

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.

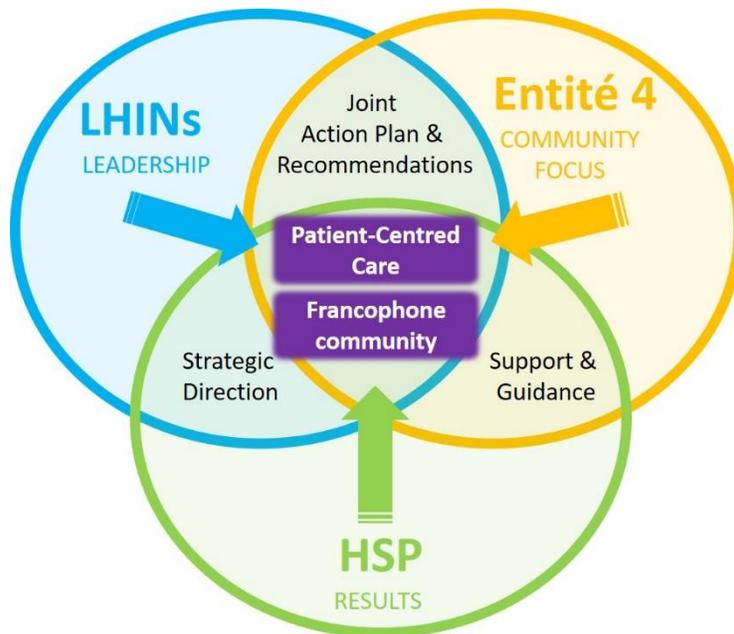
INTRODUCTION

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.

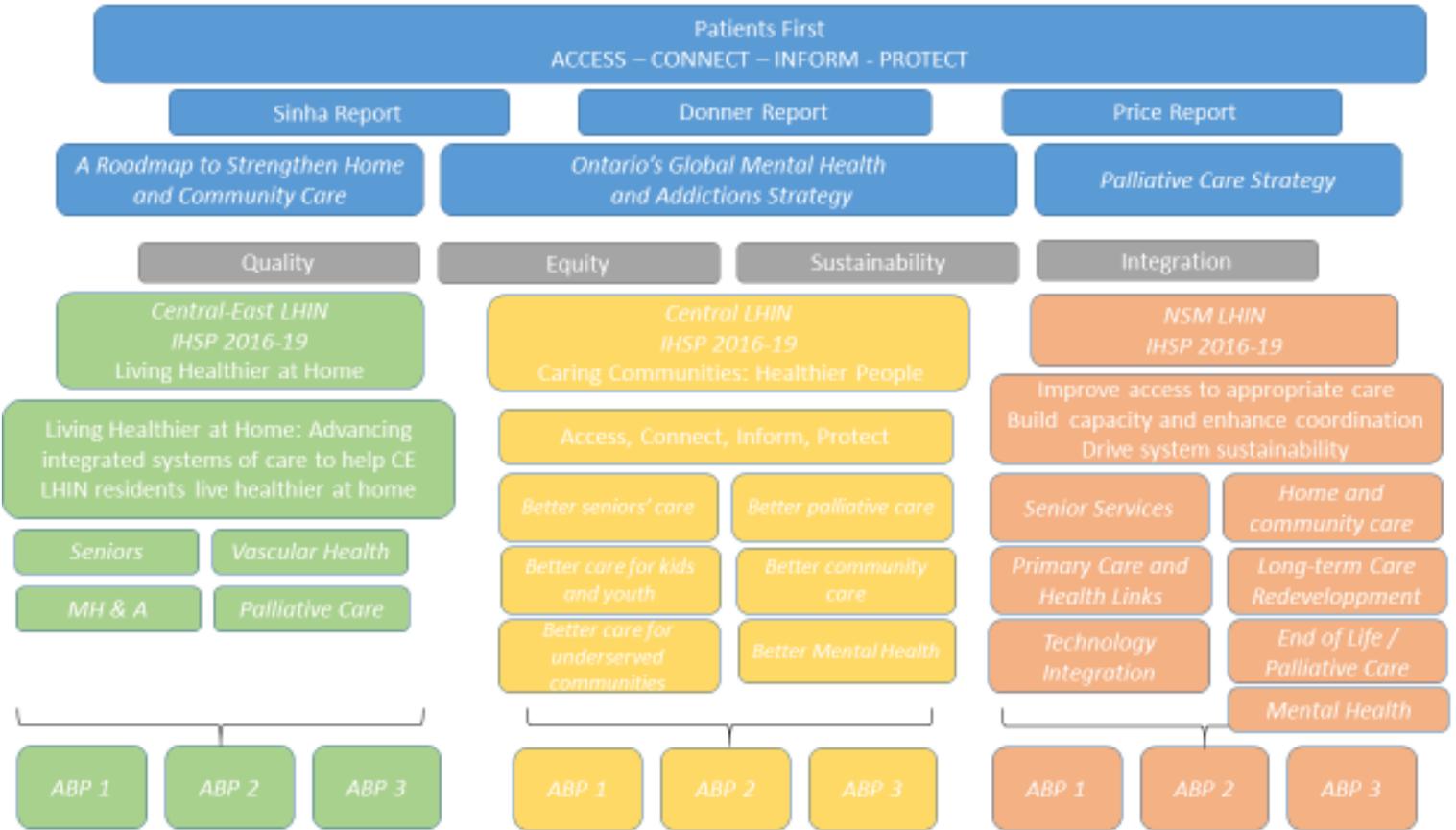
Strategy Overview

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
Expected Results	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.
Priority Sectors	<ul style="list-style-type: none"> • Primary Care • Home and Community Care • Mental Health and Addictions • End of Life and Palliative Care 			
Priority Populations	<ul style="list-style-type: none"> • Seniors • Children, youth and their families • Individuals with mental health or addiction challenges • Newcomers 			
Enablers	<ul style="list-style-type: none"> • System transformation • Technology • Quality and performance indicators 			

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:

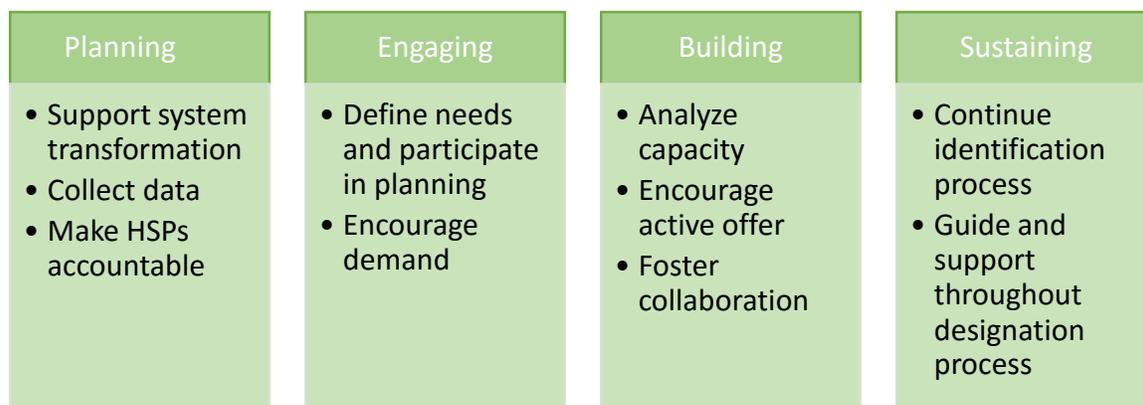
- **Systemic actions** which will create the right conditions for the development of equitable access to French language health services et ensure that LHINs have at their disposal the necessary information to plan and ensure sustainability of these services, within the present context of profound transformation 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.



	2016-2017	2017-2018	2018-2019
Planning the offer of French language services			
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.			
System Transformation and Integration			
Integrating the Francophone perspective in new or existing initiatives Ex. System transformation – Primary and community care: ensure needs of Francophones are taken into consideration during operationalization phase of system transformation.	X	X	X
Ensure Francophone representation at various LHIN planning tables related to a priority sector	X	X	X
Within priority sectors, coordinate available services with the involvement of HSPs	X	X	X
Data Collection			
Collect data on Francophone patients and their utilization of the health system	X	X	X

Integrate the language factor when analyzing LHIN data - Ex. environmental scans for each sub-LHIN.	X	X	X
Accountability			
When developing new accountability agreements, or when revising existing ones, review wording and performance indicators regarding FLS.		X To be confirmed	
Review reporting process and tools regarding FLS.	X		
Collect data on HSP capacity to offer FLS through FLS reporting.	X	X	X
Engage the Francophone community			
Francophones are involved in defining their needs and in planning health services in French.			
Promotion of services			
Develop tools to raise awareness within the community about the importance of accessing existing services available in French.		X	
Organize activities promoting services - ex. Seniors' Wellness Symposium	X		
Develop or maximize use of available promotion tools – ex. Healthline	X	X	
Consult and Engage			
Organize community engagement activities related to system transformation or service planning initiatives within our priority sectors	X	X	X
Encourage participation of Francophones in patient experience sharing initiatives - ex. Patient advisory committee	X	X	X
Build Health Service Provider Capacity			
Health Service Providers have the proper support to develop their capacity to offer health services in French.			
Health Service Provider Capacity			
Assess HSP capacity, namely in terms of Human Resources in identified and designated organizations (including reporting on FLS and a partnership project with Health Force Ontario)	X	X	X
Active Offer			
Raise HSP awareness on the importance of language as a factor of quality and safety of care	X		
Provide HSPs with tools to apply the principle of active offer	X	X	X
Encourage HSPs to establish an identification process for Francophone patients and collect that data	X		

Encourage HSPs to collect data on patient satisfaction linked to language of service		X	
Collaboration between HSPs			
Foster collaboration between HSPs by developing adequate structures to start discussions (Community of Practice, Working Tables)	X	X	X
Sustainability over time of the offer of French Language Services			
The processes of identifying and designating Health Service Providers are used as tools to sustain the offer of French language services over time.			
Develop a process for reviewing the list of identified organizations within each LHIN	X		
Review the list of identified organizations: identify geographical and sectoral gaps	X	X	
Guide and support identified organizations towards designation	X	X	X

Improve access to and develop health services within priority sectors

Sectoral actions are supported by the framework established at the systemic level. They are largely dependent on HSP involvement in the development of quality French language health services.

The objective of sectoral initiatives is development of the offer and improvement of access to services within the following priority sectors:

- Primary Care
- Home and Community Care
- Mental Health and Addictions
- End of Life / Palliative Care

Sectoral initiatives will target the most vulnerable Francophone populations:

- Seniors
- Children, youth and their families
- Individuals with mental health or addiction challenges
- Newcomers

These initiatives will certainly evolve according to needs and opportunities which will arise over the next three years, but a number of them can already be identified:

Initiative	LHIN	Key Stakeholders
Goal : Enhance access to primary care services for Francophone populations		
Develop a primary care and chronic disease self-management service model for Francophones living in North Simcoe Muskoka	NSM	NSM LHIN Entité 4 Chigamik CHC South Georgian Bay CHC

		Barrie CHC
Develop a primary care and chronic disease prevention and management model for Francophones living in North York West	Central	Central LHIN Entité 4 Black Creek CHC Central CCAC
Develop a primary care and chronic disease prevention and management model for Francophones living in Markham	Central	Central LHIN Entité 4 Central CCAC TBD
Develop a primary care and chronic disease self-management service model for Francophones living in Scarborough	Central-East	Central-East LHIN Entité 4 Taibu CHC
Develop a primary care and chronic disease self-management service model for Francophones living in Oshawa	Central-East	Central-East LHIN Entité 4 Taibu CHC TBD
Goal : Enhance access to mental health and addiction services and programs for Francophone populations		
Develop mental health and addictions coordinated access for Francophones living in Central-East and Central LHINs, including the Mental Health First Aid program as an outreach strategy	Central Central-East In collaboration with Toronto Central	Toronto North Support Services York Support Services Network CMHA Toronto Centre and Central-East LHIN Entité 4
Develop mental health and addictions coordinated access for Francophones living in NSM LHIN including the Mental Health First Aid program as an outreach strategy	NSM	Chigamik Waypoint Centre For Mental Health Care NSM CCAC NSM LHIN Entité 4
Goal : Enhance access to home and community care for Francophone populations		
Develop, support and implement strategies to improve access by Francophone seniors to a wider range of services adapted to their linguistic and cultural needs within Central and Central-East LHINs	Central Central-East	Bendale Acres CAH Central CCAC Central-East CCAC Restore Home Therapy
Develop, support and implement strategies to improve access by Francophone seniors to a wider range of integrated services adapted to their linguistic and cultural needs within NSM LHIN	NSM	Waypoint Georgian Manor NSM CCAC NSM LHIN Entité 4
Goal : Enhance access to end-of-life and palliative care for Francophone populations		
Develop, support and implement strategies to improve access by Francophone to a wider range of integrated palliative care services adapted to their linguistic and cultural needs within each LHIN territory	Central Central-east NSM	Central LHIN Central-East LHIN NSM LHIN CCACs

MEASURING PROGRESS

To measure progress in the operationalization of this strategy, we propose the following performance indicators. The indicators below are deliberately linked to systemic actions as the latter are within the LHINS' and Entité 4' purview.

Planning

- # of francophone representatives at LHIN planning tables
- # of working tables on FLS which include HSPs
- # of agencies that completed the FLS report
- # of identified agencies that completed the FLS report

Engaging

- # of community engagement activities or consultations organized by, or in partnership with, the LHINS

Building

- # of Health service providers collecting data related to clients identified as Francophone
- # of Health service providers that have implemented "Active Offer" guidelines for FLS
- # of Francophone clients identified
- % of medical personnel within each identified or designated HSP able to provide French language services at an advanced level according to FLS reports

Sustaining

- # of geographical or sectoral analyses performed regarding identification of HSP
- # of new HSP that have achieved designation, partial designation or identification
- # of identified or designated organizations

Provincial Performance Indicators

Provincial indicators were selected based on the work done by the French Language Services Coordinators Workgroup, who developed indicators to be compiled by LHINS at the provincial level.

Those indicators are: (in blue in the table below) (Please refer to Appendix 1):

- # of Francophone clients identified
- # of identified or designated organizations
- % of medical personnel within each identified or designated HSP able to provide French language services at an advanced level

	Baseline as of April 2016			March 2017			March 2018			March 2019		
	NSM	C	CE	NSM	C	CE	NSM	C	CE	NSM	C	CE
Planning												
# of francophone representatives at LHIN planning tables												
# of working tables on FLS which include HSPs												
# of meeting per year												
# of agencies that completed the FLS report												
# of identified agencies that completed the FLS report												
Engager												
# of community engagement activities or consultations organized by, or in partnership with, the LHINs												
Building												
# of Health service providers collecting data related to clients identified as francophone												
# of Health service providers that have implemented "Active Offer" guidelines for FLS												
# of organizations indicating in their FLS report that a systematic process												

exists to identify Francophone clients												
# of clients identified as Francophones according to FLS reports												
% of medical personnel within each identified or designated HSP able to provide French language services at an advanced level according to FLS reports												
Sustaining												
# of geographical or sectoral analyses performed regarding identification of HSP												
# of new HSPs that have achieved designation, partial designation or identification												
# of identified or designated organizations												

Performance Indicators linked to sectoral actions:

The strategy does not include performance indicators linked with sectoral actions as they are specific to each LHIN. Having said that, each LHIN could decide to develop, in collaboration with Entité 4, indicators linked to specific initiatives.

CONCLUSION

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.