

## **VALUING DIVERSITY: A REFRAMING PROCESS IN THINKING, STRUCTURE AND PRACTICE**

This interactive workshop will explore the critical link between organizational responses to cultural diversity and health care reform. At a time of diminishing resources, ensuring equitable access to services by an increasingly diverse population seems like an impossible challenge for health care institutions. Yet, this challenge has become an opportunity for positive strategic changes for a number of health care organizations.

A number of organizations in Alberta, such as Calgary Health Services and the Edmonton Board of Health, have initiated processes to address the issue of equity in health. The commonality that is emerging is the discovery of the intricate link between quality assurance and reform within the "triad" of organizational structure, thinking and practice. A critical element of these processes is the facilitation of a movement from a service-oriented model to a community-action model of achieving sustainable health gains.

This workshop will help participants explore forms of practice and reframe their thinking about health care for the diverse communities within a quality management environment.

**Objectives:** to introduce participants to the benefits of valuing diversity, to provide a forum to discuss and share different diversity driven reform processes, to involve participants in developing strategies and processes appropriate for their own organizations.

**Format:** Large group dialogue, small group discussions, sharing of findings, developing strategies and exploring commitment of long-term initiatives.