

Joint Action Plan on French Language Services 2019-2022

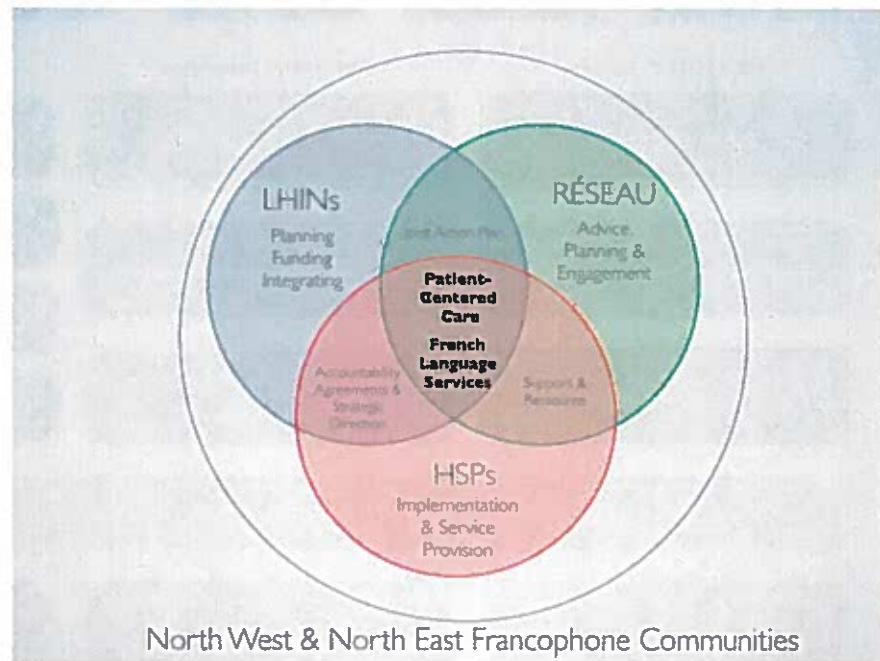
North East Local Health Integration Network (NE LHIN)
North West Local Health Integration Network (NW LHIN)
Réseau du mieux-être francophone du Nord de l'Ontario (Réseau) (FLHPE)

INTRODUCTION

The following document provides the basis for the ongoing collaborative work between the North East LHIN, the North West LHIN and the Réseau. The Joint Action Plan on French language services outlines a three-year plan that aims to improve access, coordination and the sustainability of quality and equitable French language health services for Francophones in Northern Ontario.

The three-year plan provides a clear and targeted alignment of priorities and objectives identified by the North East, North West LHINs and the Réseau. It is aligned with each LHIN's IHSP and actions outlined in the LHINs Annual Business Plan (ABP) and the Réseau's strategic plan.

As outlined in the following diagram, the working relationship between the LHINs, the Réseau and Health Service Providers (HSPs) is key to improving access to French language health services for the Francophone population across the North. The LHINs have the responsibility to plan, fund and integrate the system and deliver home and community care; the Réseau is responsible for providing advice, planning and engagement with health service

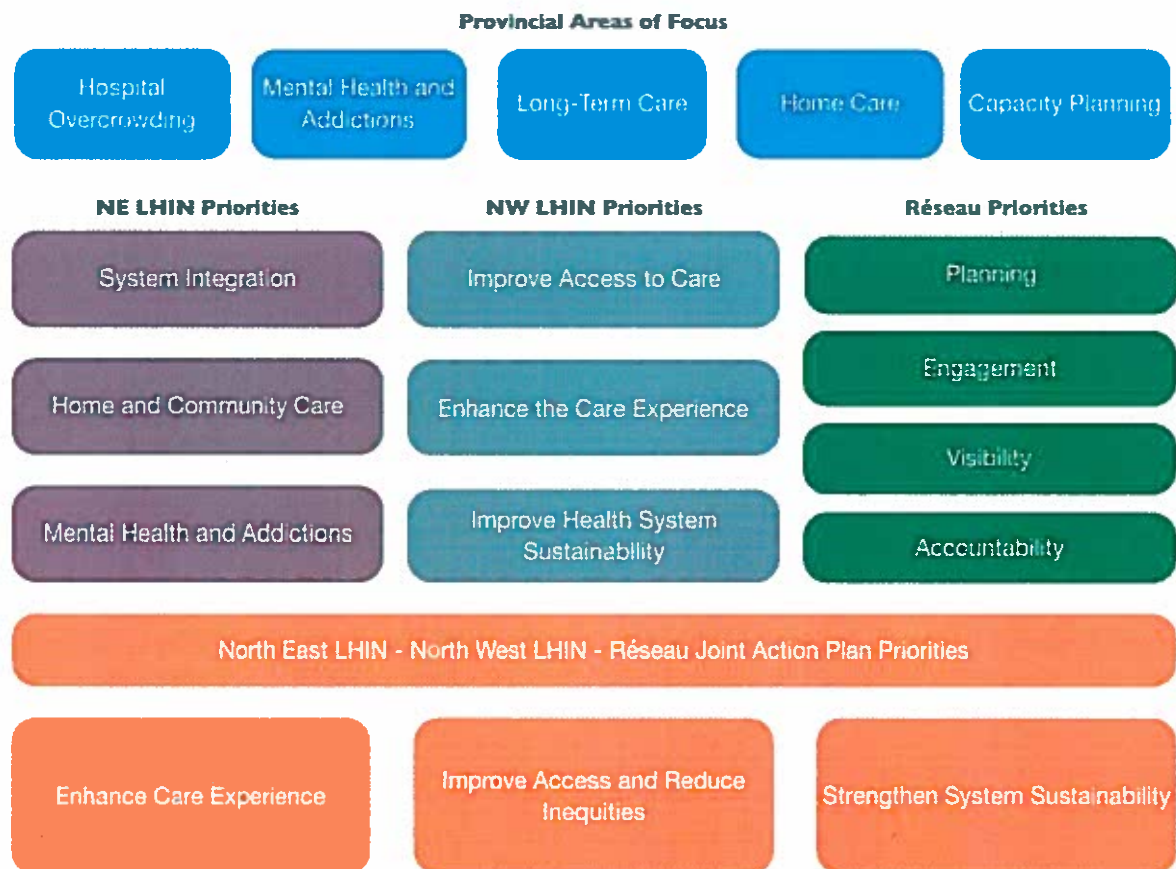


providers and the community. Health service providers are responsible for the implementation and the provision of services. The patient remains at the centre of care for all parties.

2019 - 2022 Joint Action Plan

The three main priorities of the Joint Action Plan on French language services take into account the provincial directives, North East LHIN, North West LHIN and Réseau priorities. They are reflective of the collaborative nature of the work that has been ongoing between the LHINs and the Réseau over the past 8 years. It is acknowledged that challenges, realities of the local health system and individual practices are distinct. Consequently, local initiatives will take these factors into account in order to address the realities of the Francophone population living in communities across the North.

In order to facilitate the data collection for the indicators, we will be using the FLS data collected through the OZi web portal. The OZi tool was adopted at the provincial level for the French language reporting period of 2017-2018. This report is completed by all designated, identified and non-identified health service providers. The reports collect data on all aspects of French-language services (human resources, policies, etc.). The information collected will assist in targeting priority areas of focus to ensure better planning of French language health services.



2019-2022 Joint Action Plan on French Language Services Priorities and Objectives

Priority 1 – Enhance Care Experience	
Objectives	
North East	<ul style="list-style-type: none"> ● Implement active offer of FLS to provide culturally and linguistically appropriate health services. ● Work with system partners to improve the patient experience. ● Support the use of the linguistic variable by health service providers.
North West	<p>Advance the development of French language services sub-region plans.</p> <ul style="list-style-type: none"> ● Implement active offer of FLS to provide culturally and linguistically appropriate health services. ● Use community engagement reports and data from FLS reporting to choose action oriented activities to advance sub-region planning to meet Francophone needs. ● Support the use of the linguistic variable by health service providers.
Anticipated Outcomes	<ul style="list-style-type: none"> ● Capture of health data on the Francophone population. ● Access to quality health care services in French for the Francophone population across the continuum of care. ● Needs of the Francophone population are identified and addressed at the sub-region level.
Indicators	<ul style="list-style-type: none"> ● # of health service providers that capture the linguistic data to identify Francophone patients/clients. ● # of health service providers that capture Francophone patients/clients language using a standardized approach. ● # of activities by the LHIN and or Réseau to promote active offer (presentations, workshops, active offer training, resource material). ● # of action-oriented activities developed and implemented at the sub-region level to meet Francophone needs (NW).
Priority 2– Improve Access and Reduce Inequities	
Objectives	
North East	<ul style="list-style-type: none"> ● Continue with the identification and designation process of health service providers. ● Continue the annual evaluation of designated health service providers to ensure compliance with the FLS Act.

<ul style="list-style-type: none"> • Support and implement activities related to an active offer of French language services.
<p>North West</p> <p>Advance the development of French language services sub-region plans.</p> <ul style="list-style-type: none"> • Continue with the identification process of health service providers. • Work with health service providers to improve capacity to provide services in French.
<p>Anticipated Outcomes</p> <ul style="list-style-type: none"> • Access to quality health care services through an active offer of services in French for the Francophone community. • Francophones have equitable access to a continuum of health care services through identification and designation of health service providers.
<p>Indicators</p> <ul style="list-style-type: none"> • # of identified health service providers who demonstrate progress towards designation criteria. • # of health service providers who have implemented elements of an active offer. • % of health service providers that have a policy or guidelines on active offer (NE). • % of health service providers that are compliant with their FLS designation plan (NE). • # of health service providers that receive their designation (NE). • # of new identified health service providers (NW).
<p>Priority 3 – Strengthen System Sustainability</p>
<p>Objectives</p>
<p>North East</p> <ul style="list-style-type: none"> • Implement active offer interactive online training to LHIN staff and system partners. • Monitor and address progress and compliance with the FLS annual reports submitted by all health service providers.
<p>North West</p> <ul style="list-style-type: none"> • Implement active offer of French language services by providing tools, training and other supports to health service providers. • Monitor and address progress and compliance with the FLS annual reports submitted by all health service providers. • Engage with health service providers to improve accuracy of data collected through French language services report.
<p>Anticipated Outcomes</p> <ul style="list-style-type: none"> • Designated health service providers continue to meet French language services criteria (NE). • Identified health service providers continue to work towards enhancing the active offer of French language services and increasing their French language services capacity towards meeting designation criteria. • Gaps in FLS capacity are accurately identified in FLS reports and used to target priority areas of focus in planning to improve access to services in French.

Indicators
<ul style="list-style-type: none">● % of LHIN employees who have completed the active offer online training.● % of FLS reports that are completed accurately.● % of health service provider employees who have completed the active offer training.

MEASURING PROGRESS

The Joint Action Plan on French language services is designed to inform various stakeholders within the health system on the progress made in improving access to French language services. Progress will be measured through the use of performance indicators linked to the specific objectives and priorities. Quarterly updates will be made to the LHIN Réseau Liaison Committee and to LHIN and Réseau Boards on an annual basis.

CONCLUSION

We recognize that the health care system as we know continues to shift to better meet the health care needs of individuals and communities. The North East LHIN, North West LHIN and the Réseau are committed to working together, along with the health service providers and community partners to ensure a stronger continuum of coordinated care that is centred on accessible care for Francophones.

We recognize the need to challenge the status quo and seek out innovative approaches to deliver quality and equitable health care services for the Francophone communities in order to enable people to take charge of their health.

We acknowledge the need to focus on equity and respect in the provision of health care services and support the application of the *Guiding Principles* to assist in the decision making process and in determining the course of action.

We agree it is important to collect the information on the Francophone population to adequately plan for the health care needs of Francophones.

We believe that a three-year Joint Action Plan on French language services will allow for a better alignment with Ministry, LHIN and Réseau priorities. It will also provide for greater opportunity to implement actions and collect data linked to improving access to health care services for the Francophone population.

This Joint Action Plan on French language services is a reflection of the collaborative nature of the work between the North East LHIN, North West LHIN and the Réseau. It demonstrates the

progress made in working towards a common goal of enhancing quality and equitable health care services for Francophones.



April 4, 2019

North East LHIN Representative

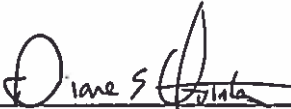
Date



North West LHIN Representative



Date



Réseau Representative

2019-03-07

Date