

WIN 6.1 - Creating a Positive Work Environment

Lesson 2 - Hospital Profiles: William Osler

Gurwinder Gill, William Osler Health System:

Health Equity and Inclusion, as we're known now, has been here as a formal portfolio for the last eight years. William Osler Health System falls into what is known as the Central-West Local Health Integration network. We have over 50% of our population in the central west that are visible minorities from all over the world. We have a large South Asian community here; we have a large black community here as well; and we have a large number of new immigrants who are settling in the Brampton area from all over the world.

From a patient perspective, it's absolutely crucial that our staff and physicians are fully aware of what the needs are, not only from a clinical lens, but from a non-clinical lens in every which way. The same applies to employees. 99.9% if not 100% of all our teams at Osler are diverse. And I'm talking race ethnicity; it could be from an LGBT lesbian/gay perspective, or low-income populations. And most of the time everybody respects each other, in most organizations, including ours. Some of the time there can be challenges. A person's diversity can impact the outcome, the experience for the individual as well as for the system, in many ways.

I have a small team. I have a strategic framework. We are very well supported by our senior leadership team. I focus on a lot of things; mainly four different prongs that I can speak to. One is education and training; the other focus is on research; the third prong is around clinical and community partnerships; the last one that I'll speak to is the data and demographics collection. Not only do we have the formal portfolio but we also have what are called diversity champions - health equity champions - ambassadors for the organization.