

Central East Local Health Integration Network French Language Services Update

May 13, 2019

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Integration

Objectives

- Provide an overview of the LHIN's role and responsibilities for French Language Services (FLS)
- Provide an overview of the role of Entité 4 and the Central East Local Health Integration Network (Central East LHIN) collaborative approach for French Language Health Services (FLHS)
- Provide an update regarding the provincial FLS landscape
- Provide an update on the key objectives achieved in 2018/19 for the Francophone population of the Central East LHIN
- Provide an overview of LHIN Entité 4 Action Plan for 2019–22
- Share next steps

FLS Responsibilities of the LHINs

- LHINs are responsible for ensuring equitable access to health care services in French for their Francophone populations
- This responsibility is given to the LHINs primarily through two pieces of legislation:
 - *French Language Services Act (FLSA)*, which defines the LHINs' obligation as government agencies; and
 - *Local Health System Integration Act, 2006 (LHSIA)*, which defines the LHINs' obligations as health system planners.
- LHINs are mandated to comply with FLS directives provided by the Ministry of Health and Long-Term Care (MOHLTC)
- As crown agencies, LHINs must offer bilingual services in English and French to the public they serve; as a result, it is important to develop internal capacity to respect the communications guidelines recommended by the MOHLTC, and to apply the principles of active offer of FLS

FLS Responsibilities of the LHINs (cont'd)

- As specified by the MOHLTC, LHINs have the following roles and responsibilities in the planning and provision of FLHS:
 - To ensure that a continuum of care is available in French to the Francophone population through the Health Service Providers (HSPs) they fund within their geographic area;
 - To hold HSPs accountable for the provision of FLHS and reporting of the provision of FLHS as per the terms of LHIN-HSP Service Accountability Agreements;
 - To ensure that information about available FLHS is made accessible to the public;
 - To liaise with the MOHLTC and work with the Entities and HSPs on the identification of HSPs and HSPs seeking designation; and
 - To include the Francophone lens at all stages of the planning process:
 - Community engagement events;
 - Collection of data;
 - Decision making process;
 - Funding; and
 - Integration of services and HSPs

Entité 4

Overview of Entité 4

- Entité 4 is one of six French Language Health Planning Entities (FLHPEs) in Ontario, appointed by the MOHTLC in 2006
- The FLHPEs are community, not-for-profit organizations, funded by LHINs that use funding in accordance with the terms and conditions set out by the LHIN-Entity Funding and Accountability Agreement
- Entité 4's mandate is to make recommendations to the Central, Central East, and North Simcoe Muskoka LHINs on:
 - Methods of engaging the Francophone communities;
 - The health needs and priorities of Francophone communities in these areas, including the needs and priorities of diverse groups;
 - Health services available to the Francophone community;
 - Identification and designation of HSPs for the provision of the FLHS;
 - Strategies to improve access and integration of FLHS in the local health system; and
 - Planning and integration of FLHS.

Overview of Entité 4 (cont'd):

Entité 4's role in Planning and Integration:

- In collaboration with the LHINs, develop a LHIN Entité Action Plan (LEAP), a three year planning document outlining key goals and deliverables (formerly known as the Joint Action Plan);
- Establish a Liaison Committee with LHINs in order to create a structure for cross-LHIN collaboration, dialogue, and knowledge transfer, including the development of the LEAP;
- Develop and submit to the LHINs for approval an Annual Work Plan of proposed activities necessary to fulfill the objectives of the LEAP, including proposed community engagement activities and budgeting, consistent with the LHINs' planning and reporting cycle; and
- Collaborate with the LHINs in the planning, integration, and implementation of FLHS strategies, as appropriate, and in accordance with the terms and conditions of the LHIN-Entity Funding and Accountability Agreement in order to improve access to FLHS.

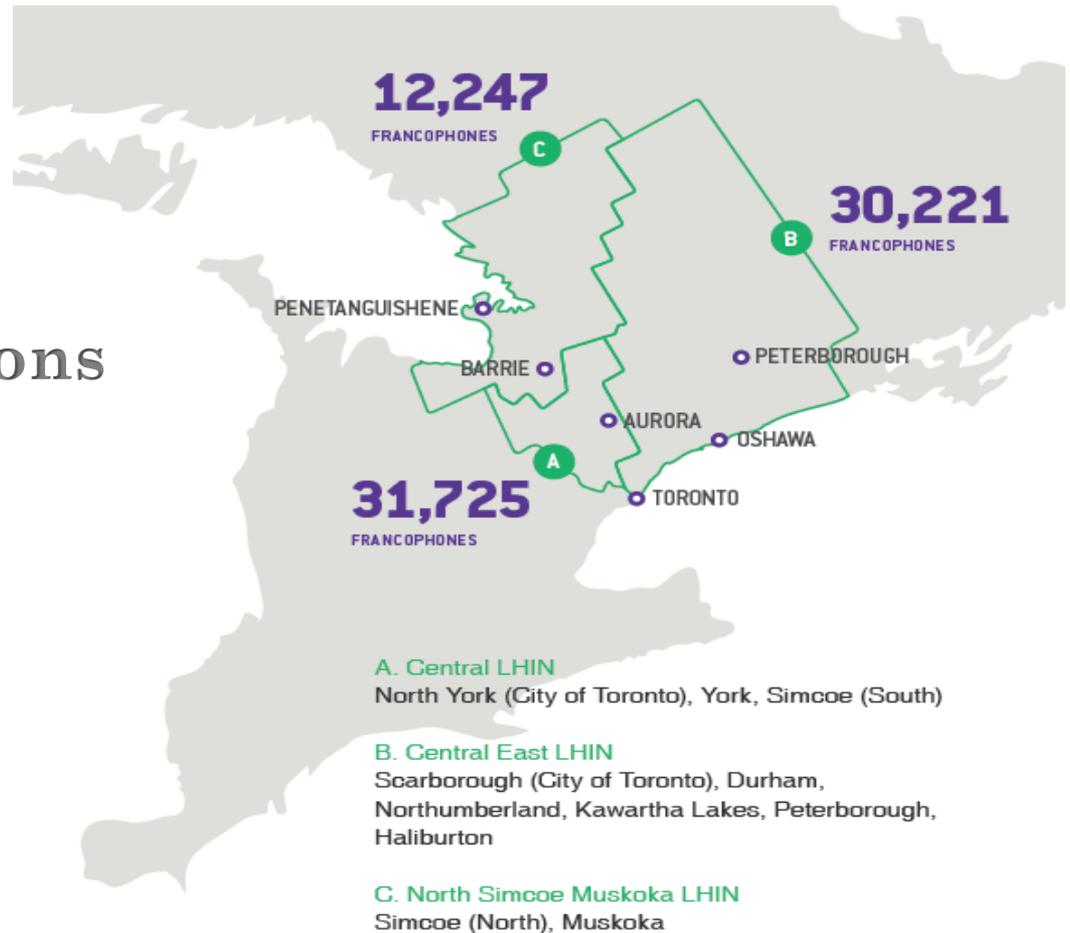
Entité 4 Collaborates with Central East, Central, and North Simcoe Muskoka LHINs

Trust

Open Conversations

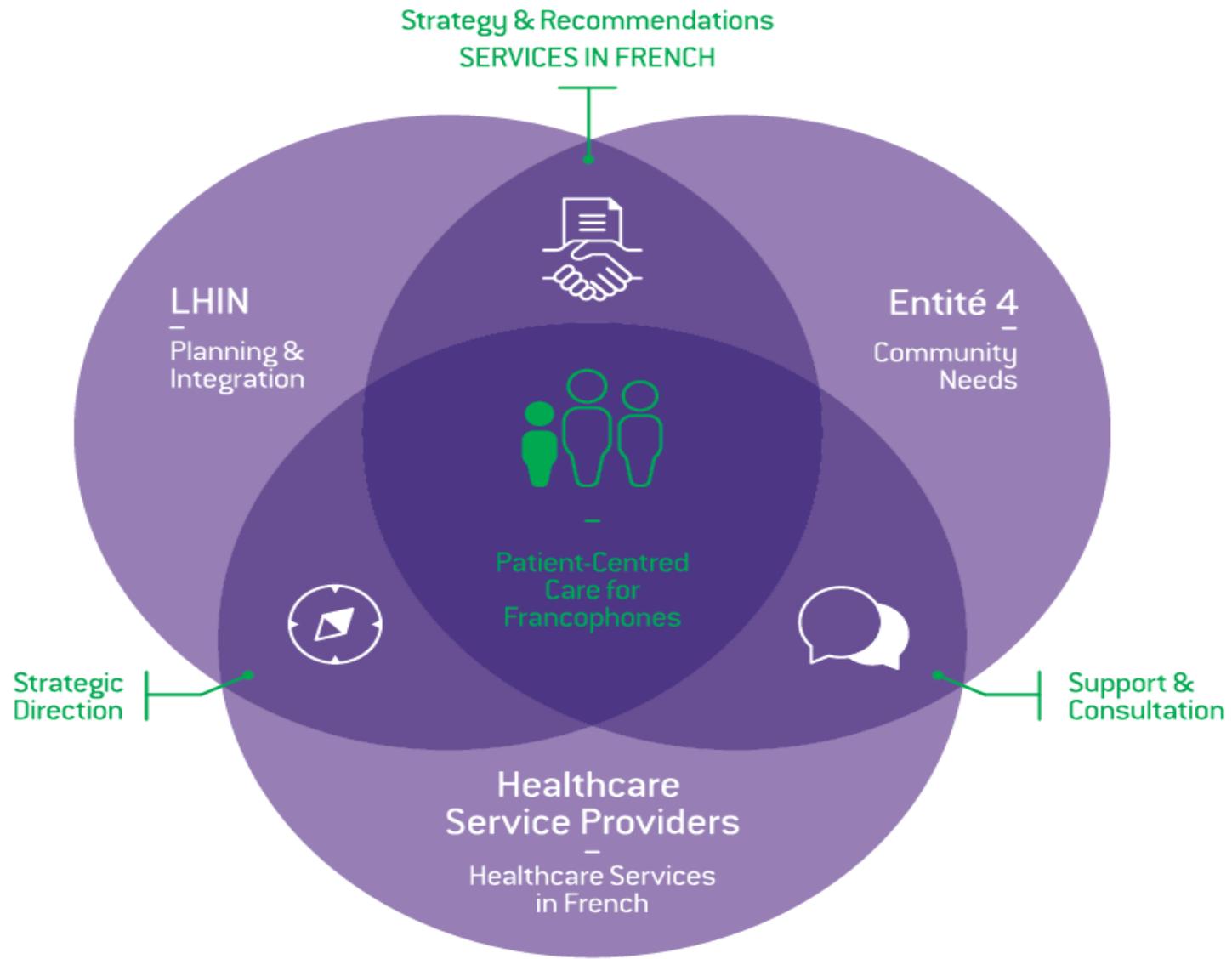
Collaboration

Respect



Data Source: IDF, Census 2016

Entité 4 Planning Approach



FLS Achievements in the Central East LHIN 2018/19

Central East LHIN FLS Working Group

- The Central East LHIN Executive Leadership Team (ELT) endorsed creation of an internal, multidisciplinary working group to oversee the implementation of FLS Best Practices and support the execution of strategies in compliance with the FLSA
- Internally, the FLS Working Group has accomplished the following objectives:
 - Raised awareness about FLS Best Practices;
 - Confirmed processes to provide services in French;
 - Established a process to identify new Francophone staff;
 - Ensured that the Central East LHIN has processes and procedures in place according to the FLSA and LHSIA; and
 - Completed the FLS OZi report for Central East LHIN Home and Community Care.



Improving Access to FLS: Primary Care & Seniors

Primary Care:

Primary Care at TAIBU Community Health Centre (CHC):

- Francophone Nurse Practitioner
- Francophone Intake Worker
- Francophone Health Promoter (One-time funding for eight months; ending August 2019)

Seniors:

- Francophone Outreach Worker and Caregiver Support at the Alzheimer's Association of Durham
- Les Centres d'Accueil Héritage in Oshawa expanded Francophone Adult Day Program Services from two to three days a week
- Ongoing work with Bendale Acres, a long-term care home in Scarborough, which is a partially identified FLS provider with 37 beds dedicated to Francophones

Improving Access to FLS: Mental Health & Addictions

Mental Health and Addictions:

- Francophone Cognitive Behavioral Therapy (CBT) demonstration project to provide access to structured psychotherapy sessions in French from staff at Ontario Shores provided at TAIBU
- Implementation of a Francophone Outreach Worker at Canadian Mental Health Association (CMHA) Durham who works in collaboration with Francophone School Boards, Alzheimer's Society of Durham and Les Centres D'Accueil Heritage to provide mental health awareness and wellness, and Mental Health First Aid in French

Improving Access to FLS: Communication

Central East LHIN Website:

- Central East LHIN Communications Department updated the FLS webpage to ensure consistent messaging with LHINs across the province
- Development of an FLS Toolkit by Entité 4 to provide consistent advice and information on how best to provide FLHS
- The FLS Toolkit is posted on the website and provides:
 - Guidelines for designated, non-designated, and identified HSPs;
 - Active Offer Training;
 - How to collect Francophone data;
 - Recruiting and retaining Francophone staff; and
 - Developing and implementing FLS in HSPs

Improving Access to FLS: Community Engagement

Community Engagement:

- There was an FLS forum held in Ajax on June 4, 2018, that included interactive sessions with HSPs, along with information booths to help raise awareness about available health services in French; over 100 participants from the community attended
- Several Francophone consultations were held prior to the development of the Integrated Health Service Plan 2019-22 (IHSP5) to ensure the Francophone perspective was captured
- Ongoing participation at the following tables to ensure the needs of Francophone communities are met, share best practices, identify gaps in the continuum of care, and discuss opportunities for improvement:
 - Coalition for Francophones;
 - Francophone Table of Durham;
 - Scarborough Francophone Table; and
 - Bendale Acres Working Group

Provincial FLS Reporting Tool (OZi Portal)

Performance Indicators:

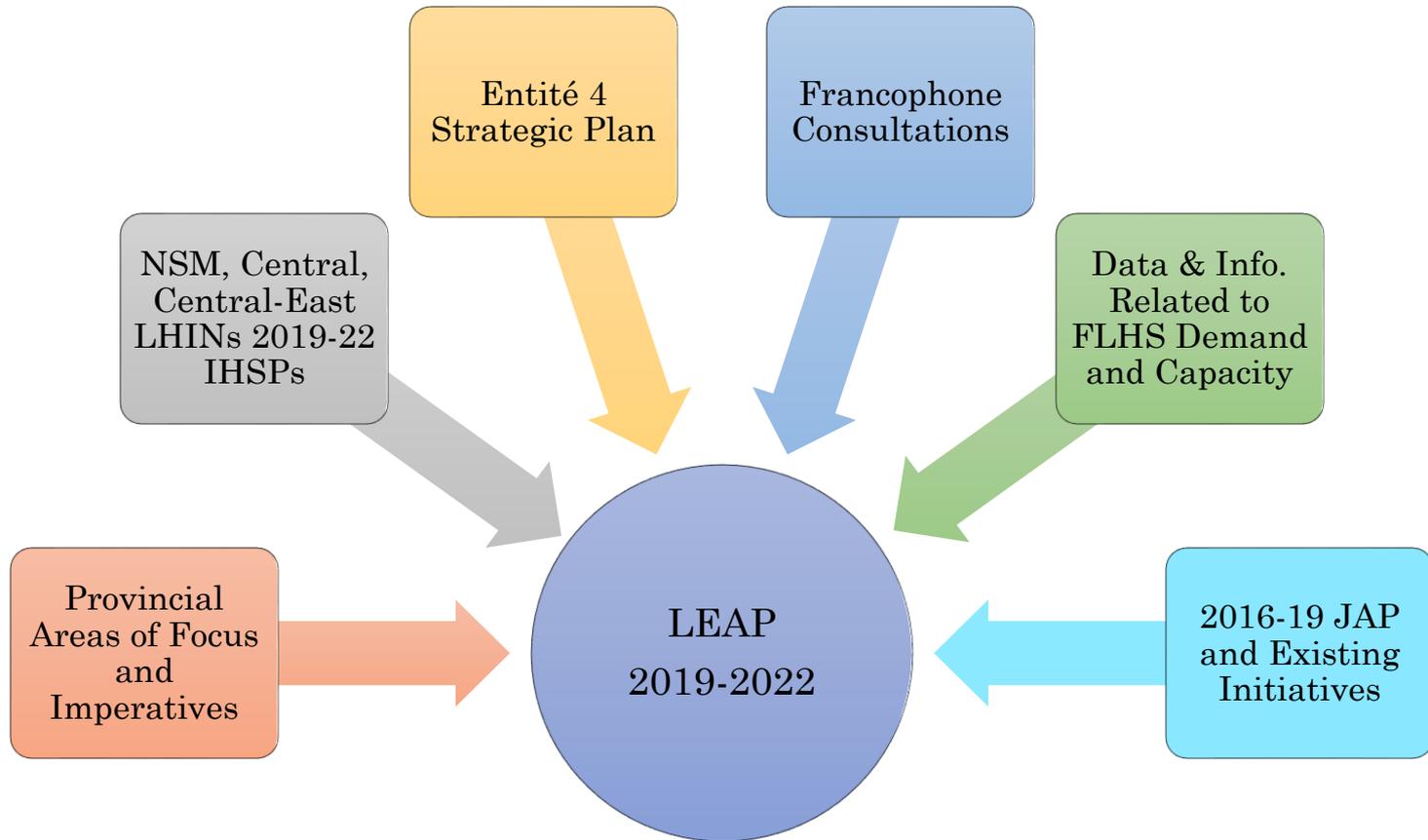
- The MOHLTC recognizes the importance of data collection for FLHS capacity and has implemented the OZi portal, an electronic platform created by the “Réseau de services de santé en Français de l’Est de l’Ontario” to conduct a province-wide analysis of Ontario’s FLHS capacity
- The data collected includes information from HSPs, at the community level and includes a human resources plan and operational questions about offering FLS
- Results from capacity reports inform planning decisions both at the MOHLTC and LHIN levels, with a view to enhancing FLHS capacity across the continuum of care, locally and provincially
- Central East LHIN deployed the OZi tool for the 2017/18 reporting year to all Central East LHIN-funded HSPs and will be deploying this tool again in the upcoming weeks for the 2018/19 fiscal year with a reporting deadline of June 30, 2019

LHIN-Entité Action Plan 2019-22

LHIN-Entité Action Plan

- The collaborative work between North Simcoe Muskoka, Central and Central East LHINs and Entité 4 is outlined in the LHIN-Entity Action Plan (LEAP) for 2019-22 (**Attachment 1**)
- The LEAP, formerly known as the Joint Action Plan, is a multi-year strategy which outlines LHIN-Entité priorities specific to FLHS, and identifies planned actions both parties will undertake to improve access to FLHS
- The main objective of the LEAP is to identify the needs of Francophone communities, assess local FLHS capacity, and establish joint priorities to address FLHS gaps as part of the planning process
- The LEAP aligns with the Central East LHIN IHSP5 and provides an opportunity to further define FLHS priorities for implementation

Developing 2019-22 LEAP



FLS Next Steps

FLS Next Steps

Primary Care, Chronic Disease Prevention and Self-Management:

- Support CAREA CHC in reinforcing its ties with Francophone communities in Durham region to expand its Francophone health promotion program
- Support TAIBU CHC in providing Chronic Disease Prevention and Self-Management workshops in French

Mental Health & Addictions:

- Support CHMA Durham with the implementation of its mental health initiative in the Durham Region through the Francophone Outreach Worker

FLS Next Steps (cont'd)

Home and Community Care:

- Continue to support the Alzheimer Society Durham Region in developing relationships with Francophone communities in Durham, and expand the dementia initiative to the Peterborough City and County and the Haliburton County and City of Kawartha Lakes sub-regions
- Continue to support Les Centres d'Accueil Héritage in expanding services offered to Durham Region seniors
- Continue to participate in planning tables in the Central East LHIN and work with HSPs to ensure the sustainment of current initiatives and the needs of Francophones are being met
- Continue to assist HSPs in working towards identification and or designation
- Continue to deploy the OZi reporting tool to all HSPs and ensure compliance

Questions?