



Overview

Entité 4 is issuing this Request for Proposals for the development of a strategy to support meaningful engagement of Francophone patients, families and caregivers as advisors by Ontario Health Teams (OHTs) and individual health service providers (HSPs).

Entité 4 is one of six French Language Health Planning Entities mandated by the Ministry of Health to improve access to health services in French. Since 2010, Entité 4 has worked with provincial, regional and local partners to build and sustain health services to meet the needs of Ontario's Francophone population. Offering care in a patient's official language of choice is part of building a more compassionate and inclusive healthcare system.

The McMaster Health Forum and RISE, the Ontario Ministry of Health's 'one window' of implementation supports for OHTs, have identified five challenges in engaging patients, families and caregiver advisors:

1. OHT partners lack a shared understanding of why patients, families and caregivers should be engaged as equal partners in the development of OHTs
2. Resource and time constraints influence the level of patient, family and caregiver engagement across OHTs
3. There is a lack of clear expectations about patient, family and caregiver engagement in the co-design of OHTs
4. There is a need to broaden patient, family and caregiver engagement in OHTs, including reaching more diverse and marginalized communities
5. There is a lack of coordination and opportunities for patients, family members and caregivers from across the province to learn from one another's experience and exchange tools and resources¹

Objectives

Entité 4 is seeking applicants to assist with the development of a comprehensive strategy to guide OHTs and HSPs in engaging Francophone patients, families and caregivers and support Francophone patient advisors.

¹ https://www.mcmasterforum.org/docs/default-source/product-documents/citizen-panel-summaries/rise-caregivers-cps.pdf?sfvrsn=ac2256d5_2

Specifically, Entité 4 is looking to:

- Develop resources and tools to help OHTs and HSPs reach and meaningfully engage diverse Francophone communities
- Design and create resources and tools to empower and support Francophone patients, families and caregivers as advisors to OHTs and HSPs

These resources will leverage, build on and adapt existing resources, tools and training to meet the cultural and linguistic needs of Francophones and support their full participation within engagement activities for OHTs and individual health service providers.

Desired Competencies

Entité 4 is seeking applicants with the following areas of expertise:

- Deep understanding of patient engagement principles
- Demonstrated experience in applying a health equity focus to programs and initiatives
- Experience in developing outreach strategies for equity seeking and marginalized populations
- Capacity to synthesize information and provide clear and concise actionable strategic elements
- Solid understanding of the Ontario health system and the role of OHTs
- Practical and results-driven
- Ability to work collaboratively with Entité 4 team members and partners

Deliverables

The proposed strategy will include two distinct components:

1. Support and guidance for OHTs and HSPs.
 - a. This would include the development of best practices and guidelines to support engagement of francophone patients, families and caregivers. Deliverables include:
 - i. Literature review of existing research, guidelines and best practices to support patient engagement
 - ii. Summary of identified best practices, guidelines and guiding principles and recommendations on effectively engaging Francophone patients and caregivers

- iii. Facilitation of consultation sessions with OHTs and health service providers on recommended approach. (Consultation session will be coordinated and arranged by Entité 4)
 - iv. Identification of key content elements for a resource document intended for OHTs and health service providers on how to effectively engage Francophone patients and caregivers. (Tool/resource document will be developed by Entité 4)
 - v. Identification of other available key resources for health service providers relating to patient engagement and recommendations on how best to adapt the tool to support the engagement of Francophone patients and caregivers. (Entité 4 will be responsible for any applicable resource development or promotion of existing resource)
 - vi. Recommendations on the development of other resources, for example template and strategy for creating a bank of testimonials (representative of the diversity and realities of Francophone communities) that can be referenced and accessed by OHTs and patient advisors
2. Supports for Francophone patients, families and caregivers
- a. This would include the development of best practices and tools to empower francophone patients, families and caregivers and support their active participations in patient engagement activities. Deliverables include:
 - i. Review of existing best practices and tools to support patient and caregiver advisors (education, mentorship, peer support) and recommendations on which key partners/stakeholders would collaborate on implementing these tools for Francophones
 - ii. Strategy relating to :
 - 1. Recruitment of diverse Francophone patient and caregiver advisors that reflects the populations served by the OHTs
 - 2. Development of education opportunities for Francophone patients and caregivers to broaden their understanding of OHTs and the health system to empower them to fully participate in engagement activities
 - 3. Development of tools and opportunities to provide ongoing support and connect Francophone patients and caregivers to facilitate the exchange of information and resources
 - iii. Facilitation of engagement sessions with Francophone patients to validate the strategy and tools/resources. (Consultation session will be coordinated and arranged by Entité 4)

- iv. Facilitation of engagement sessions with OHTs and health service providers to validate the strategy and tools/resources. (Consultation session will be coordinated and arranged by Entité 4)
- v. Determine/recommend which tools/resources are required for the successful implementation of the strategy. This can include promoting/adapting existing resources and recommending the development of new resources relating to
 - 1. Recrutement
 - 2. Education
 - 3. Mentorship and sharing of information on common issues/challenges facing Francophones
 - 4. Connecting Francophone patient advisors working with different OHTs to build a sense of community and support (network, peer support)

Application and Project Timeframe

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| RFP released | October 9, 2020 |
| Questions due | October 26, 2020 |
| Submission deadline | November 2, 2020 |
| Applicant selection | November 2020 |
| Completion of work date | March 31, 2021 |

All questions should be submitted to Lisa Gotell, Director of Planning at l.gotell@entite4.ca no later than 4 p.m. on October 26, 2020. Responses will be provided by Entité 4 within three business days of receipt.

Note: Although the successful applicant will be providing guidance on content for any resources and tools to support the engagement strategy, Entité 4 will ultimately be responsible for the development of these tools and resources.

Language

Proposals can be submitted in either French or English, however, the successful applicant will be required to attend and support French language discussions and may be required to review French language documentation.



Submission

Final submissions, including a cover letter and brief resume of past projects should be sent to info@entite4.ca no later than 4 p.m. on November 2, 2020.