



Engagement of Francophones through the Entité for purpose of Ontario Health Teams

Entité²

French language health planning for the regions of
Waterloo • Wellington • Hamilton • Niagara • Haldimand • Brant

Entité²

de planification des services de santé en français pour les régions de
Waterloo • Wellington • Hamilton • Niagara • Haldimand • Brant

Entité2

- French Language Health Planning Entity assigned to HNHB and WW regions;
- Mandated by the Ministry of Health and Long-Term Care (along with 5 other Entities provincially) to improve access to French Language health services ;
- Advise on:
 - the methods of engaging the French-speaking community in the area;
 - the health needs and priorities of the French-speaking community (including diverse groups within that community);
 - the health services available to the French-speaking community in the area;
 - the identification and designation of health service providers for the provision of French language health services in the area;
 - the strategies to improve access to, accessibility of and integration of French language health services in the local health system; and
 - the planning for and integration of health services in the area.

FLS within OHTs

- Identified and designated providers (statuses recognized by the Ministry of Health and Long-Term Care regarding French Language services)
 - Who are they within your OHT?
 - How are their French language services being included in conversations around service planning, design, delivery and evaluation?
 - How is the OHT building upon these services and bringing in other resources (HR or otherwise) to enhance access to French language services for the community?
- Recommend listening to the RISE webinar (Engaging and Improving Care for Francophone Communities)

Why FLS?

- Limitations caused by language barriers for minority communities and has repercussions on both access to care and quality of care;
- Linguistic barriers affect patient experience;
- Language concordance between patients and service providers contributes to an array of positive outcomes and behaviours;
- The “francophone-in-a-minority setting” variable is an essential consideration, having a direct impact on individuals and major implications on the efficiency and effectiveness of the Ontario health care system;
- Responsibility as providers that do work for Ontario Health and the ministry towards the official language minority.

Benefits of utilizing the Entité

- Existing connections with both the francophone community and networks of French providers (from the health sector and others);
- Engagement sessions and communications will occur in French;
- May already have data available, patient stories/experiences or consultation results to pull from as we regularly consult the community on relevant topics within the health care spectrum (e.g., long term care, home and community care);
- Can help connect to resources that exist to help support the OHT in their evolution towards increased FLS;
- Although some general best practices are encouraged in all regions, the Entité's approach is largely individualized to the realities, needs and resources of each respective community we support.

Lessons Learned

- COVID-19
 - Benefits of virtual care has been accentuated and the importance of having a solid network allows for increased access to care for many within the community - this is a great opportunity for FLS;
 - Pooling/sharing of human resources has proven to be possible in response to a community need;
 - In the context of FLS, these collaborations can have great benefit to the francophone community on a needs basis without having to allocate large sums of money for a minority population.
 - When the option of accompanying patients for the purpose of interpretation was removed, we highlight the fact that interpretation services need to be better known and utilized by staff.

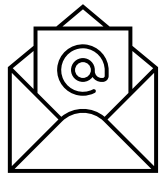
Conclusion

- The development of OHTs are an opportunity to revisit the way certain issues (including French Language Services) are addressed and allows for novel and innovative approaches to be put forth;
- Resources are available to providers and OHTs for the purpose of supporting French language service planning and delivery, however that may

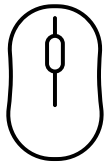
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