



## **PATIENT/CLIENT EXPERIENCE**

- Maintain high quality EDI-related data collection and enhance the utilization of this information in person-centred care planning that meets each patient's/client's unique needs

## **PEOPLE**

- Training: EDI, Indigenous Cultural Safety, Anti-Black-Racism training
- Organizational Demographics: Develop recruitment practices and retention strategies to foster a staffing compliment that reflects the patients/clients we serve

## **ORGANIZATION**

- Review and update language in policies /procedures
- Update key sections of the Electronic Health Record to support person-centred care

## **COMMUNITY**

- Maintain relationships with community organizations representing groups facing inequities and take action to address feedback
- Strive to create an environment that is as culturally safe as possible for all community members