

Ontario Health Teams: Providing Connected Care for Francophones in Muskoka and Area



The *People's Health Care Act, 2019* states "the public health care system should recognize the diversity within all of Ontario's communities and respect the requirements of the *French Language Services Act* in the planning, design, delivery and evaluation of health care services for Ontario's French-speaking communities."

Integrating French Language Health Services into your Ontario Health Team

Entité 4 can support your efforts to engage with the Francophone community.

What do you need to know about the Francophone community in Muskoka and Area?

The rich diversity in the Francophone populations served by Entité 4 translates into complex and varied health needs.

The North Simcoe Muskoka area boasts one of the oldest Francophone communities in Canada, dating back more than 400 years. Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

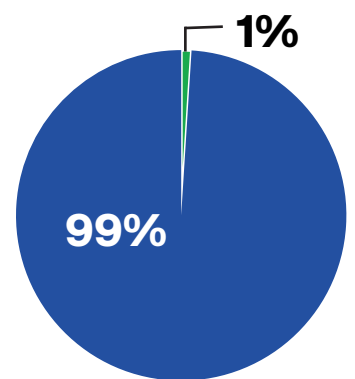
755 = 1.29%
FRANCOPHONES LIVE IN MUSKOKA AND AREA¹ **OF THE POPULATION**



1. All statistics from the 2016 Census according to the 2009 Inclusive Definition of Francophone

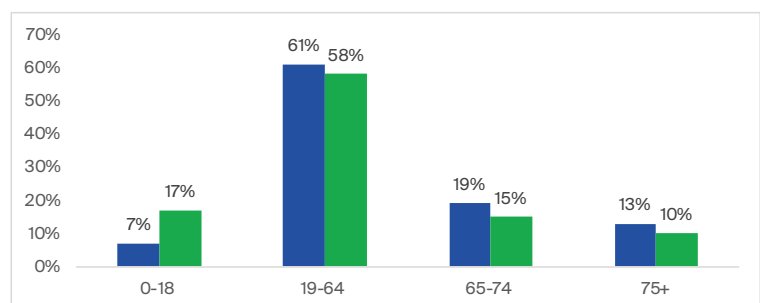
FRANCOPHONE POPULATION IN MUSKOKA AND AREA

NOT A VISIBLE MINORITY
 VISIBLE MINORITY



POPULATION AGE RANGE FOR MUSKOKA AND AREA

FRANCOPHONE POPULATION
 GENERAL POPULATION



Does the Ontario Health Team for Muskoka and Area serve a designated area?

Although none of **26 designated areas across Ontario** fall within Muskoka and Area, the area lies in close proximity to the District of Parry Sound where 1,310 Francophones make up 3.1% of the population.

Under the *French Language Services Act*, a person has the right to communicate in French with, and to receive available services in French from “any head or central office of a government agency or institution of the Legislature, and has the same right in respect of any other office of such agency or institution that is located in or serves an area designated”.

Are there any identified or designated Health Service Providers (HSPs) in your OHT?

Supporting the **identification** and **designation** processes of HSPs for the provision of French Language Health Services (FLHS) is an integral part of Entité 4's work to ensure sustainability of services over time.

The **identification process** is the selection of HSPs with capacity to plan and deliver safe and quality services in French.

Designation is the legal recognition by the Ontario government of an organization's ability and ongoing commitment to provide high-quality services in French.

Home and Community Care:

coordination of care is subject to the *French Language Services Act*. Home and Community Care services are provided by the Local Health Integration Networks (LHINs).

Spotlight on French Language Services

Entité 4 has a proven track record of supporting health service providers in developing FLHS

Entité 4 works closely with Community Health Centres, Long-Term Care Homes, Hospitals, Community Mental Health Services, Home and Community Care service providers as well as health professionals to develop new French language health services and health promotion activities.

Successful collaborations to build FLHS:

York Support Services Network

In 2018/2019, with Entité 4's support, York Support Services Network hired a bilingual Mental Health Case Manager. The position also supports Francophone community outreach and health promotion activities.

Barrie Community Health Centre in partnership with CHIGAMIK Community Health Centre

With Entité 4's support, a collaboration agreement was developed between Barrie CHC, CHIGAMIK CHC and South Georgian Bay CHC. Thanks to this collaboration CHIGAMIK CHC's French speaking nurse practitioner offers services at Barrie CHC one day per week.

Canadian Mental Health Association Durham

With Entité 4's support, CMHA Durham obtained funding to hire a French speaking outreach worker.

Alzheimer Society Durham Region

Entité 4 is supporting the Alzheimer Society Durham Region initiative, *Living Well with Dementia in the Francophone Communities of Durham Region*. The initiative will provide education and support for Francophones living with dementia and their caregivers.



Please note: list above is not exhaustive and is intended to provide an example of some of our collaboration initiatives to support HSPs in building French Language Health Services.

Why is it important to develop FLHS in Muskoka and Area?

Patients and their families struggle to navigate the health care system, especially when seeking services in French. The integration of bilingual health promoters and patient navigators into health care teams is an emerging best practice in serving minority populations.

Delivering these services in French for Francophones is a key component of patient-centered care for priority populations.

How do language barriers impact patient safety and care quality?

INCREASE:



↑
MEDICAL CONSULTATION TIMES



↑
RISK OF ERRORS IN DIAGNOSIS



↑
USE OF DIAGNOSTIC TESTS

DECREASE:



↓
USE OF PREVENTATIVE CARE SERVICES



↓
TREATMENT COMPLIANCE



↓
PATIENT SATISFACTION

What have we heard from HSPs about French Language Health Services (FLHS) in Muskoka and Area?



87 %

OF HSPs IN MUSKOKA AND AREA IDENTIFY FRANCOPHONE CLIENTS



100 %

OF HSPs CAPTURE CLIENT SATISFACTION REGARDING FLHS

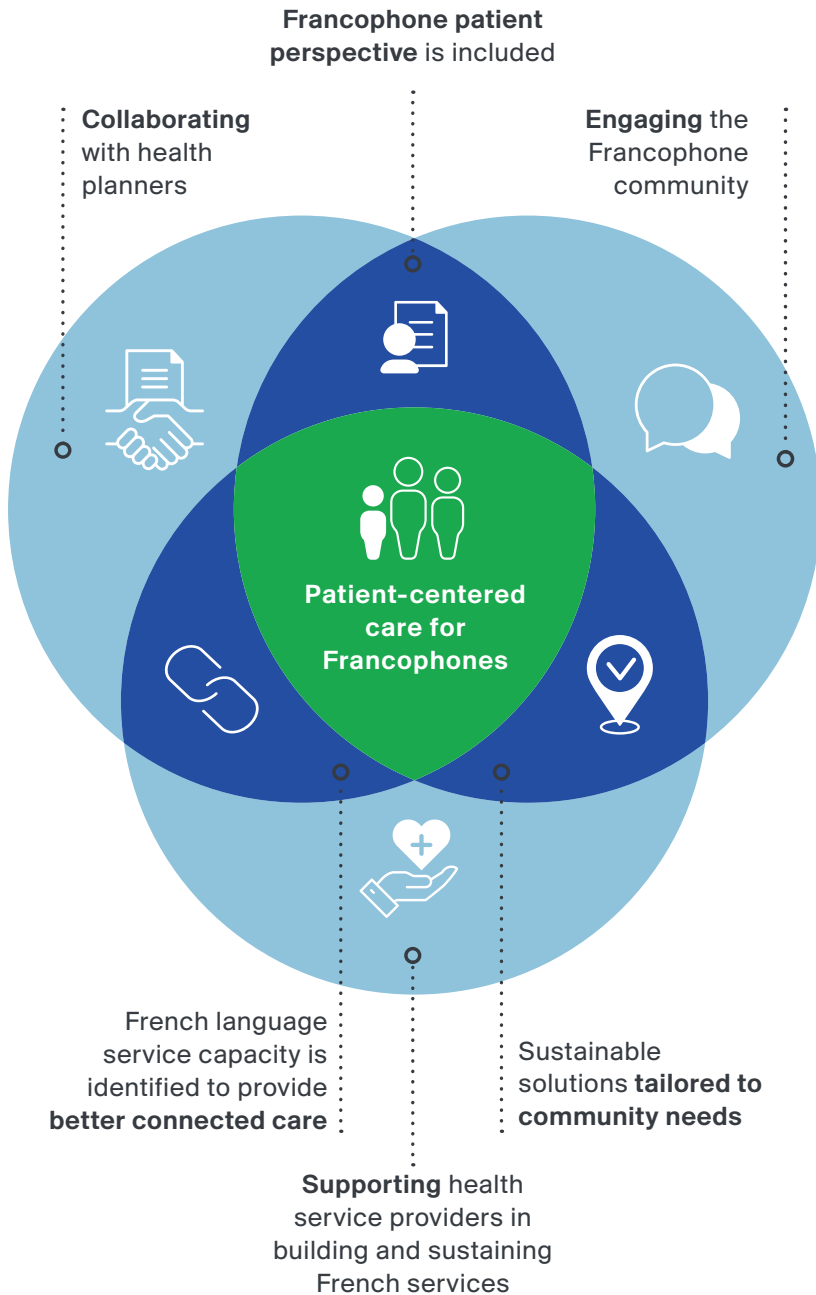


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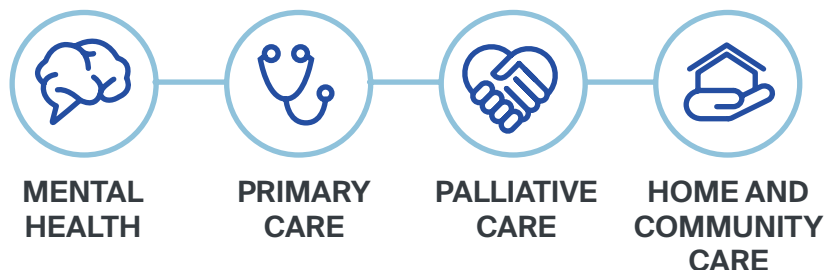
STAFF ACROSS HSPs REPORTED 'ADVANCED MINUS' TO 'SUPERIOR' FRENCH LANGUAGE PROFICIENCY

Entité 4 can help identify HSP capacity to provide French Language Health Services, enabling better alignment and coordination of care.

How can we support better patient outcomes for Francophones?



What are our priority sectors?



Entité 4 is mandated by the Ministry of Health to improve access to French Language Health Services. Entité 4 facilitates community engagement and provides innovative advice on planning, organizing and integrating French Language Health Services. Entité 4 works with local, regional and provincial partners, throughout the Central, Central East and North Simcoe Muskoka regions, to build and sustain health care services for Ontario's official language minority population.

Entité 4 can help integrate French Language Health Services in your OHT.

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