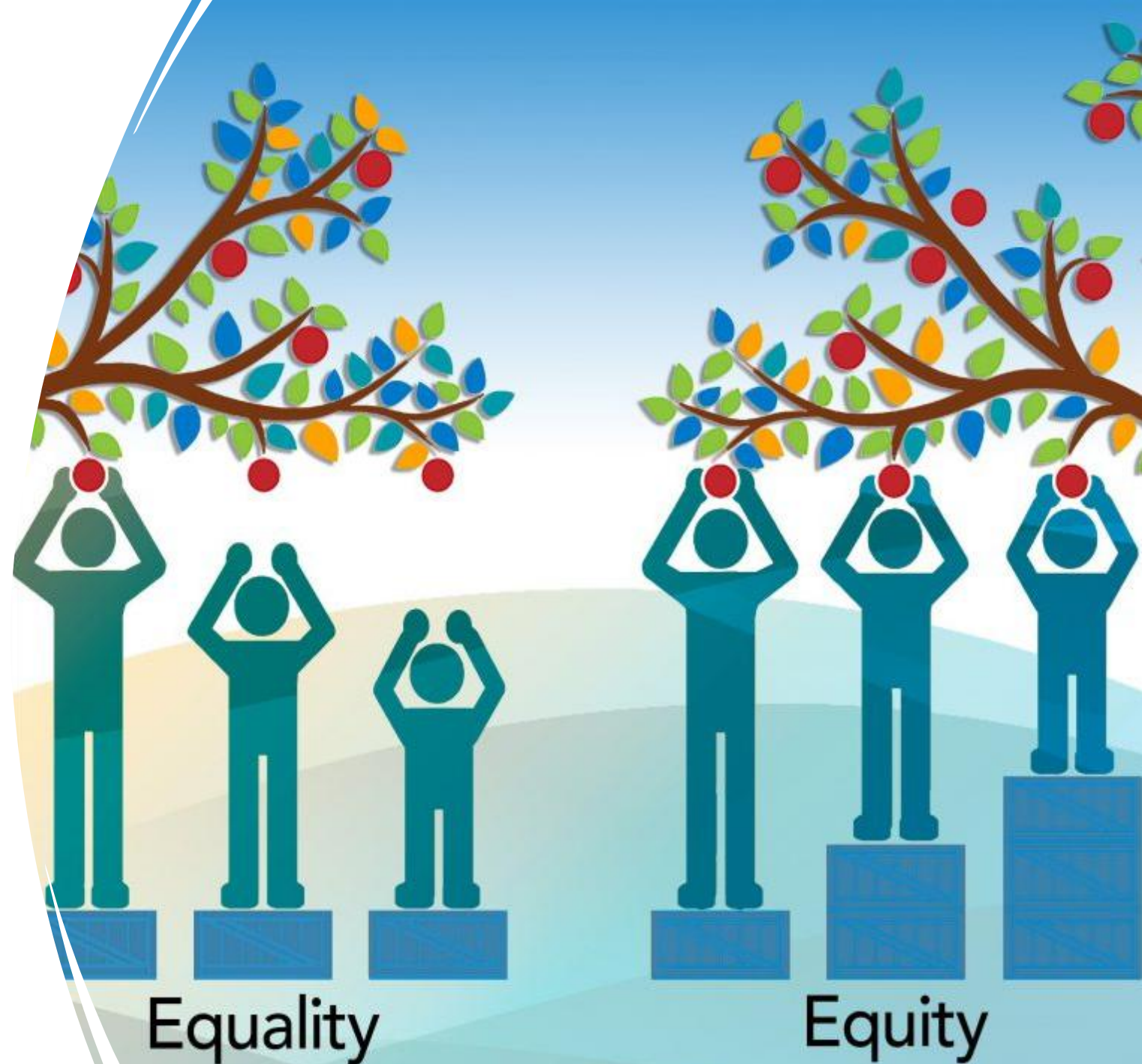
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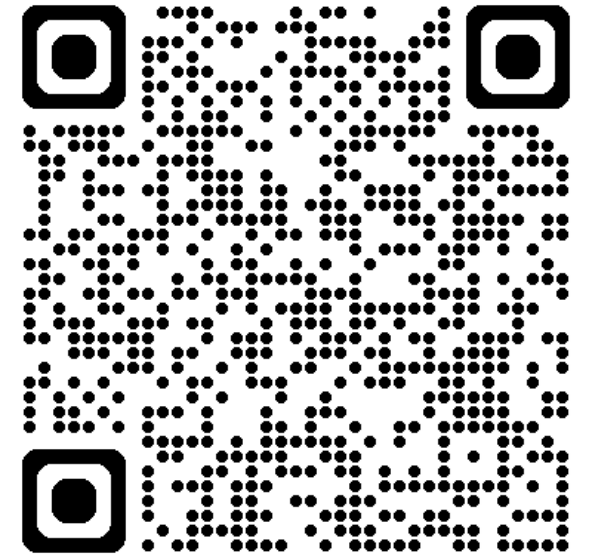


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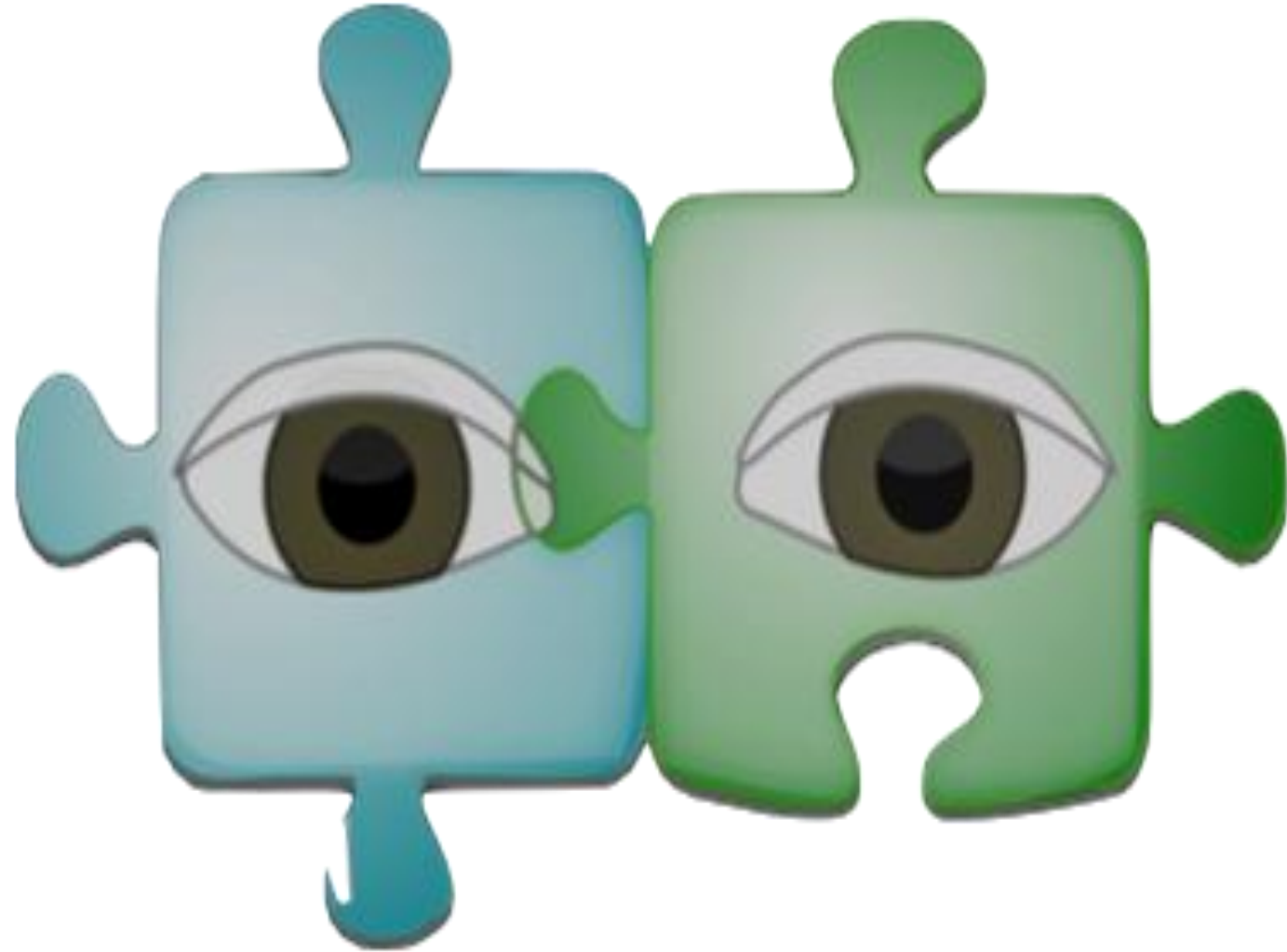
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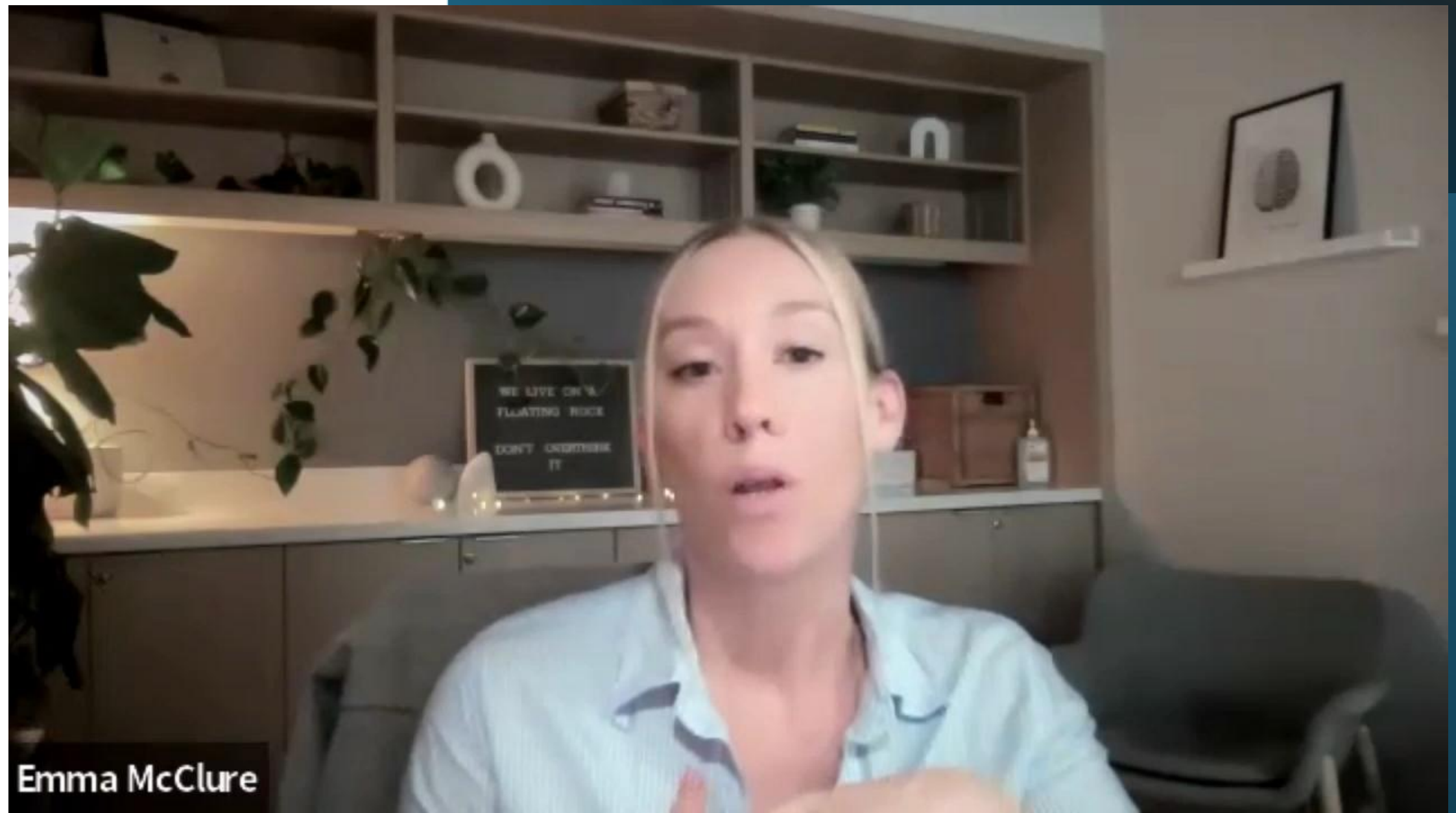


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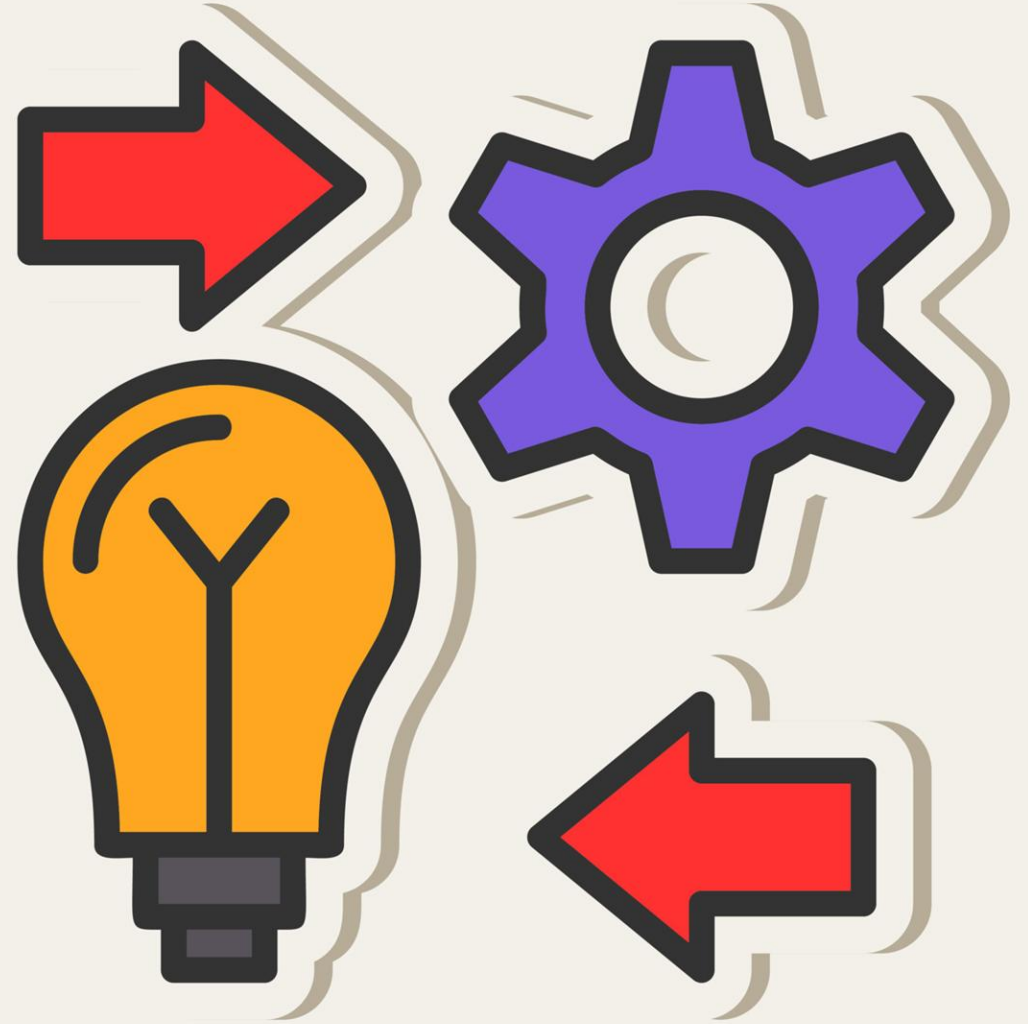




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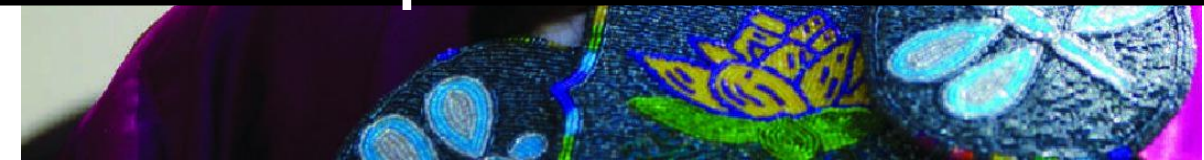
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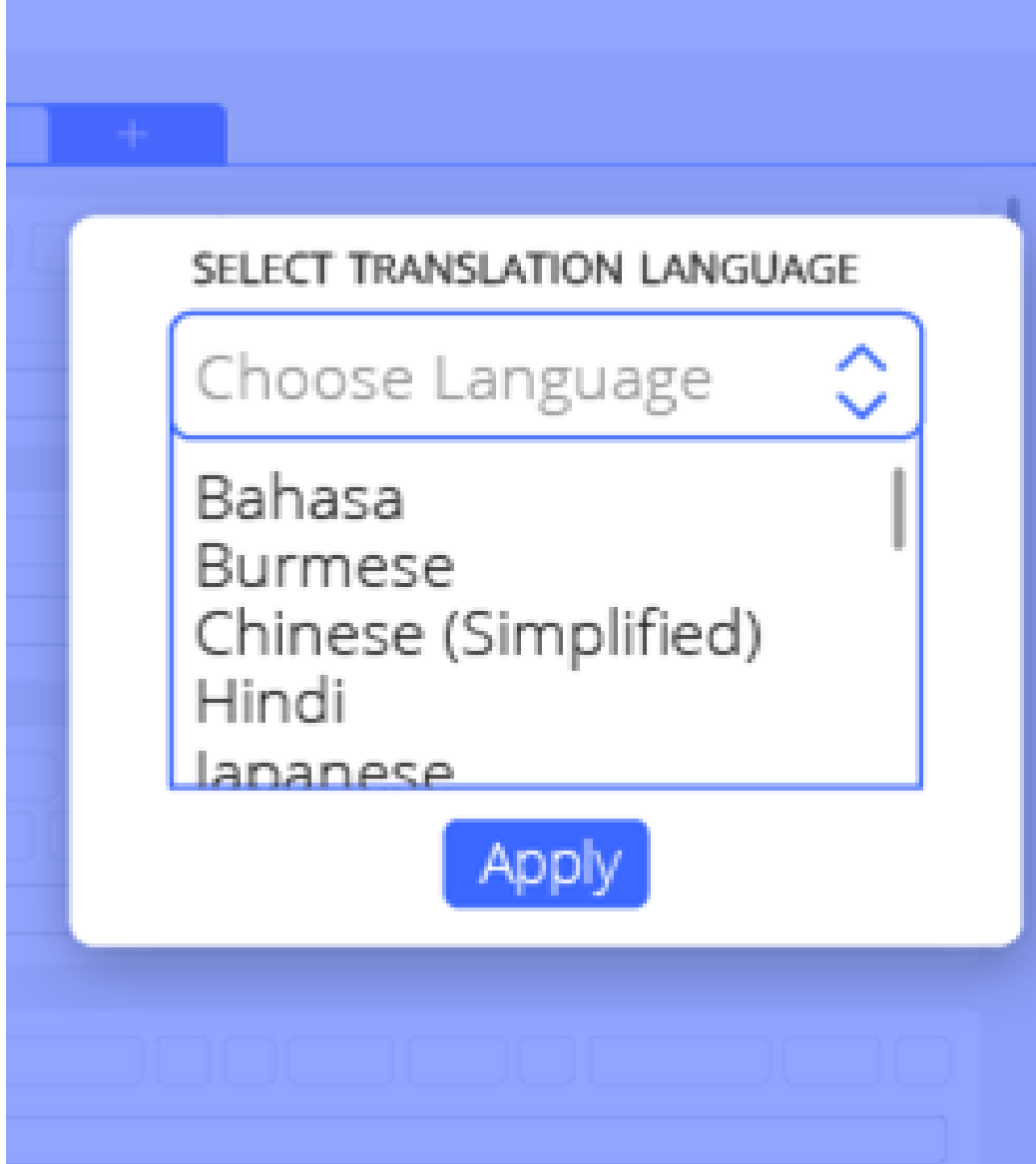
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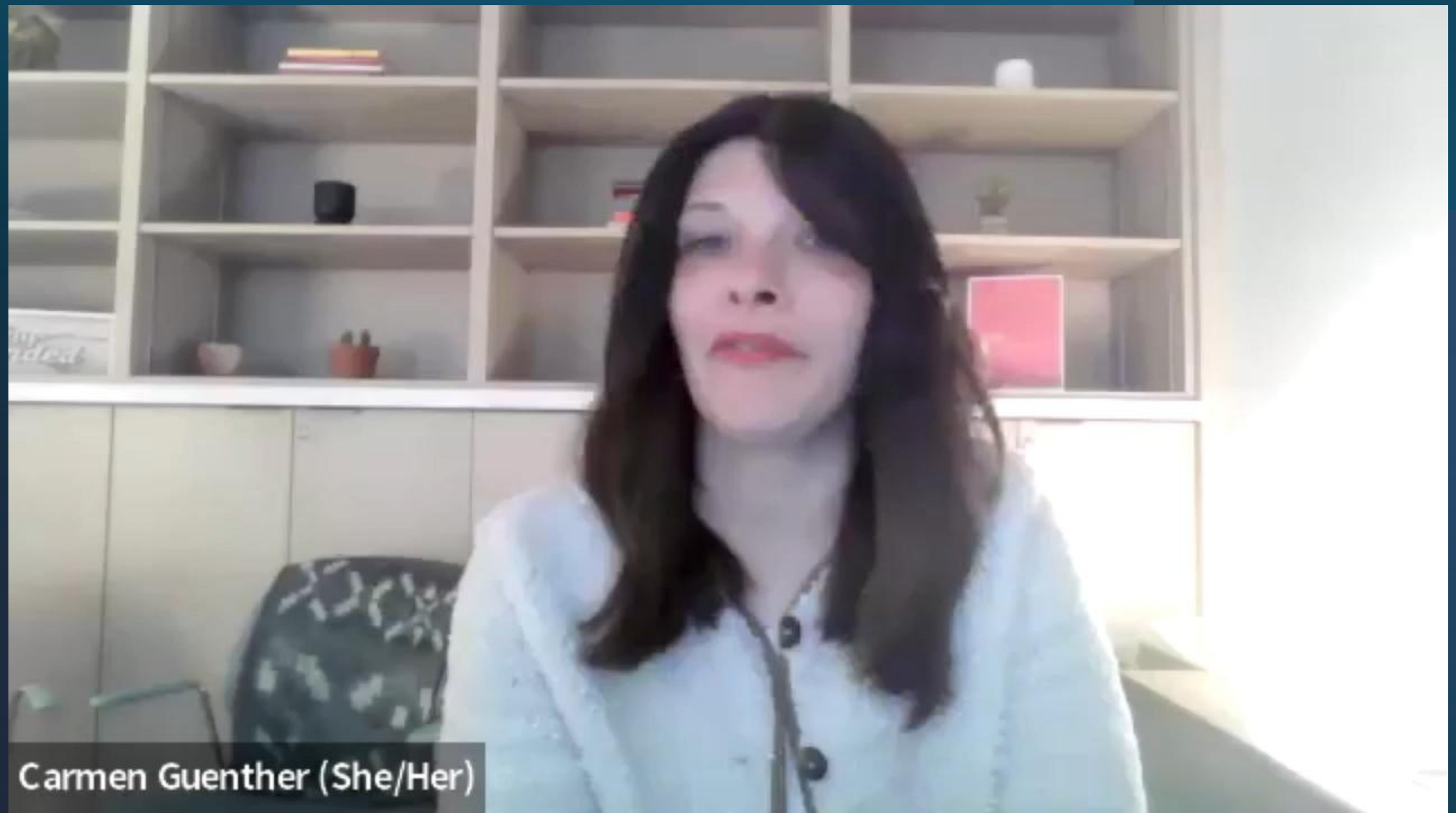


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