

Inclusion Health

Clinical Case Discussion Series

LEARNING OBJECTIVES

Learning objectives of the Inclusion Health series in connection with Core Professional Activities (CPAs)

CPA 3. Assess and plan for the care needs of the practice in the context of the local community

- a. Use patient and practice data to support care planning for the practice
- b. Assist the practice in responding to local disease outbreaks and other emerging public health issues
- c. Act as a resource for health promotion and patient/public education
- d. Collaborate with local health care organizations (public health, home care, community services...) contributing family practice expertise to the planning and delivery of care in the community

CPA 9. Provide medical care that challenges systemic racism and supports health equity with/for Indigenous peoples and other racialized or underserved patient communities

- a. Provide culturally and psychologically safe care experiences for patients and families
- b. Provide trauma-informed care experiences for patients and families
- c. Provide care that is sensitive to the health impact of racism and other social determinants
- d. Attend to language barriers and work with or facilitate access to interpreter services as required
- e. Attend to personal and professional development to gain knowledge, cultural humility, and self-awareness and to challenge systemic racism

CPA 27. Work with individual patients to secure their social and health care needs

- a. Take a personal history and assess the social determinants of health as integral parts of care planning
- b. Develop a care plan with the patient that addresses the social determinants of health
- c. Provide patients with the information they need to be their own advocates and to direct their own health care decisions
- d. Provide troubleshooting and health systems navigation help and articulate the patient's needs to others when necessary
- e. Work with the patient, their family, and other care providers to secure access to care and other appropriate health and social resources

CPA 28. Speak up and take action to improve health equity, access to care, and the factors that affect health and safety at the practice or community level

- a. Address inequities, gaps in access to care, and safety concerns at the practice and/or local level
- b. Work with others to understand and analyze root causes of health and illness in the practice population and/or the local community
- c. Speak up to make the case for needed changes
- d. Engage with others on specific initiatives for change

CPA 30. Engage others in working toward practice- and/or system-level goals

- a. Build teamwork and contribute to psychologically safe practice environments
- b. Facilitate team communication and conflict management when needed
- c. Provide support and mentorship to colleagues
- d. Analyze and engage in practice- and health system–level improvements
- e. Contribute to setting team goals and/or the direction of initiatives
- f. Take initiative and mobilize action toward achieving goals

<https://www.cfpc.ca/CFPC/media/Resources/Education/Residency-Training-Profile-ENG.pdf>

Learning objectives of the Inclusion Health series in connection with CanMEDS-FM roles

Family medicine expert

6. Establishes an inclusive and culturally-safe practice environment

- 6.1 Demonstrates humility and openness to patients' ideas and knowledge
- 6.2 Seeks to understand and respects culturally-based health beliefs
- 6.3 Explores how the patient's previous experiences, including adverse life events, impact individual clinical encounters and interactions with the health system and incorporates this understanding in their provision of care

7. Contributes generalist abilities to address complex, unmet patient or community needs, and emerging health issues, demonstrating community-adaptive expertise

- 7.1 Assesses and adapts practice based on community needs, anticipating and planning for emerging health care issues in the community
- 7.2 Demonstrates clinical courage (rational risk taking) and comfort with uncertainty in approaching novel and/or complex patient and community challenges
- 7.3 Creates and adjusts personal learning plans expanding or focusing practice as necessary to develop the knowledge and skills necessary to provide community-adaptive care

Communicator

1. Develops rapport, trust, and ethical therapeutic relationships with patients and their families

- 1.1 Establishes positive therapeutic relationships with patients and their families that are characterized by understanding, trust, respect, honesty, and compassion
- 1.2 Optimizes the physical environment for patient comfort, dignity, privacy, engagement, and safety
- 1.3 Respects patient confidentiality, privacy, and autonomy
- 1.4 Listens respectfully to patients and family members, and addresses their concerns
- 1.5 Responds to a patient's non-verbal behaviours to enhance communication
- 1.6 Adapts communication to the unique needs and preferences of each patient and to their clinical condition and circumstances ensuring that care is inclusive and culturally safe

4. Engages patients and their families in developing plans that respect the patient's health care needs, values and goals

- 4.1 Facilitates discussions with patients and their families about the plan of care in a way that is respectful, inclusive, non-judgmental, and culturally safe, including using an interpreter or cultural intermediary when needed
- 4.2 Assists patients and their families with identifying, accessing, and using appropriate

information and communication technologies to support their care, make informed decisions and manage their health while maintaining confidentiality

4.3 Recognizes and respects diversity, including but not limited to the impact of gender, race, religion, and cultural beliefs, on joint decision making and other interactions

4.4 Effectively addresses challenging communication issues such as motivating behaviour change, delivering bad news, and addressing disagreements and emotionally charged situations

4.5 Provides therapeutic interventions through supportive and other counselling techniques

4.6 Helps patients clarify their values and feelings, cope with uncertainty, and sort out their options for care

Advocate

1. Responds to an individual patient's health needs by advocating with the patient within and beyond the clinical environment

1.1 Works with patients to address determinants of health that affect them and their access to needed health services or resources

1.2 Works with patients and their families and social or cultural support networks to increase opportunities to adopt healthy behaviours

1.3 Incorporates disease prevention, health promotion, and health surveillance into interactions with individuals

2. As a resource to their community, assesses and responds to the needs of the communities or populations served by advocating with them as active partners for system-level change in a socially accountable manner

2.1 Works with a community or population to identify the determinants of health that affect them

2.2 Improves clinical practice by applying a process of continuous quality improvement to disease prevention, health promotion, and health surveillance activities

2.3 Assesses community needs and identifies assets in the community or population served and contribute to a process to improve health and equity

2.4 Identifies specific needs of underserved patients and populations, including reducing barriers and improving access to culturally appropriate care

Professional

2. Demonstrates a commitment to society by recognizing and responding to societal needs in health care

2.1 Demonstrates accountability to patients and society

2.2 Demonstrates a commitment to quality care and continuous quality improvement

5. Demonstrates a commitment to reflective practice

5.1 Demonstrates the ability to gather, interpret, and appropriately act on information about personal performance, knows one's own limits and seek help when needed

5.2 Demonstrates awareness of self and an understanding of how one's attitudes, beliefs, assumptions, values, preferences, feelings, privilege, and perspective impact their practice

5.3 Reflects on practice events, especially critical incidents, to deepen self-knowledge and recognize when something needs to change and does it

<https://www.cfpc.ca/CFPC/media/Resources/Medical-Education/CanMEDS-Family-Medicine-2017-ENG.pdf>