

## Towards Equitable Access to French Language Health Services

Joint Action Plan between Entité 4 / Central LHIN / Central East LHIN / NSM LHIN

2016-2019

### PREAMBLE

The Government of Ontario has recognized, through various means, the official rights of its Francophone population. This provincial policy is in alignment with the Federal Government's legislation regarding Canada's two official languages and founding peoples. Language is the foundation of a rich and flourishing culture. It follows that language and culture influence our perceptions and experiences of health and illness. Over and above an equity issue, it becomes a question of quality and safety of care. In recognition of this principle, the Government of Ontario created French Language Health Planning Entities to improve access to quality healthcare services in French for Francophones across the health system. The strategy outlined below reflects the Central, Central East and North Simcoe Muskoka LHINs as well as Entité 4's commitment to improving equitable access to French-language services.

### INTRODUCTION

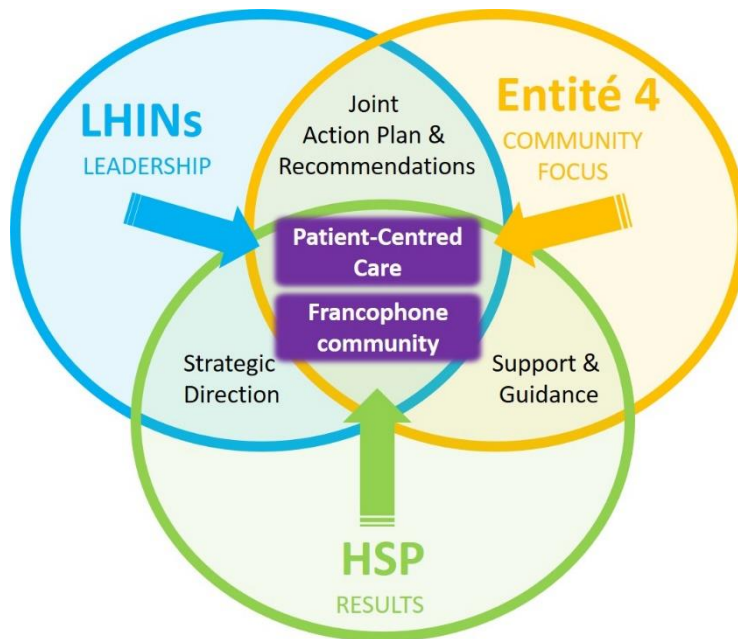
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As mentioned in our 2015 Advisory Report, Central, Central East, North Simcoe Muskoka LHINs and Entité 4 have agreed to modify the production frequency of our Joint Action Plan from an annual document to a triennial one.

Accordingly, this document outlines a strategy developed over the next three years to improve access to health services in French for Francophones within Central, Central East and North Simcoe Muskoka LHIN catchment areas. The core elements we propose will guide decisions and actions to achieve common objectives regarding Francophone communities and the development of French language health services as defined in the 2016-2019 IHSPs for each of our partner LHINs. This strategy is therefore completely aligned with MOHLTC priorities as well as those outlined in each IHSP, while finding its basis in the needs expressed by the Francophone community.

This strategy will also allow a clear and targeted alignment of actions undertaken by the main stakeholders involved: the three LHINs – responsible for planning, coordinating and funding the local health system, and Entité 4 – responsible for counselling LHINs regarding needs of the Francophone community, and planning and implementing initiatives regarding

French language health services. It is also designed to inform various stakeholders within the health system who are involved in improving French language services.



When developing this strategy, we ensured that its direction was in continuation of actions and initiatives developed under previous Joint Action Plans and based on progress to date.

This three-year strategy will be operationalized through annual Joint Work Plans which will be aligned with LHIN Annual Business Plans.

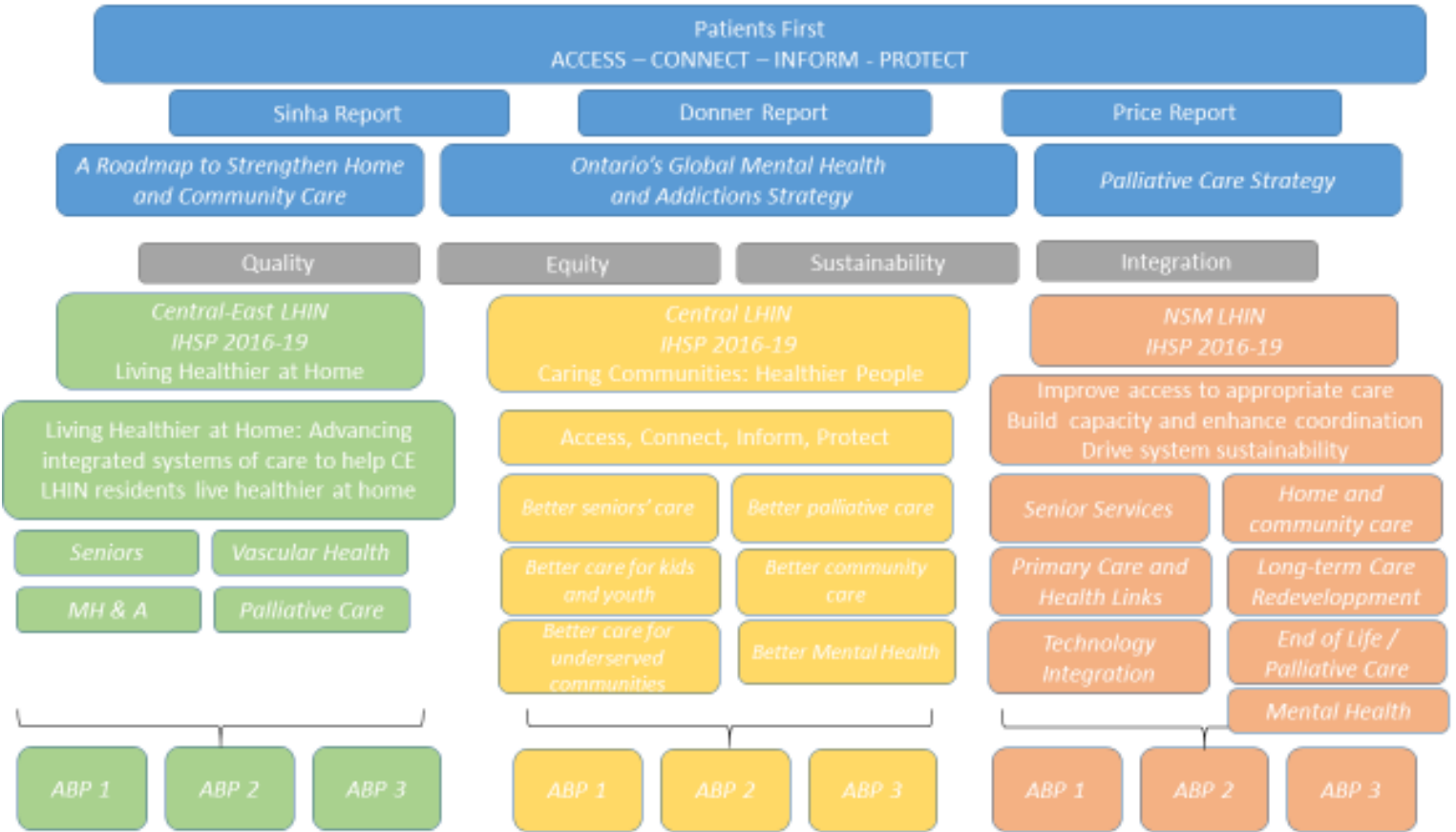
## Strategy Overview

Towards equitable access to French language health services				
STRATEGIC OBJECTIVES	PLANNING the Offer of French Language Health Services	ENGAGING the Community	BUILDING Health Service Provider Capacity	SUSTAINING Service Offer Over Time
<b>Expected Results</b>	A Francophone perspective is included when planning and integrating health services in order to improve access to and navigation towards the appropriate service for Francophone users.	Francophones are involved in defining their needs and in planning health services in French.	Health Service Providers have the proper support to develop their capacity to offer health services in French.	The processes of identifying and designating Health Service Providers are used as tools to sustain the offer of French language services over time.
<b>Priority Sectors</b>	<ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Home and Community Care</li> <li>• Mental Health and Addictions</li> <li>• End of Life and Palliative Care</li> </ul>			
<b>Priority Populations</b>	<ul style="list-style-type: none"> <li>• Seniors</li> <li>• Children, youth and their families</li> <li>• Individuals with mental health or addiction challenges</li> <li>• Newcomers</li> </ul>			
<b>Enablers</b>	<ul style="list-style-type: none"> <li>• System transformation</li> <li>• Technology</li> <li>• Quality and performance indicators</li> </ul>			

Strategy: Towards equitable access to French-language health services

**Aligning our priorities: 2016-2019 IHSP Objectives for Francophones**

This section outlines main priorities and objectives specific to Francophone communities living in the Central, Central East and NSM LHIN territories. We recognize that LHIN priorities are completely aligned with those of the MOHLTC; we also recognize that challenges, realities of the local health system and individual practices are distinct. Consequently, local initiatives will take these factors into account.



All three IHSPs mention individual LHIN commitment to its Francophone community and identify Francophones as a priority population.

All three IHSPs put forth priority sectors for the development of French language services.

### **Central East LHIN IHSP**

Goal: Living Healthier at Home: Advancing integrated systems of care to help Central East LHIN residents live healthier at home.

Strategic Aims:

- 1) Seniors
- 2) Vascular Health
- 3) Mental Health and Addictions
- 4) Palliative care

With regards to specific objectives for the Francophone community, we can mention:

- Developing services for Francophone Seniors
- Developing French language health services in the Scarborough area
- Developing access to Mental Health and Addiction services for Francophones

### **Central LHIN IHSP:**

Goals: Access, Connect, Inform, Protect

Strategic Priorities:

- 1) Better Seniors' Care
- 2) Better Palliative care
- 3) Better Care for Kids and Youth
- 4) Better Community Care
- 5) Better Care for Underserved Communities
- 6) Better Mental Health

With regards to objectives specific to the Francophone community, we can mention:

- Improving access to health services for Francophones in North York West
- Improving access to Mental Health and Addiction services
- Analyzing needs of Francophone seniors within the framework of Central LHIN's strategy for seniors
- Analyzing needs of Francophones in York Region, including the newly designated Town of Markham

### **North Simcoe Muskoka LHIN IHSP:**

Strategic objectives :

- Improve access to appropriate care
- Build capacity and enhance coordination
- Drive system sustainability

Priority areas:

- 1) Senior services
- 2) Primary care and Health Links

- 3) Technology Integration
- 4) Home and Community care
- 5) Long term care redevelopment
- 6) End of life / palliative care
- 7) Mental health and addiction services

With regards to objectives specific to the Francophone community, we can mention:

- Improving the promotion of services available in French
- Developing access to primary care services
- Improving access to services through identifying health service providers and guiding and supporting providers throughout the designation process ;
- Improving data collection on utilization of the health system by Francophones
- Increasing awareness among health service providers of the importance of language and the principle of active offer.

### Achievements over the course of the last three Joint Action Plans

Over the last three years, Central, Central East and North Simcoe Muskoka LHINs developed Joint Action Plans annually with Entité 4. Although produced on an annual basis, main objectives remained unchanged throughout. This section presents results achieved so far for each objective.

#### **Ensure planning of health services which takes needs of the francophone population into consideration during the development and implementation of each LHIN's IHSP.**

##### **Examples of successes :**

- Creation of the Coalition for Healthy Francophone Communities in Scarborough
- Creation of the Francophone Community Table on Health – Durham Region
- Creation of a Community of Practice on FLS in NSM LHIN
- Entité 4 participates in five planning forums within its three partner LHINs: SNM Leadership Council, NSM MH&A Coordinating Council, CE MH&A Committee, CE LHIN Vascular Health Aim Coalition, Central LHIN Diabetes Advisory Committee
- Consultations or community engagement activities with Francophone communities

#### **Improve access for seniors to health services in French.**

##### **Examples of successes :**

- Launch of the Adult Day Program in Durham
- Seniors' Wellness Symposium
- Increase in bed occupancy by Francophones in Pavillon Omer Deslauriers

#### **Improve access to services in French for Francophones with mental health issues**

##### **Examples of successes :**

- First Aid in Mental Health workshops (as well as training of Francophone facilitators): workshops held in NSM, and will be offered shortly in CE

- Development of a project to facilitate Mental Health & Addiction service navigation for Francophone adults in the Central, Central East and Toronto Central catchment areas

### Improve access to primary care in French for the Francophone community.

#### Examples of successes :

- Creation of a navigator position at Chigamik CHC
- Creation of a navigator position at Black Creek CHC
- Creation of a bilingual nurse practitioner position at Taibu CHC

### Improve quality of life for Francophone patients with a chronic condition, and reduce complications related to these conditions.

#### Examples of successes :

- Francophone Peer Leader training in self-management workshops
- Chronic disease self-management workshops for members of the community

### Ensure sustainability of French language services in our territories by working towards the identification of certain HSPs in our catchment area.

#### Examples of successes :

- Workshops to raise HSP and LHIN staff awareness about active offer: "Language in patient centred care"
- Guiding and supporting GBGH towards designation

### OTHER

- Launch of the enriched data collection module for The Healthine

### Our strategy for achieving equitable access to French-language health services

To achieve our objective, our three-year strategy is based on two types of actions:

- **Systemic actions** which will create the right conditions for the development of equitable access to French language health services et ensure that LHINs have at their disposal the necessary information to plan and ensure sustainability of these services, within the present context of profound transformation of Ontario's health system;
- **Sectoral initiatives** to continue improving access to, navigation and coordination of health services for Francophones.

### Creating the right conditions to improve access to French-language health services: systemic actions.

Implementing these systemic actions will allow each stakeholder involved in planning the offer, coordination and delivery of French language services to fulfill their mandate and will allow Francophone patients, as well as the Francophone community at large, to maximize their contribution in the definition of needs and assessing improvements.

The creation of structural conditions is crucial at this time of deep transformation of the health system (more particularly in the primary care and community sectors), when LHINs will see their scope of action and responsibilities increase significantly. Structural conditions will promote the integration of the Francophone perspective during the implementation of the reform, and clearly establish each stakeholder’s responsibilities regarding French language services.

It is important to note that our four strategic objectives are inter-related, and it is therefore natural that certain actions, such as identifying Francophone patients, underlie more than one objective.

Planning	Engaging	Building	Sustaining
<ul style="list-style-type: none"> <li>• Support system transformation</li> <li>• Collect data</li> <li>• Make HSPs accountable</li> </ul>	<ul style="list-style-type: none"> <li>• Define needs and participate in planning</li> <li>• Encourage demand</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze capacity</li> <li>• Encourage active offer</li> <li>• Foster collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Continue identification process</li> <li>• Guide and support throughout designation process</li> </ul>

## CONCLUSION

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This strategy is a living document: it will evolve according to opportunities as they present themselves, and of course according to operationalization of the profound health system transformation announced by the MOHLTC in December 2015.

Achievement of goals outlined in this document is largely dependent on the level of collaboration between our three LHINs, their Health Service Providers and Entité 4. Success for all stakeholders concerned will rest on a true commitment to improving equitable access to health services in French.