

# PSS Health Equity Questionnaire

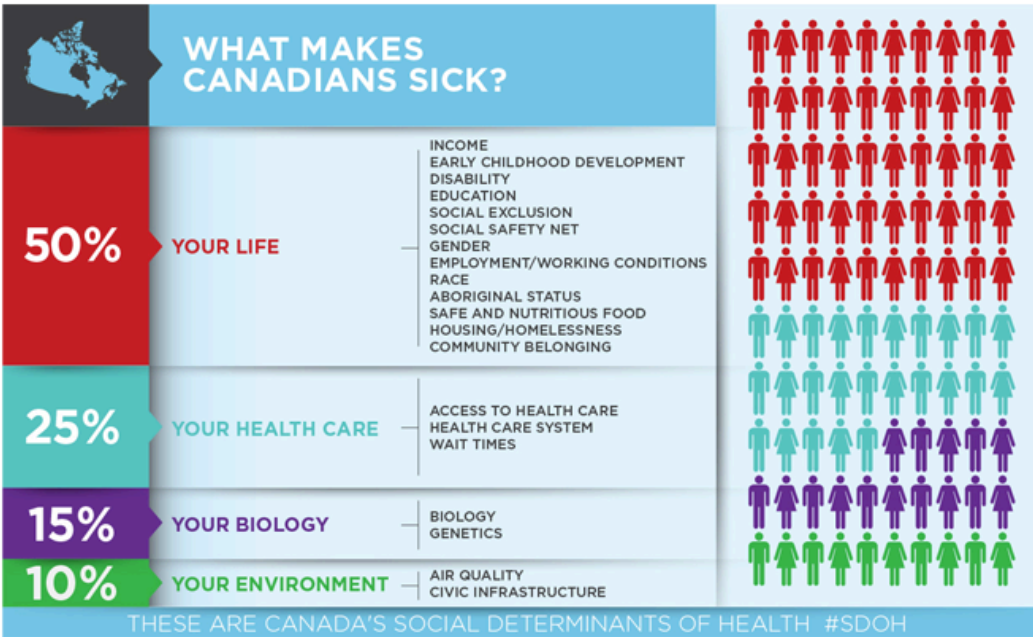
## Introduction

This guide introduces you to new content available in the TELUS PS Suite EMR, aimed at capturing comprehensive social, economic, lifestyle, and well-being information about clients and patients. Developed in collaboration with the Alliance for Healthier Communities, this content is a pivotal tool for healthcare providers seeking a holistic understanding of their patients' health profiles.

## What is Health Equity?

"Health equity is achieved when every individual has a fair and just opportunity to attain their highest level of health. This concept transcends the traditional focus on medical history and healthcare interactions, extending to the broader determinants of health. It necessitates addressing and reducing avoidable and unjust disparities stemming from factors such as income, social status, race, gender, education, and the physical environment. As outlined by Public Health Ontario, achieving health equity involves tackling these root causes of health inequities, which often lie in social and environmental conditions" (Source: [Public Health Ontario](#)).

Traditionally, assessments of a person's health status have primarily centred around their medical history and interactions with the healthcare system. However, it is increasingly recognized that these elements represent only a portion of the myriad factors influencing an individual's health and well-being. The new health equity content in the TELUS PS Suite EMR is designed to capture this broader spectrum of influences, enabling healthcare providers to gain a more comprehensive understanding of their patients' overall health and the factors that affect it.



## The Health Equity Questionnaire

The Health Equity Questionnaire is divided into several sections, each targeting a specific socio-economic domain that contributes to an individual's health equity. The sections are as follows:

- **Language:** This section includes questions about the patient's preferences for spoken and written communication, particularly in healthcare settings. Understanding language preferences is vital for effective communication and care.
- **Identity:** This segment gathers information about birthplace, ethnic origin, racial identity, and religious affiliation, acknowledging the diverse backgrounds and identities of patients.
- **Gender/Sexual Orientation:** This part allows patients to express their personal gender identity and sexual orientation, fostering an environment of respect and inclusivity.
- **Education/Income:** This section delves into the patient's education level, employment status, and income bracket, providing insights into their socio-economic status.
- **Wellbeing:** Focusing on self-assessment, this area covers the patient's perception of their physical, mental health, and sense of belonging.
- **Housing:** This section aims to understand the patient's current living conditions and housing situation, which are critical determinants of health.
- **Basic Needs:** This part addresses economic challenges faced by the patient in their daily living, underlining the impact of financial stability on health.
- **Insurance:** Information on the patient's healthcare and drug insurance coverage is collected here, highlighting the role of insurance in accessing healthcare services.

Each section of this questionnaire is designed to offer a comprehensive view of the factors affecting a patient's health, going beyond traditional medical models to encompass a broader range of health determinants. By using this form, healthcare providers can gain deeper insights into the challenges and barriers their patients face, paving the way for more equitable healthcare practices.

## Data Collection and Storage

The PSS Health Equity Questionnaire employs a two-form system to optimise both data collection and storage within the client chart. This dual-form approach is designed to enhance the clarity of stored data and the overall performance of the application.

## Collection Through Questionnaire-style Interface

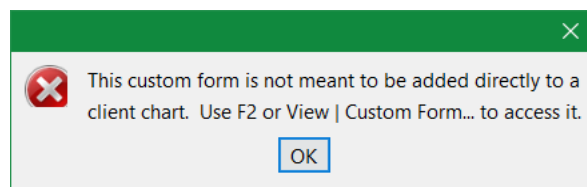
The primary data is collected using an interactive, questionnaire-style form. This interface is user-friendly and intuitive, encouraging comprehensive and thoughtful responses from interviewees. It is structured to guide healthcare providers through the various socio-economic domains seamlessly, ensuring no critical aspect of health equity is overlooked during the data collection process.

## Storage in a Read-Only Format

Once the data is collected, it is stored in a separate, read-only form within the client's chart. This design choice streamlines the presentation of data, making it easier for healthcare providers to review and reference. The read-only format not only contributes to a cleaner, more organised chart but also enhances the application's performance by optimising data retrieval and display.

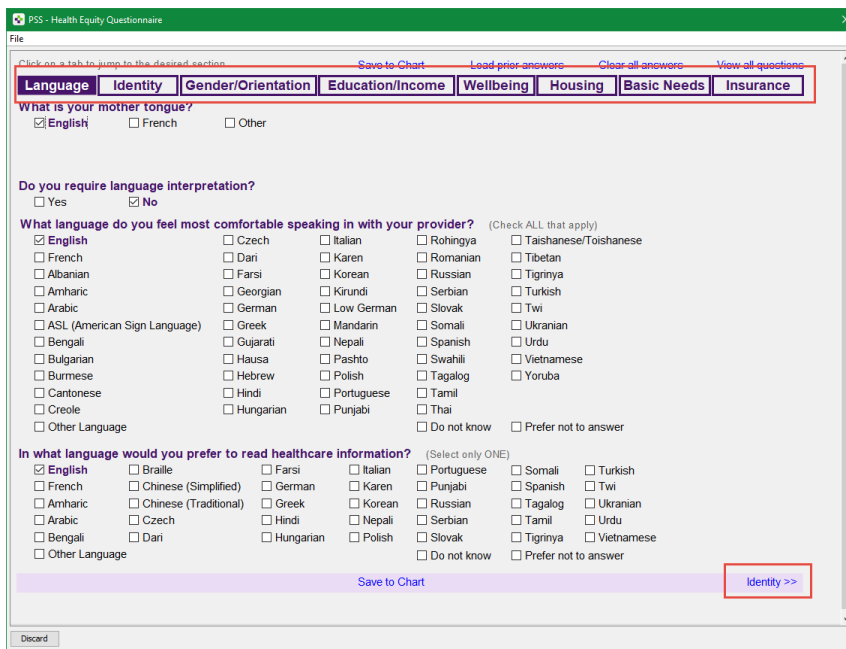
## Accessing and Using the Questionnaire

To access the form, users should navigate to the **View | Custom Form...** option (shortcut F2) in the Records window. It is important to note that this form is intended to be used outside the client chart. If there is an attempt to create the form directly to a client chart, the following message will be displayed to alert the user:



This message serves as a reminder to follow the prescribed process for data entry and storage, ensuring the integrity and organisation of the data within the EMR system.

The questionnaire can open in one of two modes: **single-page tab** mode or **scrolling interview** mode. Regardless of the mode all the questions and answer options are the same. PSS will remember each user's display preference.



When in **single page tab** mode, each domain will have their questions displayed on the screen.

You are able to navigate from section to section by clicking on the tabs running along the top of the form or by clicking the blue links in the bottom corner of the form..

The screenshot shows a web-based questionnaire titled "PSS - Health Equity Questionnaire". The interface includes a menu bar with "File", "Save to Chart", "Load prior answers", "Clear all answers", and "View in tab mode". The main content area is titled "Language" and contains several sections of questions with radio button options:

- What is your mother tongue?**  
 English  French  Other
- Do you require language interpretation?**  
 Yes  No
- What language do you feel most comfortable speaking in with your provider?** (Check ALL that apply)  
This section lists 40 languages and dialects, including English, French, Albanian, Amharic, Arabic, ASL, Bengali, Bulgarian, Burmese, Cantonese, Creole, Other Language, Czech, Dari, Farsi, Georgian, German, Greek, Gujarati, Hausa, Hebrew, Hindi, Hungarian, Italian, Karen, Korean, Kirundi, Mandarin, Nepali, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Slovak, Somali, Spanish, Swahili, Tagalog, Thai, Taishanese/Toishanese, Tibetan, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Vietnamese, and Yoruba. "Do not know" and "Prefer not to answer" are also options.
- In what language would you prefer to read healthcare information?** (Select only ONE)  
This section lists 20 languages and options: English, Braille, Farsi, Italian, Portuguese, Somali, Turkish, French, Chinese (Simplified), German, Karen, Punjabi, Spanish, Twi, Amharic, Chinese (Traditional), Greek, Korean, Russian, Tagalog, Ukrainian, Arabic, Czech, Hindi, Nepali, Serbian, Tamil, Urdu, Bengali, Dari, Hungarian, Polish, Slovak, Tigrinya, Vietnamese, and Other Language. "Do not know" and "Prefer not to answer" are also options.

Below the language section is an "Identity" section with the question "Were you born in Canada?" and options:  Yes,  No,  Do not know, and  Prefer not to answer. A "Discard" button is located at the bottom left of the form.

When in **scrolling interview** mode the questions will appear in a long scrollable format.

You are able to switch between the two modes by clicking the links in the upper right corners.

## A Tour of the PSS Health Equity Questionnaire

This form provides a tabbed notebook layout to focus on each life domain

### Language

This first section includes questions about the client’s preferences for spoken and written communication, particularly in healthcare settings. Understanding language preferences is vital for effective communication and care.

The screenshot shows the 'Language' section of the PSS Health Equity Questionnaire. It features a navigation bar with tabs for 'Language', 'Identity', 'Gender/Orientation', 'Education/Income', 'Wellbeing', 'Housing', 'Basic Needs', and 'Insurance'. Below the navigation bar, there are five questions:

- What is your mother tongue?** Options: English, French, Other (selected), with a text input field containing 'Polish'.
- If your mother tongue is neither French nor English, in which of Canada's official languages are you more comfortable?** Options: English, French.
- Do you require language interpretation?** Options: Yes, No (selected).
- What language do you feel most comfortable speaking in with your provider?** (Check ALL that apply) Options include English (checked), French, Albanian, Amharic, Arabic, ASL, Bengali, Bulgarian, Burmese, Cantonese, Creole, Other Language, Czech, Dari, Farsi, Georgian, German, Greek, Gujarati, Hausa, Hebrew, Hindi, Hungarian, Italian, Karen, Korean, Kirundi, Low German, Mandarin, Nepali, Pashto (checked), Polish (checked), Portuguese, Punjabi, Rohingya, Romanian, Russian, Serbian, Slovak, Somali, Spanish, Swahili, Tagalog, Tamil, Thai, Taishanese/Toishanese, Tibetan, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Yoruba, Do not know, and Prefer not to answer.
- In what language would you prefer to read healthcare information?** (Select only ONE) Options include English (checked), Braille, Farsi, Italian, Portuguese, Somali, Turkish, French, Chinese (Simplified), German, Karen, Punjabi, Spanish, Twi, Amharic, Chinese (Traditional), Greek, Korean, Russian, Tagalog, Ukrainian, Arabic, Czech, Hindi, Nepali, Serbian, Tamil, Urdu, Bengali, Dari, Hungarian, Polish, Slovak, Tigrinya, Vietnamese, Other Language, Do not know, and Prefer not to answer.

At the bottom of the form, there are buttons for 'Save to Chart' and 'Identity >>'. A 'Discard' button is located at the bottom left of the window.

Each question’s answer is associated with a named PS Suite variable that can be accessed by searches, stamps and other custom forms.

Variable	Question
Mother Tongue	What is your mother tongue?
Official Language	If your mother tongue is neither French nor English, in which of Canada's official languages are you more comfortable?
Need Interpreter	Do you require language interpretation?
Spoken Language	What language do you feel most comfortable speaking in with your provider?
Healthcare Language	In what language would you prefer to read healthcare information?

## Identity

Were you born in Canada? Do you identify as Indigenous? What is your ethnic and racial background? This section acknowledges the diverse backgrounds and identities of patients.

**Language** **Identity** Gender/Orientation Education/Income Wellbeing Housing Basic Needs Insurance

Were you born in Canada?  
 Yes  No  Do not know  Prefer not to answer

Do you identify as First Nations, Metis and/or Inuk/Inuit? (Check ALL that apply)  
 Yes First Nations  Yes Inuk/Inuit  Yes Metis This question is about how you identify yourself (e.g. includes status or non-status)  
 No  Do not know  Prefer not to answer

What is your ethnic or cultural background? For example: Canadian, Chinese, East Indian, English, Filipino, French, German Indian, Irish, Italian, Jamacian, Jewish, Polish, Portuguese, Scottish, etc.

Which of the following best describes your racial group? (Check ALL that apply, for example if you are multi-racial or mixed race)  
 White (e.g. European descent)  
 Latin American (Hispanic or Latin American descent)  
 Black (e.g. African, Afro-Canadian, Afro-Caribbean, Afro-Egyptian, etc.)  
 East Asian (e.g. Chinese, Korean, Japanese, Taiwanese, etc.)  
 South Asian (e.g. Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan, etc.)  
 Southeast Asian (e.g. Filipino, Vietnamese, Cambodian, Thai, Indonesian, etc.)  
 Middle Eastern, Arab or West Asian (e.g. Afghan, Egyptian, Iranian, Lebanese, Persian, Turkish, Kurdish, etc.)  
 Other race/ethnic group  
 Do not know  Prefer not to answer  Not Applicable (e.g. identifies as Indigenous)

What is your religious or spiritual affiliation? (Check ALL that apply)  
 Agnosticism  Confucianism  Pagan  Unitarianism  
 Animism or Shamanism  Hinduism  Protestant  Zoroastrianism  
 Atheism  Islam  Rastafarianism  No religious or spiritual affiliation  
 Baha'i Faith  Jainism  Roman Catholic  
 Buddhism  Judaism  Sikhism  Do not know  
 Christian Orthodox  Native Spirituality  Spiritual  Prefer not to answer  
 Christian, not included elsewhere on this list  Other

<< Language Save to Chart Gender/Orientation >>

Discard

Each question's answer is associated with a named PS Suite variable that can be accessed by searches, stamps and other custom forms.

Variable	Question
Born Canada	Were you born in Canada?
Date Arrival Canada	If NO, what year did you arrive in Canada?
Origin Country	What country were you born in?
Indigenous	Do you identify as First Nations, Metis and/or Inuk/Inuit?
Ethnic Background	What is your ethnic or cultural background?
Race Ethnicity	Which of the following best describes your racial group?
Religion	What is your religious or spiritual affiliation?

## Gender/Orientation

Self gender-identity and sexual orientation are collected with a single tab/section of the Health Equity questionnaire. It allows patients to express their personal gender identity and sexual orientation, fostering an environment of respect and inclusivity.

**PSS - Health Equity Questionnaire**

File

Click on a tab to jump to the desired section

Save to Chart Load prior answers Clear all answers View all questions

Language Identity **Gender/Orientation** Education/Income Wellbeing Housing Basic Needs Insurance

**What was your sex assigned at birth?** (Check only ONE)

Female  Male  Intersex  Do not know  Prefer not to answer

**What is your current gender identity?** (Check ALL that apply)

Woman  Questioning or unsure  Another gender identity

Man  Genderfluid or genderqueer

Nonbinary  Two-Spirit  Do not know  Prefer not to answer

**Do you identify as transgender?**

Yes  No  Do not know  Prefer not to answer

Transgender is an umbrella term used to describe people whose gender identity or gender expression differs from the sex they were assigned at birth

**Which category(ies) best describe your sexual orientation?** (Check ALL that apply)

Asexual  Lesbian  Straight/Heterosexual (male/female relationships)

Bisexual  Pansexual  Same-gender loving

Demisexual  Queer  Two-Spirit

Gay  Questioning or unsure  Another sexual orientation

Do not know  Prefer not to answer

<< Identity Save to Chart Education/Income >>

Discard

Each question's answer is associated with a named PS Suite variable that can be accessed by searches, stamps and other custom forms.

Variable	Question
Birth Sex	What was your sex assigned at birth?
Gender Identity	What is your current gender identity?
Transgender	Do you identify as transgender?
Sexual Orientation	Which category(ies) best describe your sexual orientation?

## Education/Income

This section delves into the patient’s education level, employment status, and income bracket, providing insights into their socio-economic status. Understanding your patient’s economic situation can significantly impact treatment plans and facilitate the identification and utilisation of appropriate support programs. Awareness of a patient’s financial context helps in tailoring healthcare services to their unique needs, ensuring equitable access to care and resources.

**Education/Income**

What is your current level of education?

- No formal schooling
- Grade school (grade 1-8)
- Some high school, but did not graduate
- High school or high school equivalency certificate (grade 9-12)
- Completed Registered Apprenticeship or other trades certificate or diploma (or ongoing)
- College, CEGEP, or other non-university certificate or diploma (or ongoing)
- Undergraduate degree or some university
- Postgraduate degree or professional designation (e.g. Master's, PhD, MD)
- Do not know
- Prefer not to answer

Are you currently employed?  Yes  No  Do not know  Prefer not to answer

Are you currently looking for work?  Yes  No  Do not know  Prefer not to answer

Is your main job temporary or part-time?  Yes  No  Do not know  Prefer not to answer

In the past 12 months, did your income change a lot from month to month?

Yes  No  Do not know  Prefer not to answer

What was your total family income before taxes last year?

Yearly income before tax	Per month	Per hour
<input type="checkbox"/> \$0 - \$19,999	\$0 - 1667	\$0 - \$10.26/hr
<input type="checkbox"/> \$20,000 - \$39,999	\$1,668 - 3,333	\$10.26 - \$20.51/hr
<input type="checkbox"/> \$40,000 - \$59,999	\$3,334 - 4,999	\$20.51 - \$30.77/hr
<input type="checkbox"/> \$60,000 - \$79,999	\$5,000 - 6,667	\$30.77 - \$38.46/hr
<input type="checkbox"/> \$80,000 - \$119,999	\$6,667 - 9,999	\$38.46 - \$61.54/hr
<input checked="" type="checkbox"/> \$120,000 - \$149,999	\$10,000 - 12,499	\$61.54 - \$76.92/hr
<input type="checkbox"/> \$150,000 or more	\$12,500 or more	\$76.92 and up/hr

Do not know  Prefer not to answer

How many people does this income support? Include yourself + dependents such as parents, children, etc.

3 Number of persons  Do not know  Prefer not to answer

Do you feel that your current employment could be negatively affected if you raised concerns about work? (e.g. health, safety, rights)

Yes  No  Not applicable  Do not know  Prefer not to answer

Variable	Question
Education Level	What is your current level of education?
Employed	Are you currently employed?
Looking For Work	Are you currently looking for work?
Work Part Time	Is your main job temporary or part-time?
Income Changes	In the past 12 months, did your income change a lot from month to month?
Household Income	What was your total family income before taxes last year?
Supported By Income	How many people does this income support?
Work Concerns	Do you feel that your current employment could be negatively affected if you raised concerns about work?

## Wellbeing

This section is dedicated to an individual's self-assessed wellbeing. It encompasses a comprehensive understanding of various aspects of their health and lifestyle, including perceived or diagnosed disabilities, the degree of attachment to their community, and their overall physical and mental health status. By evaluating these elements, healthcare providers can gain valuable insights into a person's daily life experiences and challenges. This knowledge is crucial in developing a holistic care plan that addresses not only the medical but also the psychosocial aspects of health, thereby contributing to a more tailored and effective approach to patient care.

**PSS - Health Equity Questionnaire**

File

Click on a tab to jump to the desired section [Save to Chart](#) [Load prior answers](#) [Clear all answers](#) [View all questions](#)

**Language** **Identity** **Gender/Orientation** **Education/Income** **Wellbeing** **Housing** **Basic Needs** **Insurance**

**Do you identify as a person with a disability?**  
 Yes  No  Do not know  Prefer not to answer

**Could you benefit from support related to any of the following?** (Check ALL that apply)  None

Alzheimer's Disease/Dementia  Drug or Alcohol Dependence  
 Autism Spectrum Disorder  Learning Disability  
 **Chronic Illness** (e.g. sickle cell, diabetes, etc.)  **Mental Illness**  Other  
 Cognitive Disability  Physical Disability  Do not know  Prefer not to answer  
 Development Disability  Sensory Disability (e.g. low vision, blindness, deafness, hard of hearing, etc.)

**How would you describe your sense of belonging to your community? Would you say it is:**  
 (Sense of belonging is feeling like you are part of something, connected and accepted)  
 Very Weak  Somewhat Weak  **Somewhat Strong**  Very Strong  Do not know  Prefer not to answer

**In general, would you say your overall physical health is:**  
 Poor  Fair  **Good**  Very Good  Excellent  Do not know  Prefer not to answer

**In general, would you say your overall mental health is:**  
 Poor  Fair  Good  **Very Good**  Excellent  Do not know  Prefer not to answer

**Do you feel you have people who you can open up to or confide in?**  
 **Yes I always or sometimes have someone**  No I don't have anyone  Do not know  Prefer not to answer

**Do you have people to rely on if you need help?**  
 **Yes I always or sometimes have someone**  No I don't have anyone  Do not know  Prefer not to answer

<< Education/Income [Save to Chart](#) Housing >>

Discard

Health Equity	Question
Disabled	Do you identify as a person with a disability?
Disability Narrative	If you wish, please specify:
Wellbeing Support	Could you benefit from support related to any of the following?
Community Belong	How would you describe your sense of belonging to your community? Would you say it is:
Self-rated Physical	In general, would you say your overall physical health is:
Self-rated Mental	In general, would you say your overall mental health is:
Confide In Others	Do you feel you have people who you can open up to or confide in?
Rely On Others	Do you have people to rely on if you need help?

## Housing

The Housing section of the questionnaire is designed to gather detailed information about the patient's current living conditions and housing situation. Recognizing that housing is a fundamental determinant of health, this section delves into various aspects of the patient's residential environment. By understanding the patient's housing situation, healthcare providers can identify potential health risks associated with inadequate or unstable living conditions and can tailor healthcare advice and interventions accordingly.

**What is your current housing situation?**

- A place you or your family owns
- A place you or your family rents
- Staying at someone else's place because you have no alternative
- Experiencing homelessness (e.g. shelter, living in a vehicle or public place)
- Social housing, Subsidized housing or Rent-geared-to-income
- Correctional facility
- Long-term care facility
- Supportive housing or Group Home
- Other
- Do not know
- Prefer not to answer

**Who do you live with?** (Check ALL that apply)

- Parent(s) or Guardian(s)
- Sibling(s)
- Alone
- Spouse or Partner
- Other family
- Other
- Child(ren)
- Friends or Roomates
- Do not know
- Grandparent(s)
- Paid caregiver or attendant
- Prefer not to answer

**In the past 12 months, was there a time you were not able to pay the mortgage or rent on time?**

- Yes
- No
- I did not have to pay rent or a mortgage
- Do not know
- Prefer not to answer

Health Equity	Question
Homeless Status	What is your current housing situation?
Household Composition	Who do you live with?
Missed Mortgage	In the past 12 months, was there a time you were not able to pay the mortgage or rent on time?

## Basic Needs

The Basic Needs section of the questionnaire addresses the economic challenges that a patient might face in their daily life. This part is essential for understanding how financial stability, or the lack thereof, impacts a person's overall health and well-being. It includes questions related to food security, access to basic utilities like water and electricity, transportation, and other fundamental necessities.

**PSS - Health Equity Questionnaire**

File

Click on a tab to jump to the desired section [Save to Chart](#) [Load prior answers](#) [Clear all answers](#) [View all questions](#)

**Language** **Identity** **Gender/Orientation** **Education/Income** **Wellbeing** **Housing** **Basic Needs** **Insurance**

**Do you currently have difficulty paying for basic needs?**  
 Yes  No  I do not have to pay for basic needs  Do not know  Prefer not to answer

Please respond to the following statements:

**"Within the past 12 months, we worried whether our food would run out before we could buy or get more"**  
 Often True  Sometimes True  Never True  Do not know  Prefer not to answer

**"Within the past 12 months, the food we bought just didn't last and we could not buy or get more"**  
 Often True  Sometimes True  Never True  Do not know  Prefer not to answer

**In the past 12 months, were you unable to get medicine or medical supplies, or did you do anything to make them last longer because of the cost?**  
 Yes  No  I did not have to get medicine or medical supplies  Do not know  Prefer not to answer

**In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?** (Check ALL that apply)  
 Yes it has kept me from medical appointments or getting medicines  
 Yes it has kept me from non-medical meetings, appointments, work or getting things I need  
 Not applicable I did not need transportation for these activities in the past 12 months  
 No  Do not know  Prefer not to answer

**Do you currently have consistent access to a phone or the internet?**  
 Both  Phone only  Internet only  Neither  Do not know  Prefer not to answer

**In the past 12 months, did you miss making a payment on any utility bills (e.g. electric, gas/oil, water) because of cost?**  
 Yes  No  I did not have to pay utility bills  Do not know  Prefer not to answer

<< Housing [Save to Chart](#) Insurance >>

Discard

Variable	Question
Basic Needs	Do you currently have difficulty paying for basic needs?
Worried About Food	Within the past 12 months, we worried whether our food would run out before we could buy or get more
Ran Out Food	Within the past 12 months, the food we bought just didn't last and we could not buy or get more
No Medicine	In the past 12 months, were you unable to get medicine or medical supplies, or did you do anything to make them last longer because of the cost?
No Transportation	In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?
Phone Internet Access	Do you currently have consistent access to a phone or the internet?
Missed Bills	In the past 12 months, did you miss making a payment on any utility bills (e.g. electric, gas/oil, water) because of cost?

## Insurance

Understanding the specifics of a patient's insurance helps in determining the accessibility and affordability of healthcare services and medications for an individual. Additionally, knowledge about insurance coverage enables healthcare providers to make informed decisions about treatment options that are feasible within a person's financial means. This section plays a crucial role in ensuring that patients receive the care they need without undue financial burden.

**PSS - Health Equity Questionnaire**

File

Click on a tab to jump to the desired section [Save to Chart](#) [Load prior answers](#) [Clear all answers](#) [View all questions](#)

**Language** **Identity** **Gender/Orientation** **Education/Income** **Wellbeing** **Housing** **Basic Needs** **Insurance**

**Do you currently have difficulty paying for basic needs?**  
 Yes  No  I do not have to pay for basic needs  Do not know  Prefer not to answer

Please respond to the following statements:

**"Within the past 12 months, we worried whether our food would run out before we could buy or get more"**  
 Often True  Sometimes True  Never True  Do not know  Prefer not to answer

**"Within the past 12 months, the food we bought just didn't last and we could not buy or get more"**  
 Often True  Sometimes True  Never True  Do not know  Prefer not to answer

**In the past 12 months, were you unable to get medicine or medical supplies, or did you do anything to make them last longer because of the cost?**  
 Yes  No  I did not have to get medicine or medical supplies  Do not know  Prefer not to answer

**In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?** (Check ALL that apply)  
 Yes it has kept me from medical appointments or getting medicines  
 Yes it has kept me from non-medical meetings, appointments, work or getting things I need  
 Not applicable I did not need transportation for these activities in the past 12 months  
 No  Do not know  Prefer not to answer

**Do you currently have consistent access to a phone or the internet?**  
 Both  Phone only  Internet only  Neither  Do not know  Prefer not to answer

**In the past 12 months, did you miss making a payment on any utility bills (e.g. electric, gas/oil, water) because of cost?**  
 Yes  No  I did not have to pay utility bills  Do not know  Prefer not to answer

<< Housing [Save to Chart](#) Insurance >>

Discard

Variable	Question
OHIP	Do you have Ontario Health Insurance (OHIP)?
Insurance Status	If not currently covered by OHIP, what is your current insurance status?
Insurance x	Supplemental Insurance Plan
Insurance x Num	Number
Insurance x Expiry	Expiry Date
Insurance x Comments	Comments
Drug Plan x	Drug Plan Membership
Drug Plan x Num	Number
Drug Plan x Expiry	Expiry Date
Drug Plan x Comments	Comments

## PSS Health Equity Note

The responses gathered from the PSS Health Equity Questionnaire are consolidated into a single-page custom form within the patient's chart, known as the PSS Health Equity Note. This form is thoughtfully designed for versatility, allowing it to be easily printed or attached to letters for various purposes.

### Creating and Updating the Note

To create or update the PSS Health Equity Note in a client's chart, users simply need to click on the blue [Save to Chart](#) link found within the questionnaire. This action triggers the integration of the client's responses directly into their electronic medical record.

### Viewing and Utilisation

Once created or updated, the PSS Health Equity Note appears as a single-page, read-only form in the patient's chart. This design choice streamlines the presentation of information, making it easily accessible and interpretable for healthcare providers. The read-only format also maintains the integrity of the recorded data by preventing accidental alterations. The smaller form also improves chart loading performance.

### Review Indicator

Newly created or recently edited Health Equity Notes are marked with a vertical yellow-bar in the records window. This visual indicator serves as a prompt for healthcare providers, signalling that the client's responses require review. This step is crucial to ensure the accuracy and relevance of the information before it is used for further analysis or aggregation. The review process is an integral part of maintaining the quality of data in the EMR system and contributes significantly to the delivery of personalised and equitable healthcare services.

[Edit answers...](#)      [Marked as reviewed](#)      [Show changes](#)

**Language**      Client name: Demo HEQ      DOB: Jan 3, 1974      Patient id: 292

What is your mother tongue? **Other: Polish**

In which of Canada's official languages are you more comfortable?

Do you require language interpretation? **No**

What language do you feel most comfortable speaking in with your provider? **English; Polish**

In what language would you prefer to read healthcare information? **English**

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**Identity**

Were you born in Canada? **Yes**

If NO, what year did you arrive in Canada?      What country were you born in?

Do you identify as First Nations, Metis and/or Inuk/Inuit? **No**

What is your ethnic or cultural background? **Ukrainian**

Which of the following best describes your racial group? **White**

What is your religious or spiritual affiliation? **Roman Catholic**

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**Gender/Orientation**

What was your sex assigned at birth? **Male**

What is your current gender identity? **Man**

Do you identify as transgender? **No**

Which category(ies) best describe your sexual orientation? **Heterosexual**

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**Education/Income**

What is your current level of education? **Undergraduate degree**

Are you currently employed? **Yes**

Are you currently looking for work? **Prefer not to answer**

Is your main job temporary or part-time? **No**

In the past 12 months, did your income change a lot from month to month? **No**

What was your total family income before taxes last year? **\$120,000 - \$149,999**

How many people does this income support? **3**

Do you feel that your current employment could be negatively affected if you raised concerns about work? **Do not know**

---

**Wellbeing**

Do you identify as a person with a disability? **No**

Could you benefit from support related to any of the following? **Chronic Illness; Mental Illness**

How would you describe your sense of belonging to your community? Would you say it is: **Somewhat Strong**

In general, would you say your overall physical health is: **Good**

In general, would you say your overall mental health is: **Very Good**

Do you feel you have people who you can open up to or confide in? **Yes**

Do you have people to rely on if you need help? **Yes**

---

**Housing**

What is your current housing situation? **Owns**

Who do you live with? **Spouse or Partner; Child(ren)**

In the past 12 months, was there a time you were not able to pay the mortgage or rent on time? **Not Applicable**

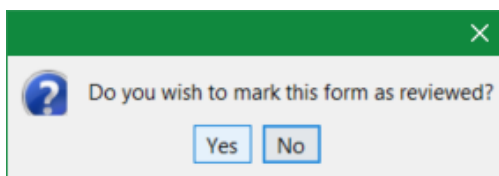
---

**Basic Needs**

Do you currently have difficulty paying for basic needs? **No**

You are able to update or supplement any answers by clicking the [Edit answers...](#) link in the upper left hand corner of the form, or you can jump to a particular question by clicking on any answer itself.

Click on the blue [Mark as reviewed](#) link in the upper right of the form, or on the Reviewed checkbox located at the bottom of form to designate the form as reviewed and ready for submission.



If some event or life circumstance has changed in the person's life, you may want to remember the prior state you should click [Complete new questionnaire...](#) It will open the Health Equity Questionnaire and auto populate it with the prior answers, however, when you click [Save to chart](#) a new instance of the Health Equity note will be created in the chart.

## Showing changes over time

The ability to track and understand how a person's life circumstances evolve over time is a crucial aspect of providing comprehensive healthcare. The PSS Health Equity Note includes a feature specifically designed for this purpose: the [Show changes](#) function.

### Utilising the Show changes Feature

By clicking on the blue [Show changes](#) link, located at the top of the Health Equity Note form, users can activate a comparison mode. This function prompts the system to search through all existing instances of the Health Equity Note in the current patient's chart.

### Displaying Differences

Once activated, the form highlights any discrepancies between the responses in the current instance of the Health Equity Note and those in previous instances. This comparison allows healthcare providers to easily identify any changes or shifts in the patient's socio-economic status, health conditions, or other relevant factors captured by the questionnaire.

Education/Income	
What is your current level of education?	<b>Undergraduate degree</b>
Are you currently employed?	<b>No</b>
Are you currently looking for work?	<b>Yes</b>
Is your main job temporary or part-time?	<b>No</b>
In the past 12 months, did your income change a lot from month to month?	<b>No</b>
What was your total family income before taxes last year?	<b>\$60,000 - \$79,999</b>
How many people does this income support?	<b>; Prefer not to answer</b>
Do you feel that your current employment could be negatively affected if you raised concerns ab	<b>Mar 5, 2024: \$120,000 - \$149,999</b>

The checking occurs backward over time, from most recent to oldest. When a difference is found the answer on the current form will be displayed in red text and the tooltip will show you what the other answer was and from which date.

**NOTE:** The Show Changes function works bi-directionally. This means if you are on the most recent instance of a Health Equity note it will indicate what answers have changed from the most recent prior questionnaire. If you click Show Changes on an older instance of the HQ note, the differences between the older note and the most recent one will be shown.

### Importance of Tracking Changes

Recognizing and understanding changes in a patient's life circumstances are vital for several reasons:

1. **Informed Healthcare Decisions:** Changes may influence a patient's health and the effectiveness of their current care plan. Identifying these changes enables healthcare providers to make timely adjustments to treatment strategies.
2. **Holistic Care Approach:** Understanding evolving socio-economic factors ensures that care plans are comprehensive and address the broader determinants of health.
3. **Patient Engagement:** Discussing these changes with patients can enhance their engagement in their own healthcare journey and foster a collaborative patient-provider relationship.

This feature is an essential factor in the ongoing assessment of a patient's health equity, allowing for a dynamic and responsive approach to healthcare that adapts to each patient's unique and changing needs.

## Personal Traits

Certain responses may flag potential health or social risks. It is crucial for healthcare providers to be promptly notified of these factors to ensure timely and appropriate interventions. This need is addressed through the Personal Traits section of the Cumulative Patient Profile (CPP).

### Identification of Risk Factors

The Personal Traits section is specifically designed to highlight key information that may indicate an elevated risk to the patient's health or social well-being. This could include a range of factors, from mental health concerns and physical disabilities to socio-economic challenges like food insecurity or unstable housing.

### Notification and Alert Mechanism

When a response in the Health Equity Questionnaire triggers a risk factor, it is automatically flagged in the Personal Traits section of the CPP. This feature acts as an alert mechanism, ensuring that healthcare providers are immediately aware of critical issues that may require attention or intervention.

### Role of Personal Traits in Healthcare Provision

- **Enhanced Awareness:** By highlighting risk factors in the CPP, providers can quickly and easily access vital information about their patients' health and social needs.
- **Prompt Response:** This immediate notification enables healthcare providers to respond swiftly, whether it involves modifying treatment plans, providing additional support, or referring to specialised services.
- **Comprehensive Care:** The integration of Personal Traits into the CPP supports a more holistic approach to patient care, considering not just the medical but also the psychosocial aspects of health.

**Language** 286 Kenora Chiefs-Demo DOB: Sep 19, 1984

What is your mother tongue? Other: Polish

In which of Canada's official languages are you more comfortable? English

Do you require language interpretation? No

What language do you feel most comfortable speaking in with your provider? Polish

In what language would you prefer to read healthcare information? English

**Identity**

Were you born in Canada? No

If NO, what year did you arrive in Canada? 1984 What country were you born in

Do you identify as First Nations, Metis and/or Inuk/Inuit? No

What is your ethnic or cultural background?

Which of the following best describes your racial group? White

What is your religious or spiritual affiliation? Roman Catholic

**Gender/Orientation**

What was your sex assigned at birth? Female

What is your current gender identity? Woman

Do you identify as transgender? No

Which category(ies) best describe your sexual orientation? Heterosexual

**Education/Income**

What is your current level of education? High school

Are you currently employed? Yes

Are you currently looking for work? No

Is your main job temporary or part-time? No

In the past 12 months, did your income change a lot from month to month? No

What was your total family income before taxes last year? \$40,000 - \$59,999

How many people does this income support? 3

Do you feel that your current employment could be negatively affected if you raised concerns

**Wellbeing**

Do you identify as a person with a disability? Hard of hearing

Could you benefit from support related to any of the following? Sensory Disability

How would you describe your sense of belonging to your community? Would you say it is:

In general, would you say your overall physical health is: Fair

In general, would you say your overall mental health is: Good

Do you feel you have people who you can open up to or confide in? Yes

Do you have people to rely on if you need help? Yes

Not all answers to these questions will generate an item in the personal traits. For example, if a client reports “No” to the question “*Within the past 12 months, we worried whether our food would run out before we could buy or get more*” it would not be saved to the CPP.

The following questions and answers are tracked for the CPP:

Question	Answer(s) that will create a Personal Trait entry
Interpreter Required	Yes
Indigenous	First Nations, Inuk/Inuit, Metis
Gender Identity	Nonbinary, Questioning, Genderfluid, Two-Spirit, Other
Transgender	Yes
Work Concerns	Yes
Disabled	Yes
Wellbeing Support	Any checked answers
Community Belong	Very Weak, Somewhat Weak
Selfrated Physical	Poor, Fair
Selfrated Mental	Poor, Fair
Confide In Others	No
Rely On Others	No
Homeless Status	Homeless, Correctional facility, Long-term care facility, Group home
Missed Mortgage	Yes
Basic Needs	Yes

Worried About Food	Often, Sometimes
Ran Out Food	Often, Sometimes
No Medicine	Yes
No Transportation	Yes (medical), Yes (non-medical)
Phone Internet Access	Neither
Missed Bills	Yes

## Health Equity Extract

Alongside the PSS Health Equity forms, a specialised data extract tool is included. This tool is designed to efficiently extract and aggregate data related to the Social Determinants of Health (SDOH) for your patient population. Its primary purpose is to support healthcare providers and administrators in analysing and understanding the broader health dynamics within their patient community.

### Features of the Health Equity Extract Tool

- **Data Extraction:** The tool enables the extraction of detailed information entered using the PSS Health Equity Questionnaire. This includes data on various socio-economic factors like education, income, housing, and more.
- **Aggregation of SDOH Data:** It aggregates this data to provide a comprehensive view of the social determinants affecting the health of the patient population. This aggregated data is crucial for identifying common trends, challenges, and needs within the community.
- **User-Friendly Interface:** Designed with ease of use in mind, the tool allows for straightforward extraction and analysis, making it accessible to all healthcare staff, regardless of their technical expertise.

### Utilisation of Extracted Data

- **Informing Healthcare Strategies:** The insights gained from the aggregated data can inform broader healthcare strategies and interventions, allowing for more targeted and effective approaches to patient care.
- **Community Health Assessment:** It assists in community health assessments by providing concrete data on social factors that impact health outcomes.
- **Resource Allocation:** The extracted data can guide decision-making in resource allocation, ensuring that the areas of greatest need receive appropriate attention and support.
- **Policy Development:** For healthcare administrators and policymakers, this data is invaluable in shaping policies and programs that aim to address health inequities and promote overall community well-being.

The Health Equity Extract tool is more than just a data processing utility; it's a critical component in the overarching goal of achieving health equity. By providing clear and actionable insights into the social determinants of health, it empowers healthcare providers to make more informed decisions, ultimately contributing to the improved health of their patient population.

PSS - Health Equity Extract
✕

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**File**

Do you want to restrict the search to a specific date range?  **yes**  **no**

<b>Start date</b>	<b>2024-02-01</b>	<b>End date</b>	<b>2024-02-29</b>	Yesterday	Today	Tomorrow	YTD
Last Year	Last Month	Last Week	This Week	Next Week	This Month	Next Month	YoY
Q1	Q2	Q3	Q4	<b>Search by year</b>			Set Year

---

**Define your target population**     **all patients**     **active only**     **enrolled patients only**

**only patient(s)**

**only patients in cohort**                       **exclude any patients in cohort**

---

**Which life domains do you wish to display?**                      [clear](#)    [all](#)

<input type="checkbox"/> Language	<input type="checkbox"/> Gender/Orientation	<input type="checkbox"/> Wellbeing	<input type="checkbox"/> Basic Needs
<input checked="" type="checkbox"/> Identity	<input type="checkbox"/> Education/Income	<input type="checkbox"/> Housing	<input type="checkbox"/> Insurance

---

**Which columns do you wish to display?**                      [clear](#)

<input type="checkbox"/> patient name	<input type="checkbox"/> health number	<input type="checkbox"/> chart number	<input type="checkbox"/> primary MD/NP	<input type="checkbox"/> referring MD/NP	<input type="checkbox"/> family MD/NP
<input type="checkbox"/> address	<input type="checkbox"/> contact info	<input type="checkbox"/> demographics	<input type="checkbox"/> patient status	<input type="checkbox"/> roster status	
<input type="checkbox"/> day of week	<input type="radio"/> month/year	<input type="radio"/> year	<input type="checkbox"/> do not include unfinished notes		

---

**How do you want to sort the results?**

**by patient**     **by note date**     **by patient age**

Run Report

---

[Settings](#)

2024-03-04

---

Discard

Clicking on the **Run Report** query link will run a customised query against the PSS database using the constraints defined by the extract form. The data will be displayed in a window in PS Suite from which you can export it as a tab-delimited file for manipulation and visualisation in another tool such as Excel or Google Sheets.

The PSS Health Equity extract requires a site-specific licence code to run, however, you are given a free 30 day trial period to test and evaluate your reports.

PSS Metrics Extract TEMPLATE
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**File**

Thank you for downloading this form. Click the link to start your 30 day trial period

[Start trial period](#)

## Setting a Date Range

The first decision to be made is how to time-box the queries. You have the option of picking all items beginning with the PS-Suite “go-live” date or limiting it to a desired date range.

Your users will be able to restrict the data extract to a specific date range. The date of the data point is based on the date the custom form being queried was entered into the chart.

Single click buttons are provided to give users an easy way to define the date range. Conversely, the start and end date fields are linked to calendars that can be accessed by right clicking.

**Note:** The Q1, Q2, Q3 and Q4 buttons are available to define fiscal quarters used by the MOHLTC. Q1 is April 1 to June 30, Q2 is July 1 to Sep 30, etc...

**WARNING:** Care should be taken when attempting to extract very large amounts of data with a single query (ie. *give me all data values from the beginning of time*). This could cause serious problems with system performance, memory issues and create a file too large to handle on the client side.

Prudent users will run reports on a quarterly basis or annual basis over a limited range of transactions or users.

## Define your Target Population

You are able to focus your query to specific patient groups. This could be **all patients** in the database, or just **active only** ones. Further restrictions can limit the query to **enrolled patients only** (those who have a primary MD assigned to them).

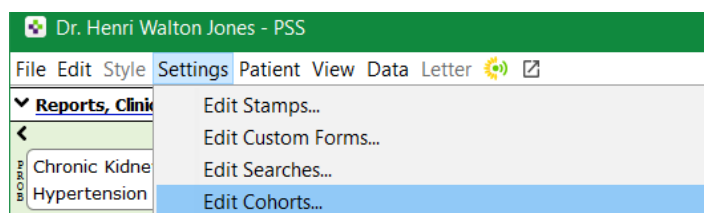
If you want to drill down even more you can select only patient(s) and enter their patient ids in a comma separated list.

The extract is able to access pre-defined cohorts as the target population. (Refer to the [PSS user guide](#) on how to define cohorts.)


**exclude any patients in cohort**

Finally, you are able to eliminate the many test patient records that exist in most PSS instances. Simply create a “Test Patients” cohort and assign your PSS Baby, Mickey Mouse and other test patient records to the cohort. This allows you to continue to use these patient records to test new content without having their data corrupting your extracts.

You have the option to limit the data extract to include and or exclude certain patients from the report. This is managed using cohorts within PS Suite. Cohorts can be accessed from Records > Settings > Edit Cohorts...



By default, the all patients checkbox is selected in the extract tool. To limit the target patient population, select the cohort checkbox and type the name of an existing cohort in your system.

 If you are not using cohorts in your clinic and would like to learn more, go to our Help page to [learn more about cohorts](#).

### Which life domains do you wish to display?

**Which life domains do you wish to display?** [clear](#) [all](#)

Language   
  Gender/Orientation   
  Wellbeing   
  Basic Needs  
 Identity   
  Education/Income   
  Housing   
  Insurance

You must pick at least one life domain for the report to return results. Each toggle corresponds to a section of the questionnaire. Quick links are available to select all or clear all.

### Which patient columns do you wish to display?

The data extract will only pull data from the custom form(s) that are associated. You can also link patient specific information to each row of the data.

**Which columns do you wish to display?** [clear](#)

patient name   
  health number   
  chart number   
  primary MD/NP   
  referring MD/NP   
  family MD/NP  
 address   
  contact info   
  demographics   
  patient status   
  roster status  
 day of week   
 month/year   
 year   
 do not include unfinished notes

These include:

<b>patient name</b>	The first and last name of the patient
<b>address<sup>(*)</sup></b>	The patient's mailing address
<b>health number</b>	Patient Health number, version and province
<b>contact info</b>	Preferred contact number and email
<b>chart number</b>	Patient Chart Number
<b>demographics</b>	Age group and sex when custom form was used
<b>primary MD/NP</b>	Name of doctor/nurse practitioner designated as primary MD
<b>patient status</b>	Current status in PSS (Active, Institutionalised, Moved away, etc)
<b>referring MD</b>	Name and CPSO of patient's referring doctor
<b>family MD</b>	Name and CPSO of patient's family doctor
<b>roster status</b>	Enrollment status

The data extract provides a mechanism to display the day of week, month/year or year as separate columns to enable grouping of results for more granular analytics. Finally, if you have created forms that utilise the **unfinished note** flag to indicate that the form is not yet complete you can exclude these from the result.

## How do you want to sort the results?

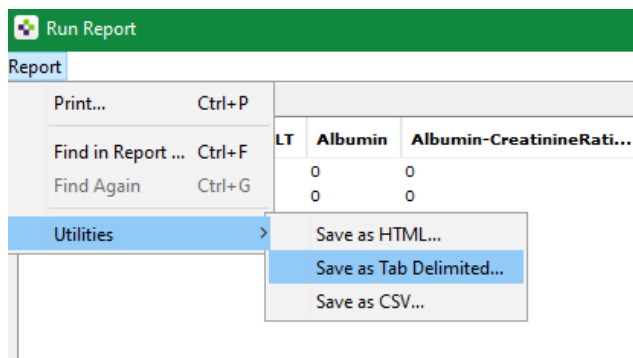
**How do you want to sort the results?**

by patient   
 by date   
 by patient age

Finally, users have the ability to define the metrics query to sort the results by patient id (or alphabetical name if the patient name is selected), note date, or patient age at the time of the target form usage.

## Export the results for more analytics

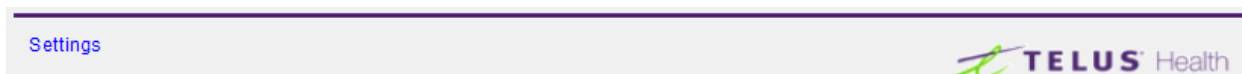
PS Suite is not a reporting application or an informatics tool. It can only extract the data that has been collected through the use of custom forms and export it as table data, which can be used by another application to create pivot charts, graphs, metrics, or KPIs.



When the query is run PS Suite will display the results in a new window. Select **Report | Utilities | Save as Tab Delimited..** and the application will allow you to save the data as a tab-delimited text file that can be easily imported into other applications such as Excel or Google Sheets.

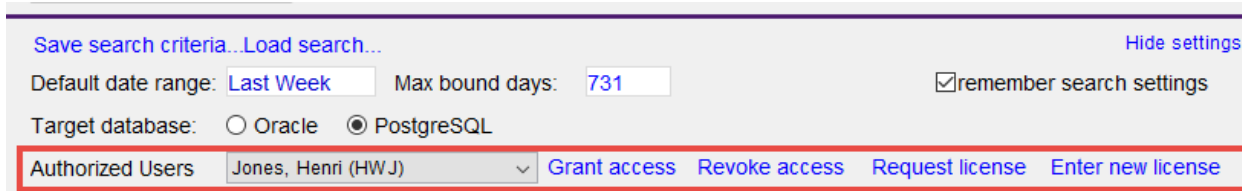
**NOTE: It is the responsibility of any user of the data extraction tools to properly protect any patient health information created by the queries. It is strongly suggested that you do not generate any reports with PHI unless it is necessary for the purposes of the extract.**

### Controlling access to the Extract Form

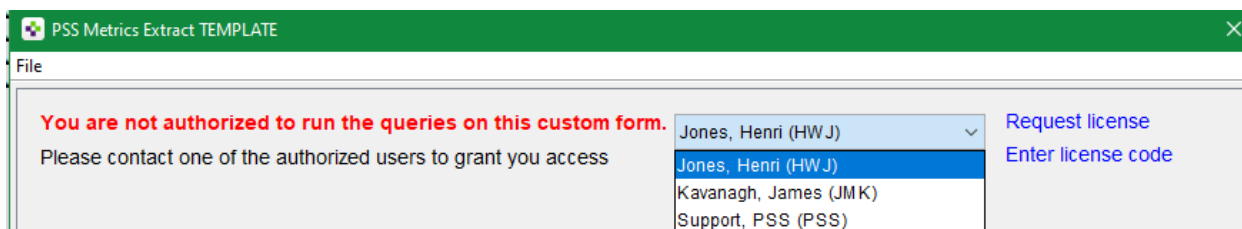


The data extract form is a very powerful tool that is able to generate very specific data about patients. It is important to control which staff within a clinic can access this data. Just because a person has a PSS user account doesn't mean they should be able to run these reports.

Authorised users are able to access the [Settings](#) by clicking the link at the bottom of the form.



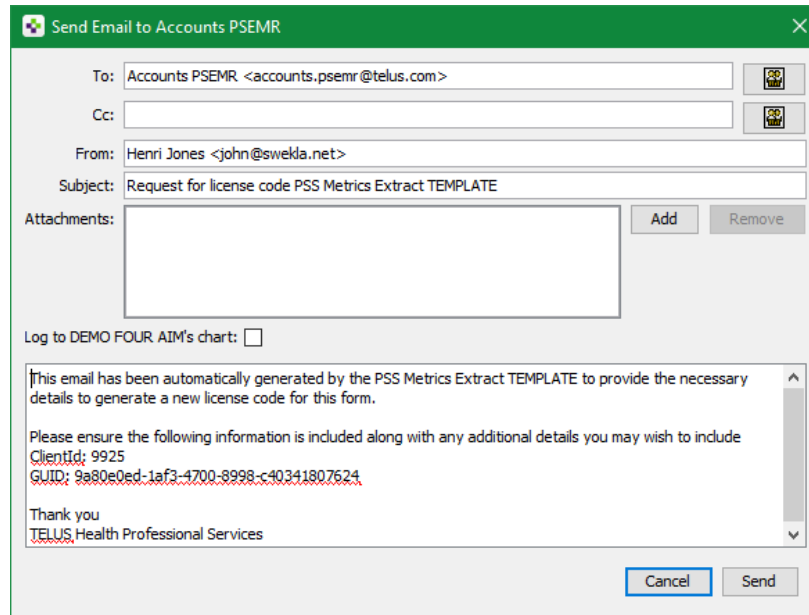
This section is provided to grant other users access to the form. By default the user who first downloads the form and starts the trial period is authorised to run the queries. They can delegate access to other users by clicking the [Grant access](#) link.



If an unauthorised user attempts to open the form they will be shown a message indicating that they are not authorised to access the form and will be shown a list of authorised users, who can grant them access. Additionally, they are able to enter the licence code if they have one, or request a licence from TELUS directly via email.

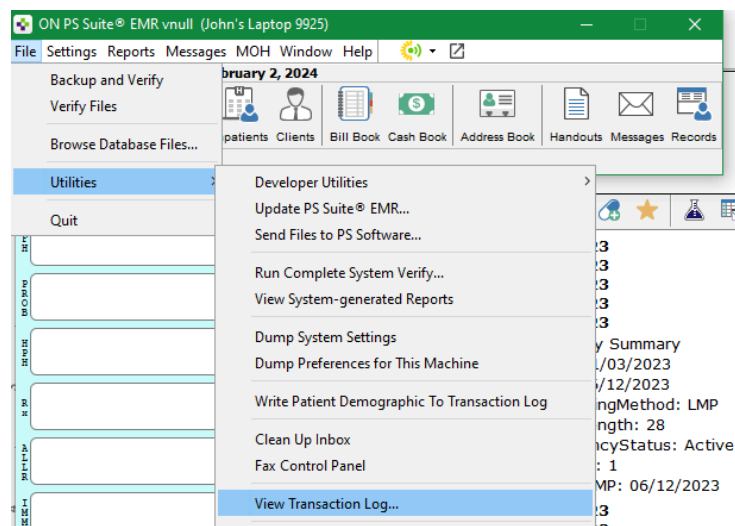
## Requesting a licence code from TELUS

You will need a new licence to enable the form to operate after the initial trial period. Click on the Request licence link to automatically email TELUS Health Accounts PSEMR to request the code.



## Clinic level auditing

An additional level of auditing is provided by the PSS Health Equity Extracts



Each time a report is run on the PS Suite database and transaction entry is created in the log. System Administrators are able to view who ran which reports, when they ran them and what data they were requesting.

Transaction Log
✕

File

Transaction Type: Custom Query

Transaction Subtype: All

Patient #:

Transaction #:

User Initials:

Start Date: Feb 2, 2024 00:00

End Date: Feb 2, 2024 23:59

Results:  100  1000

Transaction ID	Patient Number	Transaction Date	User Initials	Piece Type	IP Address
154362	0	Feb 2, 2024 13:40	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13
154364	0	Feb 2, 2024 13:42	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13
154366	0	Feb 2, 2024 13:42	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13
154368	0	Feb 2, 2024 13:42	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13
154370	0	Feb 2, 2024 13:42	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13
154372	0	Feb 2, 2024 13:44	HWJ (Henri Jones, Doctor)	RUN	L094478.corp.ads/192.168.2.13

Transaction Details

```

queryId=0
name=Run Report
author=
version=
comments=
queryText="SELECT "Patient Id"
,"Date"

,MAX("ALT") AS "ALT",
MAX("Albumin") AS "Albumin",
MAX("Albumin-CreatinineRatio-Urine") AS "Albumin-CreatinineRatio-Urine",
MAX("AlkPhosphatase") AS "AlkPhosphatase",
MAX("Bilirubin") AS "Bilirubin",
MAX("eGFR") AS "eGFR",
                    
```