Umbrella Multicultural Health Cooperative

Member-driven  ●  Culturally-connected  ●  Equitable health care.

Esther Hsieh, Executive Director
Integrating Cultural Health Brokers in Primary Health Care Teams

Who are we?

• Community Health Centre
• Based in New Westminster
• Serve racialized ethnocultural immigrant communities
What is a Cultural Health Brokers?
Cultural Health Brokers

• Bilingual/bicultural health workers who bridge language and cultural barriers
• Self-identify as being from the community they serve
• Build intersectional trusting relationships with practitioners/service providers and patients/communities
• Holistic approach to health, trained in social determinants of health
CCHBs in a CHC:
Cross Cultural Health Brokers in a Community Health Centre

- Patient
- Family Practice
- SDoH Program
- Pediatric Clinic
- Health Promotion
- Social Circles

Cultural Health Broker
Cross Cultural Health Broker (CCHB) Model

- **Transform**
  - Facilitate communication (SDoH, clinicians, systems)

- **Health Equity**
  - Bridging cultural, language and health care gaps

- **Better health outcomes**
  - Coordinate team-based primary health care (SDoH & clinical)
  - Address impact of power and relationships
  - Save lives, Families and Communities

Save lives, Families and Communities
Qualities of a Cross Cultural Health Brokers

A Health Broker is:
- advocate
- embrace ambiguity
- self aware
- holistic
- caring
- flexible
- strong
- understanding
- authentic guide
- grounded
- reflective
- listener
- heart
- observant
- relational practice
- team member
- community developer
- resilient
- occupy third space
- identify blind spots

Supporting and working with Health Brokers:
Lessons from our October 2017 visit to Multicultural Health Brokers Cooperative
THANK YOU

Umbrella Multicultural Health Co-op
umbrellacoop.ca