

## Improving access to French Language Services and building sustainable solutions

Ontario's French Language Health Planning Entities (FLHPEs) are delivering real improvements for Francophone patients and their families.

### **FLHPEs understand the needs of their Francophone communities**

- FLHPEs involve the community in planning health services leading to sustainable solutions by drawing on local knowledge and diverse perspectives

### **FLHPEs inform the planning of health services**

- FLHPEs provide feedback on how provincial strategies should be developed and applied to better meet the needs of Francophone patients
- FLHPEs and the OZi online portal track French Language Health Services offered by Ontario's health service providers, enabling effective coordination and alignment of care

### **FLHPEs work closely with health service providers to develop health services in French**

- FLHPEs work closely with Community Health Centres, Long-Term Care Homes, Hospitals, Community Mental Health Services, Home Care and Community Care service providers and health professionals to develop new French language health care services and health promotion activities

### **FLHPEs guide and support health service providers in developing their French language services and reaching their Francophone clients**

- FLHPEs raise awareness among health service providers about the importance of actively offering health services in French through various workshops and training opportunities
- FLHPEs work with health service providers throughout the designation process under the French Language Services Act to ensure sustainability of services



Ontario's French Language Health Planning Entities:  
**Building patient centred care for Francophones**

## Improving the Francophone patient experience

Currently, 622,415 Francophones call Ontario home

Challenges facing Francophone patients and their families:

- 1 Health services in French are limited
- 2 Patients and their families struggle to navigate the health care system, especially when seeking services in French
- 3 For the most part, health service providers do not identify their Francophone patients and do not know how to help them access health professionals who offer services in French
- 4 Language barriers have significant consequences for Francophone patients and for the health system

### How do language barriers impact patient safety and care quality?

#### Increase:

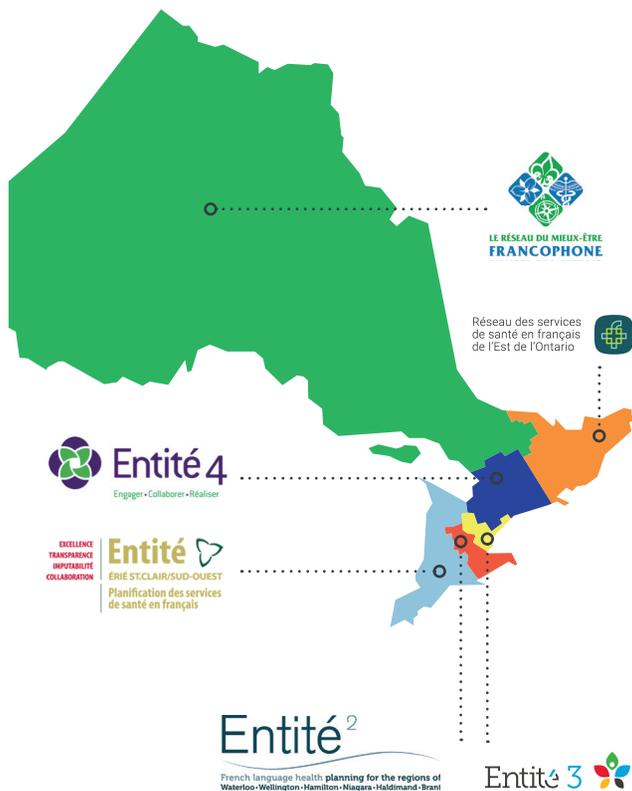
- medical consultation times
- risk of errors in diagnosis
- use of diagnostic tests

#### Decrease:

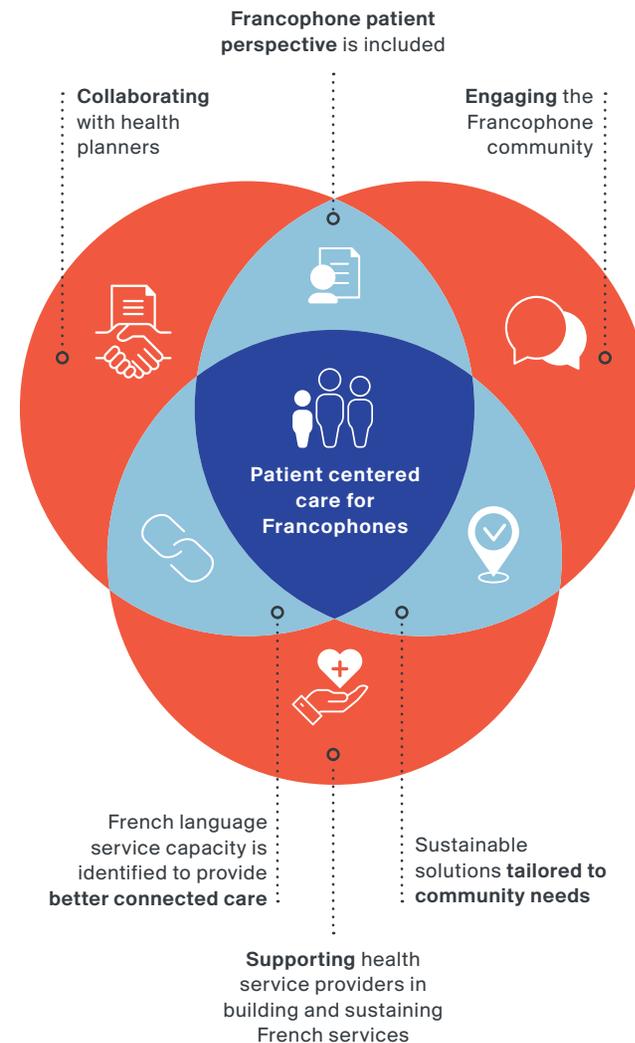
- use of preventative health services
- treatment compliance
- patient satisfaction

## The six FLHPEs work to improve care coordination based on community needs

Ontario's French Language Health Planning Entities are mandated by the Ministry of Health to improve access to French Language Health Services. These six Entities work with **provincial, regional** and **local** partners to build and sustain health services for Ontario's official language minority population.



## Supporting better patient outcomes for Francophones



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