

Red Deer World Café

Equity, Diversity, & Inclusion in
Mental Health Care

AbSPORU

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Introduction



↳ **Mental illness is highly prevalent in Canada and around the world.** Rural and remote communities are disproportionately affected by mental health concerns and face unique barriers to mental health care. Considering the complex nature of mental illness and mental health care in rural and remote Canada, and the limited resources available, we conducted an exercise to hear the voices of Albertans living in Red Deer, a city of over 100,000 people.

The study was conducted by the Alberta SPOR Patient Engagement Team and the Person-Centred Care Research Team at the University of Calgary, both under the leadership of Dr. Maria J. Santana. Our goal is to involve people and communities in decisions about their healthcare early in the health research cycle to ensure that changes to healthcare is informed by patient and community needs and wants. To address this, our team is hosting community-based World Cafés in rural and remote communities across Alberta. Additionally, we are attempting to circulate the results of these World Cafés using multiple strategies to inform many populations, such as healthcare decision makers, healthcare practitioners, patients and families, and healthcare researchers about community priorities.

This report presents the findings from the second of these exercises, held in Red Deer, in June 2024.

“**THERE IS A STIGMA AROUND MENTAL HEALTH - THAT YOU ARE NOT SUPPOSED TO BE MENTALLY UNHEALTHY.**”

Methods

Basic Principle

Our research team co-developed the following methodology with community partners with the goal of engaging rural communities and people in a discussion about equitable, diverse, and inclusive mental healthcare in their communities. We partnered with the Albertans4HealthResearch Collaborative Council, the Rural Mental Health Network, the Rural Development Network, and with the Human Rights Commission of Alberta. Together, we adapted the accepted World Café method (theworldcafe.com) using an interview matrix to reduce the time needed to complete the activity, without sacrificing critical discussions. This methodology promotes inclusivity and engagement among participants while still holding true to the seven World Café design principles, by moving group discussions into a 1 on 1 setting and giving everyone an equal opportunity to participate to the discussion. The Red Deer World Café followed the methodology as detailed below:

Setting

We hosted the Red Deer World Café on June 15, 2024, at the Baymont Hotel in Red Deer to accommodate as many people from the area as we could. We worked with community partners in advance to ensure the setting was accessible and would comfortably fit all people. We also provided a light breakfast, lunch, and drinks since the event was held from 9AM to 3PM.

Community Engagement Snapshot

People who attended represented the following groups:

- Newcomers, including people who used interpreters for Arabic, Dari, Pashto, Korean, Ukrainian, and Spanish
- Indigenous Communities
- People with Lived Experience accessing or attempting to access mental healthcare

15

PARTICIPANTS



8 Men & 7 women

5 participants required childcare which our team offered for free, with the support of the Red Deer Local Immigrant Partnership (RDLIP).



Methods



THIS IS A GOOD OPPORTUNITY TO GET TOGETHER AND SHARE OUR PROBLEMS I'M VERY HAPPY TO BE A PART OF THIS CONVERSATION AND CIRCLE.

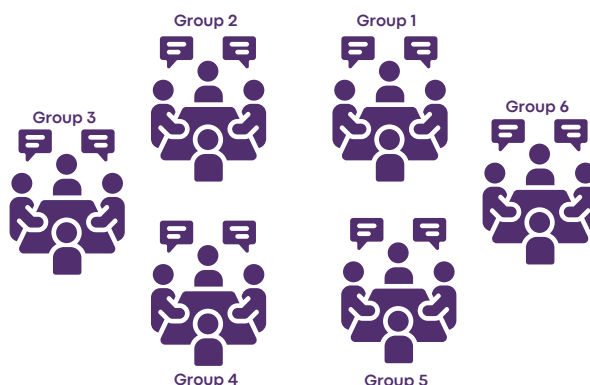
Welcome and Introduction

Participants organized into evenly distributed groups at small café-like tables. An Indigenous elder was present and gave a short talk about the indigenous communities. A smudging session was performed followed by a short prayer. Participants were encouraged to introduce themselves to each other to establish a café-like etiquette. We described the context of the study and the Café etiquette that was expected, in a short presentation. Further, we described the World Café discussion questions and explained the interview matrix methodology, allowing time for questions. The questions we discussed were as follows:

1. What do you think are some qualities of a mental healthcare system that prioritizes equity?
2. What are some current mental health resources and supports that you think have worked well in your community?
3. What are some challenges or barriers you think exist when supporting mental healthcare for your community?
4. What are some ways that healthcare providers can adjust their services to be more inclusive of diverse communities and people?

Interview Matrix/Discussion Period

There were 6 rounds of discussion amongst tables, and they took turns being the interviewer or the interviewee for each round. During the interview session, each member was assigned to a question from 1 to 4. Participants collected their peers' thoughts about their assigned question number by writing down notes. Interpreters were present to help collect the thoughts of individuals with language barriers. Each discussion went for about five minutes. After all discussions were had, participants took time to record their own thoughts about the question they were assigned.



Methods



Harvest

After discussions, participants went to boards with peers from other tables to discuss and summarize their assigned questions. People identified common themes between tables and recorded them on a summary sheet. Participants were also invited to note any unique insights that came from discussions.



Review

All participants came together, and the common themes they identified were described. We facilitated a larger group discussion with everyone about what conclusions could be reached based on the themes for each question. During this time, participants were given 5 votes (via circular stickers) to denote which statements they think were the most important to be disseminated.



Post-World Café

Following the Review activity, participants were invited to stay for an optional lunch. People were able to continue voting and were free to ask questions or provide recommendations to us at this time. Based on the dotmocracy votes, 3 newly developed questions were discussed among groups at café tables. Once discussions were completed, groups came together into 2 larger circles and discussed their experiences with participating in the World Café and what they would like to see change in the future. Quotes from these circle conversations can be found throughout the report.



Community Engagement Findings

We thematically analysed individual responses from the World Café, and common themes were identified. We also report the top voted summarized results. Results are synthesized and organized by question.



What do you think are some qualities of a mental healthcare system that prioritizes equity?



Great Health Care Professionals



Accessible Services



Emotional supports for community members



Low Economic Barriers



Equality and Diversity in Healthcare



Community Support and Involvement

Results



What are some current mental health resources and supports that you think have worked well in your community?

Upon reviewing this question, **the group identified** the following resources that they believed had success in their community.



Alberta Health Services,
Addiction & Mental Health Services

albertahealthservices.ca/amh/amh.aspx



Salvation Army

salvationarmyreddeer.com/



CAIWA

caiwa.ca



Educational Institutions



Online mental health programs



Friends & Community members

“

NICE TO KNOW PEOPLE ARE AWARE AND WORKING ON [IMPROVING] MENTAL HEALTH

Results

“

A LOT OF WORK HAS TO BE DONE, THERE'S A LONG ROAD TO GO BEFORE MENTAL HEALTH IS GOOD.

↘
What are some challenges or barriers you think exist when supporting mental healthcare for your community?



Cultural and familial barriers



Language barriers



Healthcare-related barriers



Economic Barriers



Lack of navigational support



Results

“ IF WE DON'T DO A GOOD JOB HELPING [NEWCOMERS] THEY GET LOST.



What are some ways that mental healthcare providers can adjust their services to be more inclusive of diverse communities and people?



Focus on improving patient



Improve equality & diversity in healthcare



Reduce barriers in healthcare



Community Action Plan

Further, participants of the World Café asked the following questions and recorded their discussions. We have summarized their notes below:

A. How can we improve diversity and recognize different languages, cultures, and values in our medical health care systems?

1. Bring awareness to currently available resources. Examples include:

- Interpreters
- Translated written materials

2. Inclusive of community cultural events. Examples include:

- Mother Language Days
- Multicultural Days
- Observation of Cultural Celebrations

3. Have health service delivery be more inclusive of cultural and religious practices. Examples include:

- Female doctors available for female patients
- Improved physician bedside manner
- Improved food services for people with religious/cultural dietary restrictions



Action Plan

“

IF THIS SESSION TODAY REDUCES BARRIERS
EVEN A LITTLE BIT, THEN I'M HAPPY TODAY.

B. What can we do to help fellow newcomers navigate the system better?

1. Advertise free and underused services (like 211, free mental health lines, online platforms, etc.). Examples of advertisements include:

- Multi-language and translated brochures
- Social media advertisements
- In-person community events
- Educational resources in primary and secondary schools
- Newcomer orientation events in collaboration with Cities/Settlement Agencies
- Healthcare collaboration with community organizations (including racialized groups, cultural, and religious organizations)

2. Collaborate with and advertise local support groups which create supportive and social environments where people can be open.



Action Plan

C. How can the system provide cultural training for medical staff?

1. Improved, and continuous training for medical staff to refresh them on how support people from specific cultures

2. Increased diversity in the workplace

- Dedication to hiring more diverse staff
- Expanded hiring of HCPs from other countries to practice in Canada
- Celebration of cultures in medical offices and healthcare facilities
 - i. Listen to the lived experience of immigrants
 - ii. Cultural dancing, music, singing, playing, and feasting
 - iii. Workplace incentives for actively participating in cultural community events and cultural training modules

3. Government support for mental health care

- Includes allocation of sufficient funds
- Funding of psychological, and counselling services
- Funding of community support programs



Next Steps

Summary & Next Steps

Our second World Café focused on Equity, Diversity, and Inclusion in Mental Health Care was conducted on June 15, 2024, in Red Deer. We engaged with community members representing a variety of career & cultural backgrounds and asked them questions about the mental healthcare them and their community members receive. Common themes identified by both researchers and participants are summarized below:

What do you think are some qualities of a mental healthcare system that prioritizes equity?

- a) Accessibility
 - b) Community support & involvement
-

What are some challenges or barriers you think exist when supporting mental healthcare for your community?

- a) Cultural barriers
 - b) Healthcare-related barriers
-

What are some ways that mental healthcare providers can adjust their services to be more inclusive of diverse communities and people?

- a) Focus on improving patient experiences



TODAY I LEARNED THAT IT IS NOT AN ISOLATING PROCESS. IT IS SOMETHING THAT NEEDS TO BE TAKEN ONE STEP AT A TIME. OTHERS HAVE DONE IT BEFORE AND I CAN DO IT TOO.

Next Steps

Contact Information

Additionally, community members identified some resources in their community that they think worked well, and these resources are listed in the report above.

We will continue to host World Café's throughout Alberta with the hopes of engaging diverse populations in conversations about their mental healthcare.

If you would like to learn more about our World Café Series, please visit our website at <https://cumming.ucalgary.ca/research/person-centred-care>.



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