

# InterCultural Online Health Network (iCON)



## HIGHLIGHTS & IMPACT 2024 - 2025

The following activities have continued to advance cultural safety for Indigenous communities, support patients in navigating primary care, and build capacity for older adult multicultural patients in self-management. ***This report summarizes iCON's activities from April 1, 2024 to March 31, 2025.***




### Overall Impact

Event Reach		Digital Reach	
<b>3,950</b>	Participants across 26 events (webinars, forums, training and learning sessions)	<b>45,593</b>	website hits across iCON's English, Chinese, and Panjabi
<b>3,340</b>	multicultural patients and caregivers	<b>610</b>	Health professionals
Intersectoral Collaboration			
<b>149</b>	partnerships, representing diverse multicultural, indigenous, health professionals, government, and community perspectives		
<b>85</b>	government, professional and community organizations, including First Nations Health Authority, Vancouver Coastal health, Doctors of BC, PICS, S.U.C.C.E.S.S., Pain BC	<b>19</b>	media partners including OMNI TV, Fairchild Media Group, Joytv
		<b>37</b>	interdisciplinary healthcare providers



### Community Impact

Supporting Chronic Disease Management	Improving Indigenous Cultural Safety
<b><i>Building health literacy and chronic disease self-management skills in Chinese, South Asian, and other cultural communities through accessible culturally tailored content and education</i></b>	<b><i>Bringing Indigenous voices to healthcare professionals to improve culturally safety for Indigenous patients and families in healthcare settings</i></b>
<b>2,650</b> participants, including patients and caregivers	<b>610</b> participants (health professionals, administrators, and community members)
<b>16</b> events, including 14 workshops and 2 forums	<b>95%</b> of participants learned something that will help them provide or facilitate culturally safe care
<b>2,143</b> culturally appropriate, translated outreach patient resources distributed	 Partnership with VCH Indigenous Health, First Nations Health Authority and Vancouver Physicians Staff Association to improve cultural safety for Indigenous patients and families
<b>99%</b> of survey respondents agreed or strongly agreed that they were satisfied with what they learned in the program	




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### Community Impact (Cont.)

Building Capacity in Digital Health Literacy	Advancing Culturally Appropriate Care with Primary Care Networks (PCNs)
<p><i>Empowering older adults from diverse cultural groups with skills to navigate health resources online and access virtual healthcare opportunities</i></p> <p><b>690</b> participants, including patients and caregivers</p> <p><b>7</b> collaborative events with 5 community organizations across engaging multicultural communities</p> <p><b>98%</b> reported that they agreed or strongly agreed they gained knowledge, resources, and/or skills about the topics presented to manage their own and their family members' health.</p> <p><b>96%</b> who completed the interactive worksheets agreed or strongly agreed that the worksheet helped them understand and/or remember the information they learned in the digital health skills presentation better.</p>	<p><i>Collaborating with Richmond PCN leaders to pilot a multicultural engagement strategy and building resources for PCNs informed by lessons learned</i></p> <p> Laid the groundwork for expansion into other PCNs</p> <p> Maintained stakeholder consultation strategy and maintained partnership</p> <p> Finalized the jointly developed 'Advancing Primary Care Network Goals through Community Development' toolkit</p>

### Participant Perspectives

“I’m new to the BC health locator app, I’ll have more information, knowing more about health-related things, and know that I can call 811 24/7, which will help me during emergencies, thanks!”

Digital Health Literacy Workshop participant

“This educational activity benefits all my family, we have more motivations, and will pay more attention on health, longevity, happiness, unity, and all the beneficial works for elders.”

Chronic Disease Management Chinese Forum participant

“It was very informative and knowledgeable.”

Chronic Disease Management South Asian Forum participant

“I have always practiced from the standpoint of treating the whole person. Hearing Cooper's experience provided some additional context to how meaningful that approach is, and the need for that to be developed further.”

Indigenous Health Round Session participant