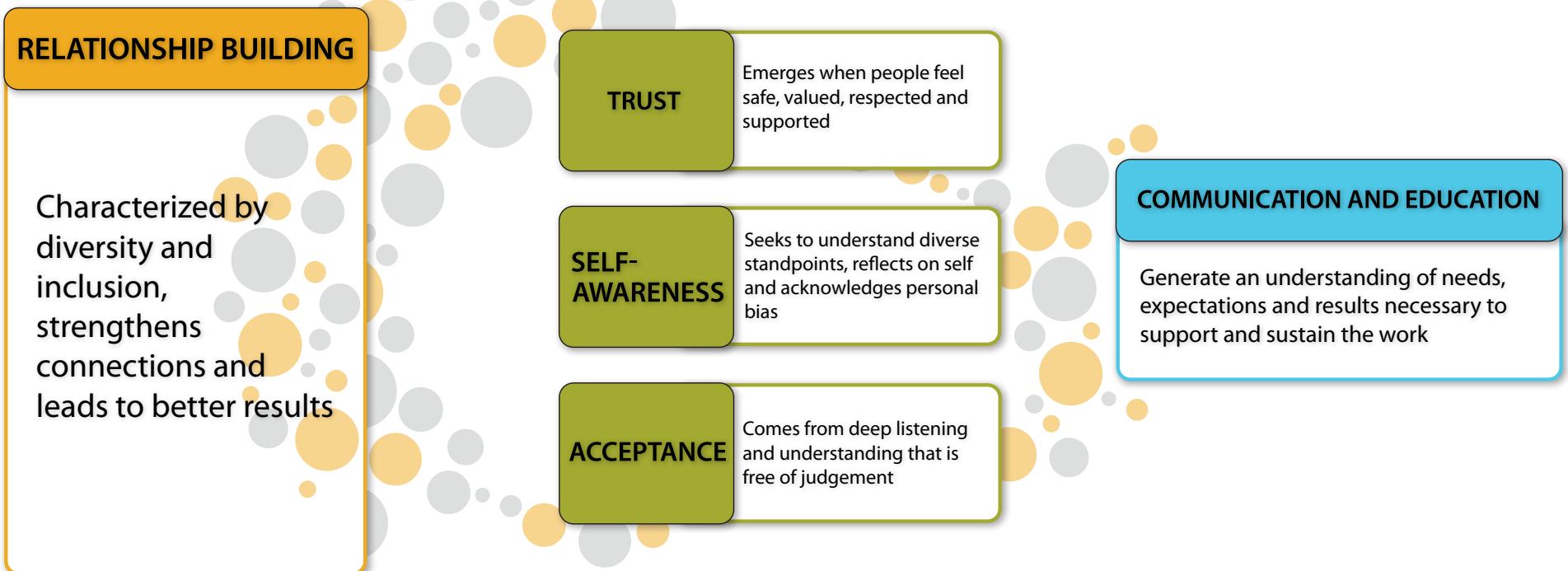


DIVERSITY LEARNING EXCHANGE FRAMEWORK TIPS



- RELATIONSHIP BUILDING**
- Be intentional about goal to strengthen connections
 - Establish guiding principles
 - Tailor outreach for specific groups
 - Address barriers
 - Embed touchpoints in daily practice
 - Extend engagement to multiple stakeholders
 - Recognize contributions and efforts
 - Bring people together and celebrate accomplishments, small and large
 - Close the loop

- TRUST**
- Create safety for all (e.g. gather in trusted spaces)
 - Work with trusted partners in the community
 - Be honest and transparent about goals, actions and results
 - Adapt processes to increase trust
 - Move at the speed of trust
 - Be mindful of the impact of history (e.g. previous pilot projects, traumas)

- SELF-AWARENESS**
- Acknowledge the strengths/challenges of current system
 - Recognize the impact of social determinants of health, intersectionality, racism and discrimination on patient outcomes
 - Reflect on one's own values, assumptions and biases and enter learning with humility
 - Seek to understand the needs of self and others during times of change

- ACCEPTANCE**
- Recognize the way things are rather than how you or others wish them to be
 - Welcome resistance with openness and curiosity
 - Suspend judgement and listen deeply
 - Acknowledge change is constant and be flexible and ready to adapt

- COMMUNICATION AND EDUCATION**
- Listen early and often to all who are interested and impacted through the journey
 - Share insights and lessons learned bi-directionally
 - Use multiple engagement approaches and options
 - Increase understanding and capacity for quality engagement
 - Assess and recognize the limitations of information gathered (e.g. data sources)
 - Encourage people to share their concerns openly
 - Use plain language and interpreters
 - Share materials ahead of time
 - Identify and respond to emerging knowledge and skills gaps
 - Develop tools and resources to guide good engagement
 - Clarify expectation for all involved

Adapted from Roche, P., Shimmin, C., Hickes, S. et al. Valuing All Voices: refining a trauma-informed, intersectional and critical reflexive framework for patient engagement in health research using a qualitative descriptive approach. *Res Involv Engagem* 6, 42 (2020). <https://doi.org/10.1186/s40900-020-00217-2>

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DIVERSITY LEARNING EXCHANGE FRAMEWORK WORKSHEET

INSTRUCTIONS: Identify actions that will bring to life each pillar of the Framework towards enabling the inclusion of a broad spectrum of experiences and insights into healthcare improvement. Complete the sheet **TOGETHER**, as a team, with staff, patients/clients and family members.

RELATIONSHIP BUILDING *characterized by diversity and inclusion, that strengthens connections and leads to better results*

TRUST *emerges when people feel safe, valued, respected and supported*

SELF-AWARENESS *seeks to understand diverse standpoints, reflects on self and acknowledges personal bias*

ACCEPTANCE *comes from deep listening and understanding that is free of judgement*

COMMUNICATION AND EDUCATION *generate an understanding of needs, expectations and results necessary to support and sustain the work*
