

Centretown Community Health Centre (CCHC) - Case Study Plan (December 2001)

Purpose: Use a single case to test a theory/model of organizational change, to make health and social services more accessible to ethnoracial minority women. As outlined in the original proposal and the supplementary proposal, the case study method is used to "... understand the linkages between culture, ethnicity, social support mechanisms, structural inequality, health status, and cancer mortality" (p.66)¹; and at the organizational level analyze barriers and strategies used at one community health centre to overcome these.

The goals formulated in the proposal in relation to the case study approach are:

- Identifying and removing barriers to preventive health services (including, specifically, breast and cervical cancer screening) for Hispanic women at CCHC.
- Describe organizational processes that may function as barriers or enablers to improved screening.

The following data collection methods for this case study are suggested:²

Type of data	Where this data is available, or who has the information	Timing for data collection
1. Documents	<ul style="list-style-type: none"> • proposals • strategic plan • formal studies of the 'site' (e.g. previous study about CCHC) • policies in relation to diversity • human resource and policies practices 	some already collected, other documents by March 31, 2002
2. Archival Records	<ul style="list-style-type: none"> • 2000-01 service records: primary care & community health • program history: re: diversity and multicultural targets • budget allocated to these issues/targets 	chart review (summer 02) & data collection currently underway;
3. Interviews	Managers and service providers <ul style="list-style-type: none"> • managers, ED • programming staff • front-line staff • reception • lay health promoters/participatory researchers (LHPs) • LAZO • participants in community committees 	some interviews & development of a checklist were conducted as pilots; checklist survey of staff: interviews with selected staff

4. Direct Observation	<ul style="list-style-type: none"> • included in LHP/PRs' logs to be used starting in February • research tape debriefs • checklists from 'Transforming our Organizations' 	development and testing of program logs; researchers (?)
5. Participant-Observation	<ul style="list-style-type: none"> • records and perceptions of LHP/PRs (diaries) • records and perceptions of researchers (debriefs of meetings) • LHP/PRs' program logs • project team minutes • issues addressed in training sessions (org. change) • debrief of staff meetings 	write down observations review training sessions
6. Physical Artifacts	<ul style="list-style-type: none"> • photos of the centre • materials, posters in reception • language use 	take photographs

¹ Markland, S.F. & Turnbull, G.C, (1993). Cancer control and multiculturalism: meeting the challenge. In Masi,R., Mensah, L., McLeod, K.A. (Eds.) *Health and Cultures Volume II. Programs, Services and Care*. Oakville ON: Mosaic Press, 59-78;

² For more detail on case study research, see e.g., Yin, R. K. (1994). *Case Study Research. Design and Methods* (2nd Ed.). Applied Social Research Methods Series, Vol. 5. Thousand Oaks: Sage Publications.

³ Estable,A., Trickey,J., Tobo-Gillespie, L., Meyer , M.C. (1999). *Transforming our Organizations. A Tool for Planning and Monitoring Anti-racims/multicultural Change*. Prepared for the ACCESS Committee of Ottawa-Carleton. Ottawa: Canadian Ethnocultural Council.