

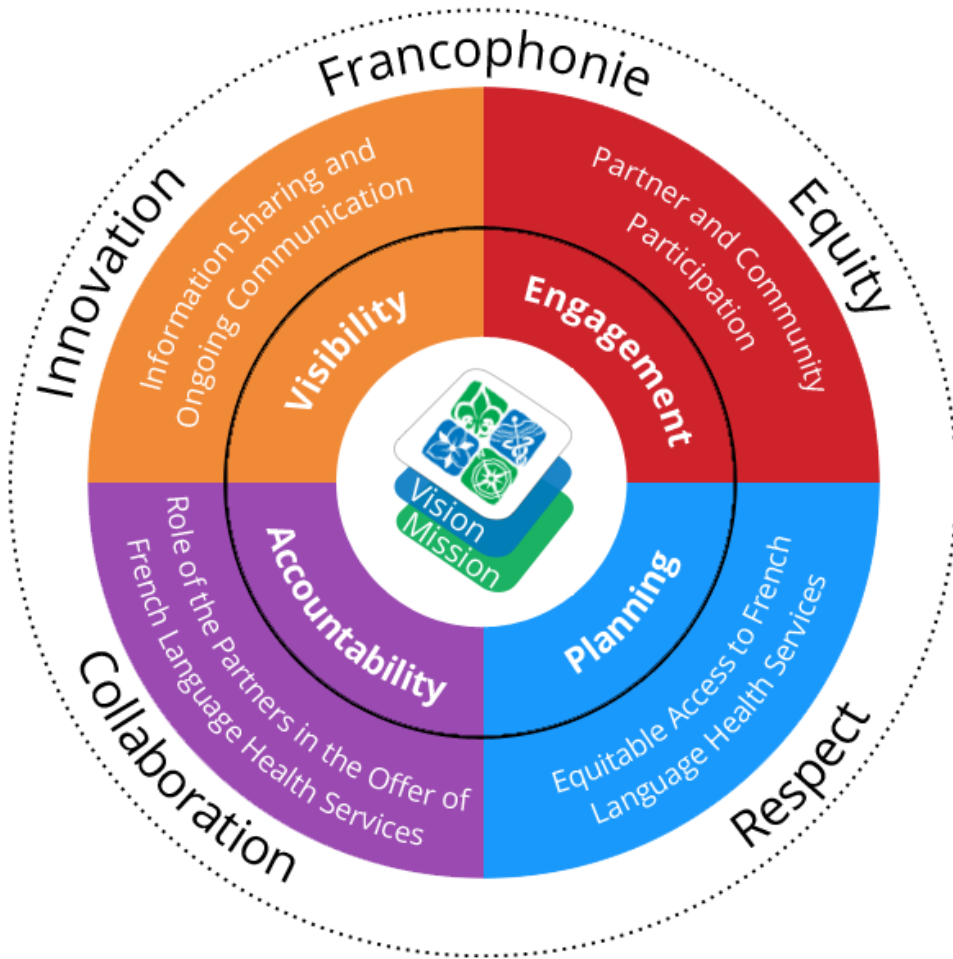
Results

2016-2021 Strategic Plan

Strategic Objectives 2016-2021



**LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO**



This year, the Réseau du mieux-être francophone du Nord de l'Ontario (Réseau) concludes a strategic planning cycle. Given the circumstances surrounding the pandemic, the Board of Directors made the decision to extend the plan for 2021-2022. This document highlights the Réseau's results over the past six years.

The planning cycle took place in the context of the **transformation of the Ontario health care system and a health crisis**. The Réseau is proud to have accomplished its strategic objectives in the face of constant adaptation and change. Through its leadership and actions, the Réseau has been able to produce results that demonstrate significant gains for the Francophone communities of Northern Ontario.

Regional and Local Achievements

- ❖ **Francophones are being heard** - The **Carrefours santé and Health Tables initiative** has allowed over 150 Francophones in Northern Ontario to be involved and heard on a yearly basis regarding French language health services. Among other things, they were able to raise awareness at the health service provider level about the importance of French language health services. (Engagement and Planning)
- ❖ **Francophones are better informed** - The **Facebook** and **Twitter** pages as well as the triweekly **Bulletin INFO Newsletter** have allowed the Réseau to keep more than 1, 000 individuals informed about the activities of the Réseau, the health care system and Francophone communities. **One-pagers** on the active offer and the *French Language Services Act* were also created. (Visibility)
- ❖ **Francophones in Timmins have access to primary care in French** - The Réseau assisted in the development of the **Centre de santé communautaire de Timmins** in 2018. The Réseau had previously recommended to decision-makers that they work with Timmins to address identified gaps in French language health services. (Planification)
- ❖ **Health service providers are equipped to understand the experience of Francophones** - A project has resulted in the creation of **10 testimonial videos** on the experience of Francophone patients. The Réseau created a **satisfaction survey** based on the experiences of clients with French language services has also been adopted by several health service providers. (Engagement)
- ❖ **Long-term care homes are better equipped to provide culturally appropriate care** - A project to improve French language services in this sector has led to the **identification of six new homes** and the **development of training** in culturally appropriate care in long-term homes. (Planning and Accountability)
- ❖ **Health service providers have access to resources for the planning of French language health services** - The Réseau has **created tools and resources** on the linguistic variable, active offer, the French Language Services Act, identification and designation, and French signage and communications. Within the context of the Improving the Patient Experience project, 17 tools were created and 15 under the Long Term Care project. The **website was also redesigned** to create a database to make 50 resources more accessible. (Planning and Visibility)
- ❖ **More health service providers ensure access to French language services** - The Réseau **actively participates in the triennial evaluation of designations**, supporting designated health service providers to ensure compliance and supporting those identified with new designation requests:
 - 15 new health service providers were identified to offer services in French;
 - **the compliance rate has improved significantly** since the process began. Of approximately 40 health service providers assessed, 17 are now compliant with the designation requirements compared. Several others are nearing compliance;
 - **the Réseau supported five designation requests**, three of which have been approved and two are pending approval with the Ministry of Health. The Réseau also received its designation under the *French Language Services Act* in 2020. (Accountability)

Regional and Local Achievements (Cont'd)

- ❖ **The data collected by the Réseau will allow for better planning** - The support the Réseau provided health service providers has resulted in a **100% submission rate** of annual French language service reports. This data is used to understand the status of French language services in the region and to guide planning activities. (Planning and Accountability)

Provincial and National Achievements

The *Réseau* primarily serves the Northern Ontario region. However, collaboration with the National French Language Health Networks and French Language Health Planning Entities in Ontario ensures that its achievements can have provincial and national reach.

- **Decision-makers in the health sector are better informed** - In collaboration with the *Regroupement des entités de planification*, the *Réseau* has influenced and participated in the writing of **18 briefs, letters, position papers and recommendations** for health decision-makers. (Engagement and Planning)
- **Ontario Health Teams are better equipped to plan for French language services** - The *Réseau* has developed **French language services guidelines** for Ontario Health Team submissions. These have been adopted by RISE (Rapid-Improvement Support and Exchange) and distributed to all Ontario Health Teams. (Planning)
- **Healthcare staff are better trained in active offer** - The creation of the **active offer training** has addressed the needs of health service providers who wish to train their staff in active offer of French language health services. The training:
 - has been followed by over **2000** individuals;
 - is now **adapted and adopted** by five provinces and territories outside of Ontario;
 - is a mandatory training for employees at Ontario Health North and two other health service providers;
 - has led to the development of **new complementary modules** on long-term care, French language health services for newcomers, mental health and addictions, and primary care. (Engagement, Planning and Accountability)