

Joint Action Plan on French Language Services 2016-2019

**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 (RMEFNO) (FLHPE)**

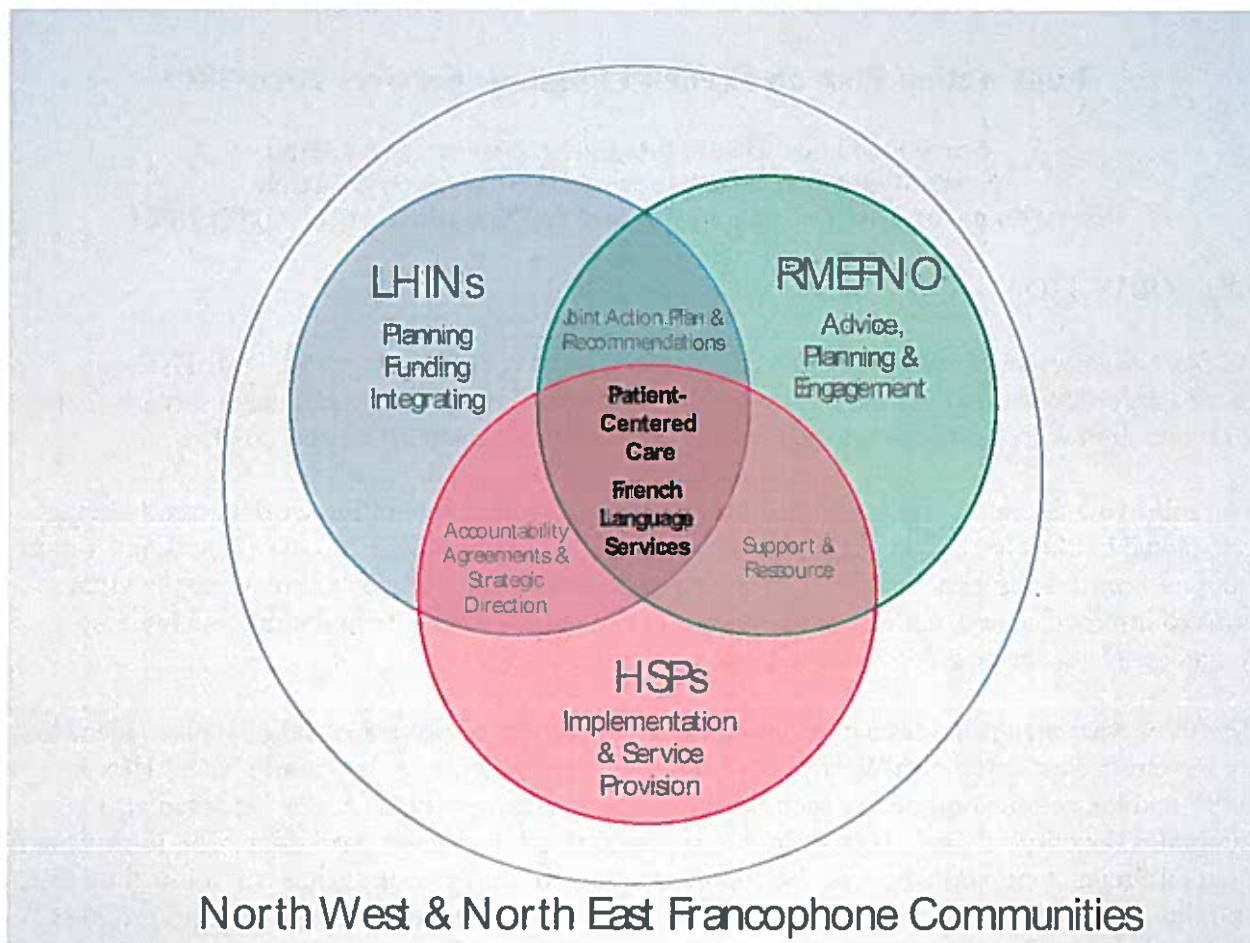
INTRODUCTION

As per discussions between the North East LHIN, North West LHIN and the RMEFNO, all parties agreed to proceed with a three-year Joint Action Plan on French language services 2016-2019, to align with the LHIN's Integrated Health Service Plan (IHSP) 2016-2019.

The following document provides the basis for the ongoing collaborative work currently being completed by the North East LHIN, North West LHIN and the RMEFNO. The new Joint Action Plan on French language services is inclusive of this work and 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 and North West LHINs and the RMEFNO. It is aligned with each LHIN's IHSP and the actions outlined in each LHIN's Annual Business Plan (ABP). The plan also integrates the on-going activities from the Recommendations Report work plan. The Joint Action Plan on French language services also includes outcomes and measures that will allow the LHINs and the RMEFNO to inform various stakeholders on French language health services progress across Northern Ontario.

As outlined in the following diagram, the working relationship between the LHINs, the RMEFNO 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; the RMEFNO is responsible to provide advice on planning and engagement with health service providers and the community. It is important to include the role of health service providers, as they are responsible for the implementation and the provision of services. The patient remains at the centre of care for all parties.



In recognition that the health system is to be guided by a commitment to equity and respect for diversity in communities and that language and culture play an essential role in the provision of quality health care services, the LHINs and the RMEFNO developed *Guiding Principles*. These *Guiding Principles* will help guide the decisions and actions in the implementation of the common objectives established in the 2016–2019 Joint Action Plan on French language services. (Appendix A)

We also recognize there is a lack of evidence-based data on Francophones, which limits our ability to adequately plan for the health care needs of Francophones. The LHINs and the RMEFNO agree it is important to capture the linguistic identity of the patient. The inclusion of the linguistic variable recommended by the French Language Health Planning Entities for the identification of Francophone patients would allow for the identification of Francophones and assist in planning purposes. (Appendix B)

2016-2019 Joint Action Plan

In developing the 2016-2019 Joint Action Plan on French language services, the NE LHIN, North West LHIN and the RMEFNO have taken into account the importance of aligning the Joint

Action Plan on French language services priorities and objectives with the respective IHSPs, LHIN Annual Business Plan, North West LHIN Blueprint, RMEFNO Strategic Plan and the 2015-2016 Recommendation Report.

The North West LHIN has developed a Blueprint, a 10-year plan to create and build an integrated system that will deliver value-based care. This overarching plan will be achieved through the IHSP IV priorities for 2016-2019. These priorities include; improving the patient care experience; improving access to care and reducing inequities; building an integrated eHealth framework; and ensuring health system accountability and sustainability. The priorities will be advanced through the Blueprint model at the Local Health Hub (LHH), Integrated District Network (IDN) and the Regional Program Level.

The North East LHIN has adopted three main priorities in their IHSP 2016-2019: improve access and wait times to receive quality care; enhancing the coordination of care; and strengthen the sustainability of the health care system. The North East LHIN will work with its partners on the following areas to improve the patient experience: primary care and specialty care, acute care, home and community care, rehabilitation programs, mental health and addiction services, long-term care and palliative care. The goal is to strengthen the continuum of care by leveraging key enablers and working with their partners to drive system quality and value, enhance the patient experience and improve population health while recognizing cultural diversity.

The RMEFNO has focused on three main priorities over the course of the past five years. These include: promotion and prevention; access and; evidence based data. The use of key enablers such as, accountability, engagement, and a collaborative approach has made it possible for the RMEFNO to work with its partners to improve access to French language services. It should be noted that the RMEFNO is in the process of finalizing their strategic plan and the main priorities will be confirmed in September 2016. The main areas of focus, as outlined in the 2015-2016 Recommendation Report will remain the same. The RMEFNO continues to work with its partners for the endorsement of the definition of an active offer; application of the Guiding Principles as a Francophone lens; use of Ontario Telemedicine Network (OTN) to improve access; equitable access to French language health services; implementation of a data monitoring process for French language health service planning through the collection of the linguistic variable; identification of services and programmes available in French; implementation of a professional medical interpretation services model when services are not available; and through the identification and designation of organisations to offer French language services as well as the evaluation process for designated agencies.

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 RMEFNO priorities. They are reflective of the collaborative nature of the work that has been ongoing between the LHINs and the RMEFNO over the past five 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.

The 2016-2019 Joint Action Plan on French Language Services priorities:

Priority 1 – Enhance Care Coordination/Improve the Patient Care Experience

Improve a Francophone patient journey within the health care system through improved coordination of care:

- Improved capture of health data on the Francophone population.
- Increased access to quality health care services in French for the Francophone population across the continuum of care.
- Improved system navigation and service coordination.
- Enhanced collaboration to optimize access to French language resources among health care providers and others.

Priority 2 – Improved Access and Reduce Inequities

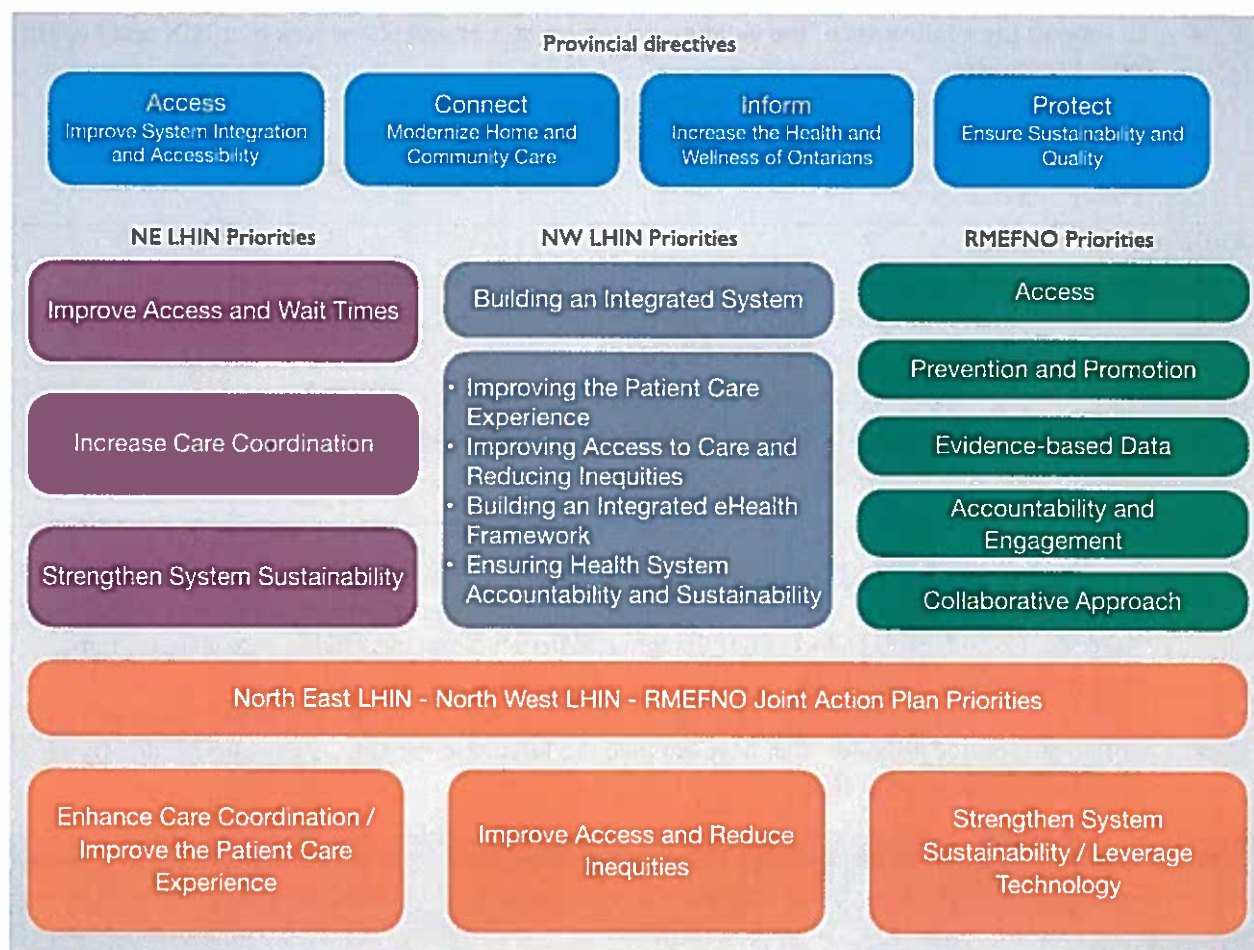
Accessible health care means receiving quality, equitable and efficient care that is culturally and linguistically sensitive in a timely manner for the Francophone population. This includes:

- 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.

Priority 3 – Strengthen System Sustainability / Leverage Technology

A sustainable health care system for Francophones is one that reflects a multi-level commitment to patient-centered care that is accountable and delivers better results for the patient and their families. This includes:

- Designated health service providers continue to meet French language service criteria.
- Identified health service providers continue to work towards enhancing the active offer of French language services and increasing their French language services capacity.
- Improved access to health care services through the use of innovative technology solutions.



2016-2019 Joint Action Plan on French Language Services Priorities and Objectives

Priority 1 – Enhance Care Coordination / Improve the Patient Care Experience	
Objectives	
North East	<ul style="list-style-type: none"> To identify the patient journey gaps and improve the transitions of care for Francophones. To support the application of the Guiding Principles as a Francophone lens by LHINs and health service providers To support the use of the linguistic variable by health service providers. To work with partners to improve the patient experience.
North West	<ul style="list-style-type: none"> To improve the client experience and patient outcomes through greater access to French language health services across the North West LHIN.

<ul style="list-style-type: none"> • To support the application of the Guiding Principles as a Francophone lens by LHIN and health service providers. • To support the use of the linguistic variable by health service providers. • To integrate care by enhancing communication among health care providers to optimize access to French language resources at the Integrated District Networks (IDN) level.
<p>Anticipated Outcomes</p> <ul style="list-style-type: none"> • Improved capture of health data on the Francophone population. • Increased access to quality health care services in French for the Francophone population across the continuum of care. • Improved system navigation and service coordination. • Enhanced collaboration to optimize access to French language resources among health care providers and others.
<p>Indicators</p> <ul style="list-style-type: none"> • List of activities identified to improve access and patient experience for the Francophone population (focus groups, surveys, experienced-based design activities, patient journey mapping exercises, Local Health Hubs (LHH), Integrated District Networks (IDN), regional program level in the North West LHIN. • # of health service providers that capture the linguistic data to capture the Francophone patient. • # of health service providers that have adopted the linguistic variable as a means of identifying the Francophone patient. (NE).
<p>Priority 2– Improve Access and Reduce Inequities</p>
<p>Objectives</p>
<p>North East</p> <ul style="list-style-type: none"> • To continue with the identification and designation process of health service providers. • To proceed with the annual review of progress with French language services implementation plans and reports submitted by the identified health service providers. • To support and implement activities related to an active offer of French language services. • To identify and facilitate integration of the needs of Francophones within health system planning.
<p>North West</p> <ul style="list-style-type: none"> • To implement a process for the identification of health service providers within the IDNs. • To leverage and expand the use of evidence based care to improve appropriateness of care for the Francophone population. • To support and implement activities related to active offer of French language services. • To identify and facilitate integration of the needs of Francophones within health system planning.
<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.

Indicators

- # of health service provider French language service designation submissions supported by the LHINs and RMEFNO. (NE)
- # of additional health service providers supported by the LHINs and RMEFNO for identification as providers of French language services.
- # of activities by the LHINs and / or RMEFNO to promote active offer (presentations, workshops, training, resource material).
- # of identified and designated health service providers that incorporate an active offer approach.

Priority 3 – Strengthen System Sustainability / Leverage Technology

Objectives

North East

- To utilize technology to enhance access to sustainable quality care.
- To conduct an evaluation of all designated health service providers every three years to ensure they continue to meet designation criteria.
- To monitor the implementation of the recommendations stemming from the evaluation of designated health service providers.

North West

- To sustain and support health service providers with training, data and tools to improve access to French language services.
- To leverage innovative technology that improves access to care and improves health outcomes.
- To conduct an evaluation of all identified health service providers within an IDN level every three years to assess improvement in access to French Language Services.

Anticipated Outcomes

- 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.
- Improved access to health care services through the use of innovative technology solutions.

Indicators

- # of reviews and evaluations of existing designation plans completed (NE).
- # of evaluations of identified health service providers within an IDN level (to be completed every three years) (NW)
- # of health service providers participating in the data collection process to identify French speaking employees.
- # and list of technology solutions identified to enhance access to French language services.

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.

The following table will be used to report on the progress made by the LHINs and the RMEFNO regarding the three main priorities.

Performance Indicators	Baseline as of April 1, 2016		1st Quarter April 1 to June 30, 2016		2 nd Quarter July 1 to September 30, 2016		3rd Quarter October 1 to December 31, 2016		4th Quarter January 1, 2017 to March 31, 2017	
	NE	NW	NE	NW	NE	NW	NE	NW	NE	NW
Priority 1 – Enhance Care Coordination / Improve the Patient Care Experience										
List of activities identified to improve access and patient experience for the Francophone population (focus groups, surveys, experienced-based design activities, patient journey mapping exercises, Local Health Hubs (LHH), Integrated District Networks (IDN), regional program level in the NW LHIN.										
# of health service providers that capture the linguistic data to capture the Francophone patient.										
# of health service providers that have adopted the linguistic variable as a means of identifying the Francophone patient. (NE)										
Priority 2– Improve Access and Reduce Inequities										
# of health service providers designation submissions supported by the LHINs and RMEFNO (NE).										

# of additional health service providers supported by the LHINs and RMEFNO for identification as providers of French language services.										
# of activities by the LHINs and / or RMEFNO to promote active offer (presentations, workshops, training, resource material).										
# of identified and designated health service providers that incorporate an active offer approach.										
Objective 3 – Strengthen System Sustainability / Leverage Technology										
# of reviews and evaluations of existing designation plans completed (NE).										
# of evaluations of identified health service providers within an IDN level (to be completed every three years) (NW).										
# of health service providers participating in the data collection process to identify French speaking employees.										
# and list of technology solutions identified to enhance access to French language services.										

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



North East LHIN Representative

June 7, 2016

Date



RMEFNO Representative

21 juin 2016

Date



North West LHIN Representative

June 20/16

Date

Appendix A



LE RÉSEAU DU MEILLEUR ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO



The Réseau du mieux-être francophone du Nord de l'Ontario – North East LHIN – North West LHIN *Guiding Principles in Applying a Francophone Lens*

These guiding principles have been developed in recognition that the health system is to be guided by a commitment to equity and respect for diversity in communities and that language and culture play an essential role in the provision of health care services. Our goal is to advance the opportunity for the Francophone population to achieve health and wellness through equitable access to quality health services in French.


1. Recognize the essential role of the Franco-Ontarian community in Northern Ontario and encourage the francophone population to take measures and make the necessary efforts to preserve their language and their culture.
2. Increase awareness, across health service providers, of the importance of recognizing the needs as well as the cultural and linguistic differences of the Francophone community they serve. One of the methods to accomplish this is through the capture of the linguistic variable for Francophone clients/patients.
3. Ensure that the opportunity to access French language services is clearly communicated, visible, available at all times, easily accessible and equivalent to the quality of services offered in English.
4. Ensure that within the broader health system planning, the process includes an evaluation of the FLS status of health services providers, including the Francophone culture and working environment of some HSPs, in order to preserve or enhance the provision of FLS and to mitigate any unintended negative consequences of system change.
5. Recognize that members of the linguistic minority may have health literacy needs that are different than those of the majority. We must take this reality into account by fostering the development of French-language health services that are culturally sensitive across all health care sectors.
6. Promote the linguistic and cultural vitality of professionals and other Francophone employees offering French-language care and/or health services.
7. Encourage the collaboration between stakeholders in the health care system and Francophone community partners in order to identify the health needs of the francophone population and establish planning priorities.


CEO, NE LHIN

le 20 avril 2015
Date


CEO, NW LHIN

May 15/15
Date


Executive Director, RMEFNO

25 March 2015
Date

Appendix B

The French Language Health Planning Entities acknowledge:

- ‡ the need for a provincial approach to identifying Francophones for planning purposes; and
- ‡ the urgent need for congruence in the questions, given the Francophone identification initiatives currently being developed in a number of areas of the province.

Adopted position

In the absence of a provincial directive, the Entities adopt and recommend the following questions, in the spirit of the Inclusive Definition of Francophone (IDF), to identify Francophones for planning purposes.

The questions are the following:

1. **What is your mother tongue?**

***A: French,
English, Other***

2. **If your mother tongue is neither French nor English, in which of Canada's official**

languages are you most comfortable?

A: French, English

The second question allows for the inclusion of newcomers whose mother tongue is not French, but who know and understand French as an official language, as proposed by the ID.

