

# Key Findings from EQUIP Primary Health Care

## Enhancing equity through organizational change

### About EQUIP Primary Health Care

First in a series of studies testing and refining the EQUIP framework – a complex, multi-component intervention to enhance equity-oriented health care.

In this study the framework was implemented at four primary care clinics across Canada and included:

- staff education
- facilitation and integrating tailored equity-specific strategies to suit each clinic's context

2 sites in BC  
2 sites in Ontario

Mixed-methods  
longitudinal study

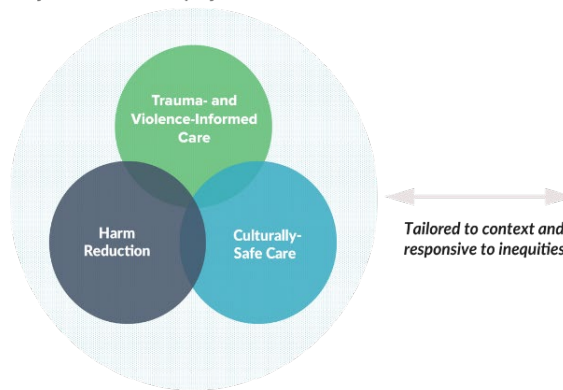
**567**  
patients  
interviewed  
four times over  
2 years

**86**  
clinic staff and  
administrators  
surveyed

**31**  
longer  
interviews  
with staff  
members

EQUIP's intervention model has 3 key dimensions enacted through 10 strategies

#### Key Dimensions of Equity-Oriented Health Care



#### 10 Strategies to Guide Organizations in Enhancing Capacity For Equity-Oriented Services

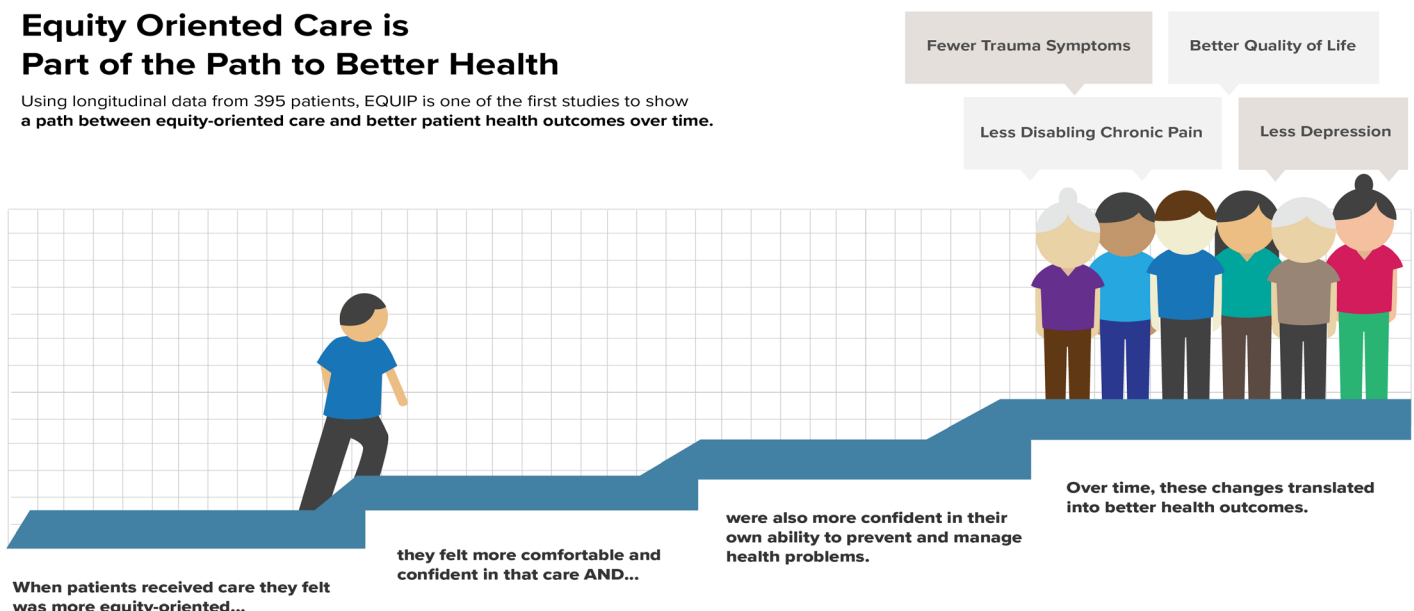
- Explicitly commit to equity
- Develop supportive organizational structures, policies, and processes
- Re-vision the use of time
- Attend to power differentials
- Tailor care, programs, and services to local contexts
- Actively counter racism and discrimination
- Promote meaningful community + patient engagement
- Tailor care to address inter-related forms of violence
- Enhance access to the social determinants of health
- Optimize use of place and space

Browne AJ, Varcoe C, Ford-Gilboe M, Wathen N, on behalf of the EQUIP Research Team: EQUIP healthcare: An overview of a multi-component intervention to enhance equity-oriented care in primary health care settings. *Int J Equity Health*. 2015;14(152); doi:10.1186/s12939-015-0271-y

## 1 Equity-oriented care is associated with positive patient outcomes

### Equity Oriented Care is Part of the Path to Better Health

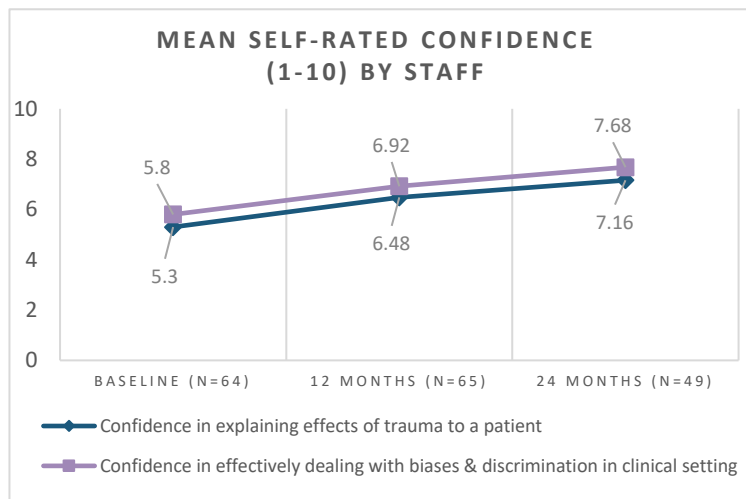
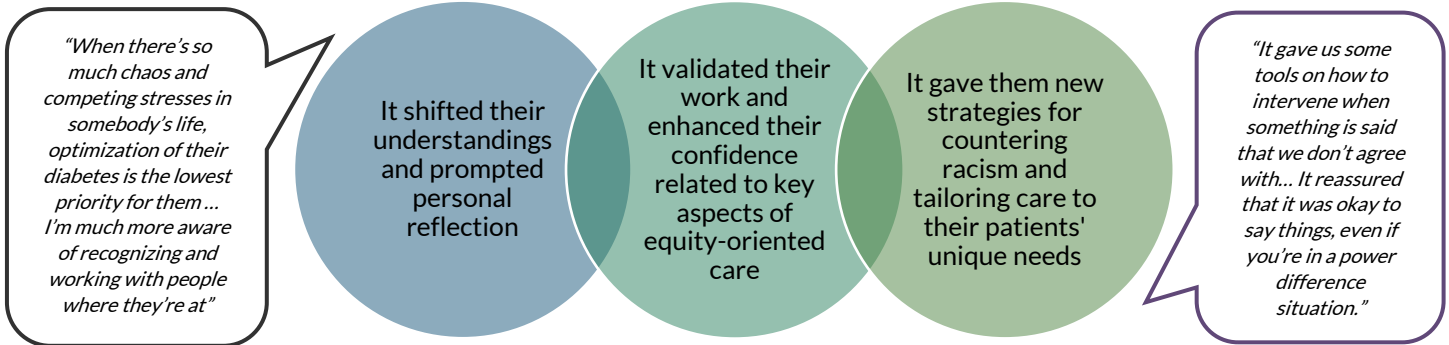
Using longitudinal data from 395 patients, EQUIP is one of the first studies to show a path between equity-oriented care and better patient health outcomes over time.



Ford-Gilboe M, Wathen CN, Varcoe C, Herbert C, Jackson BE, Lavoie JG, Pauly B, Perrin NA, Smye V, Wallace B, et al: How equity-oriented health care affects health: Key mechanisms and implications for primary health care practice and policy. *The Milbank Quarterly* 2018;96(4); doi: 10.1111/1468-0009.12349

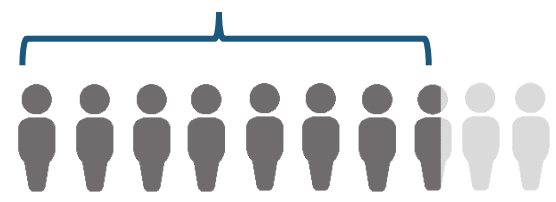
## 2 The EQUIP intervention impacted staff

Through surveys and in-depth interviews with staff and administrators, we learned about different ways that the EQUIP intervention had impacted staff members with respect to providing equity-oriented care. Some examples include:



To what extent has your confidence related to providing equity-oriented care changed over the past two years?

**77%** SAID THEY WERE "MUCH MORE CONFIDENT" FOLLOWING THE INTERVENTION



Browne AJ, Varcoe C, Ford-Gilboe M, Wathen CN, Smye V, Jackson BE, Wallace B, Pauly B, Herbert CP, Lavoie JG, et al: Disruption as opportunity: Impacts of an organizational health equity intervention in primary care clinics. *Int J Equity Health* 2018;17(154);doi 10.1186/s12939-018-0820-2

## 3 The EQUIP intervention impacted organizations

Staff members told us how the EQUIP intervention impacted their organizations and their approaches to working together. Some examples include:

It shifted whose voices (e.g., MOAs, non-medical, Indigenous) and what approaches (socio-historical vs only medical) were featured in team meetings and communications

It helped the clinics to solidify expectations and unite staff under a common philosophy/identity

*"I mean we spend hours doing this stuff, we share things that we never would have spoken about... had we not been involved in this project."*

*"Lining up outside our clinic or dismissing patients over the phone: those are examples of structural violence!"*

It helped the clinics to identify and change clinic procedures or policies to make patients feel more welcome

It prompted conversations within teams and collective reflection among staff members