



Joint Action Plan 2017- 2019

FOR THE CENTRAL WEST, MISSISSAUGA
HALTON, AND TORONTO CENTRAL
LOCAL HEALTH INTEGRATION
NETWORKS (LHINS) AND THE FRENCH
LANGUAGE HEALTH PLANNING ENTITY
REFLET SALVÉO (RS)

Joint Action Plan 2017-2019

For the Central West, Mississauga Halton, and Toronto Central Local Health Integration Networks (LHINs) and the French Language Health Planning Entity Reflet Salvéo (RS)

Purpose:

The 2017-2019 Joint Action Plan (JAP) summarizes the French language health services strategy that will be followed over the next two years by the three LHIN partners and Reflet Salvéo (RS) to improve access for Francophones within the respective catchment areas. The proposed components outlined in this planning document will guide the LHINs' decisions and actions to achieve common objectives with RS in order to best support Francophone communities. Actions or initiatives proposed in the JAP are aligned with the MOHLTC priorities and those outlined in the Integrated Health Service Plan and the Annual Business Plan of each LHIN partner.

Considering as per the May 1, 2017 Mandate Letter, the Minister of Health and Long Term care expects the LHINs to ensure the following key pillars are maintained and strengthened:

- Promote health equity and eliminate health disparities and inequities;
- Respect the diversity of communities in the planning, design, delivery and evaluation of services, including culturally safe care for Indigenous people and meeting the requirements of the French Language Services Act;
- Continue to strengthen local engagement with Francophone and Indigenous communities;
- Work with health services providers and communities to plan and deliver health services.

Therefore, the LHINs commit to ensure that the Francophone lens is included when planning and integrating health services in the current healthcare system transformation process, in order to improve access by Francophones to appropriate health services.

The JAP also takes into consideration the accountability of each health planning partner involved in its implementation. The LHINs are accountable for planning, coordinating and funding the local health system whereas RS is responsible for advising the LHINs on the health needs of Francophones and making recommendations on these needs. Through community engagement and evidence-based data, key actions or initiatives are to be planned and implemented in order to address those needs and improve Francophone access and accessibility to French-language health services.

The action items included in the present JAP build on the work previously done in the 2016-2017 JAAP (sic) and in some cases are extensions of 2016-2017 Action Items. The LHINs and RS may articulate different actions or responsibilities; however, each action or responsibility should be aligned with shared objectives. The LHINs French Language Coordinators/Leads and RS will work together to develop an Annual Work Plan to implement the JAP.

Main strategic priorities for 2017-2019

The LHINs and RS agree to focus efforts on the following two strategic priorities:

1. Building FLS Capacity of Health Service Providers (HSPs)
2. Improving Francophone access to French language health services within the LHINs key health sectors

The achievement of these two strategic priorities rests on both systemic and sectoral actions:

- **Systemic actions** - Providing the LHINs with the necessary information to plan and sustain equitable access to French language health services, taking into consideration the “Patients First Strategy” and the current transformation of Ontario’s healthcare system.
- **Sectoral actions** - Facilitating Francophone navigation across the healthcare system, ensuring the planning of active offer and the delivery of French language health services, so that Francophone patients and Francophone communities can maximize their contribution to determining the improvements that respond to their needs.

The foundation of both systemic and sectoral actions will rely on four pillars:

Planning	Engaging	Building	Sustaining
Support <i>Patients First</i> strategy and the strategy and the system transformation Collect data Deliver French language health services Hold HSPs accountable for FLS active offer	Identify needs and participate in planning Encourage active demand of French language services	Analyze HSPs’ FLS capacity and provide them with support to acquire such capacity Encourage active offer of French language services Foster HSPs/LHINs and RS collaboration	Continue identification process Guide and support throughout identification and designation process

Through their collaborative work, the LHINs and RS will monitor these four pillars through key performance indicators to ensure effective results, as shown below:

Strategic Priority 1: Building FLS Capacity of HSPs

Support HSPs with training and tools to build their FLS capacities and encourage them to implement an active offer of French language health services.

LHIN Action Items

Each LHIN will continue to:

- Integrate the linguistic variable when collecting data for each LHIN sub-region
- Integrate FLS performance indicators into new accountability agreements with HSPs, or when revising existing ones
- Review HSPs' reporting process and tools regarding FLS, collect data on their capacity to offer services in French
- Use the processes of identifying and designating HSPs as tools to sustain the offer of French language services over time
- Encourage identified HSPs to specifically include the Francophone community when conducting their planning and outreach activities and to list this goal in their planning
- Evaluate designation readiness assessment completed by identified HSPs to submit a designation request to the MOHLTC
- Support HSPs in developing their cultural competencies and active offer skills through training, for better FLS delivery, and make suggestions as to how such training could be extended to the other LHINs.

Reflet Salvéo Action Items

Reflet Salvéo will:

- Highlight the needs and suggest priorities in addressing healthcare gaps facing Francophones to allow targeted interventions to bridge these gaps
- Identify gaps between optimal care and actual care pathways and formulate appropriate recommendations to the LHINs
- Support HSPs in building their FLS capacity, notably through bilingual human resources to deliver such services

Joint Action Items

Reffet Salvéo and the LHINs will:

- Engage Francophone communities to collect data and information on the French-speaking populations' experience within the health system to support LHIN planning and decision-making
- Organize community engagement activities related to system transformation and/or service planning initiatives within priority sectors
- Initiate high level consultation meetings at the executive level between LHINs- RS-HSPs to support HSPs in developing a strategic plan and roadmap for implementing active offer
- Review HSPs' FLS plans to ensure they continue to be implemented in order to improve equitable access
- Promote Francophone participation in patient experience sharing initiatives,
- i.e. Patient and Family Advisory Committees
- Provide HSPs, including non-identified agencies, with support in developing their FLS capacity
- Pursue identification/designation processes to improve FLS delivery
- Work with HSPs to establish a data collection process to identify Francophone patients
- Provide HSPs trained on active offer with the proper support to implement health services in French

Indicators of Success

- Number of Francophone engagement initiatives
- Number of Francophones engaged
- Number of priorities identified and expressed in recommendations
- Elaboration of plans to implement active offer as a result of high level consultation meetings
- Number of HSPs' FLS plans reviewed
- Number of patient experience sharing initiatives in which Francophones participated
- Number of HSPs supported in FLS implementation
- Number of HSPs identified/designated
- Establishment of a standardized process to identify Francophone patients
- At least 10% of HSPs trained on active offer are supported in implementing FLS
- Percentage of staff within each identified HSP having capacity to provide FLS, including primary care

Strategic Priority 2: Improving access to health services in French across the LHIN health sector priorities

This section outlines health sector priorities and initiatives on which the LHINs and Reflet Salvéo will focus efforts to improve access to health services in French. Through actions and initiatives undertaken, a French language lens will be integrated in existing LHIN priority sectors, such as:

- Mental health and addictions
- Home and community care
- Primary care
- Seniors
- Diabetes education and other chronic diseases prevention and management
- Health equity, navigation of the health system, and health promotion initiatives

LHIN Action Items

Each LHIN will:

- Encourage Mental Health and Addiction (MH&A) providers to update their FLS information with ConnexOntario so it is accessible
- Support HSPs in developing and delivering Mental Health First Aid workshops in French and to build Francophone awareness of suicide prevention
Build on current developments of Coordinated Access to Francophone MH&A services to explore how Mississauga Halton and Central West LHINs can enhance existing models
- Support the *Passages Program* in TC LHIN to expand the MH&A care continuum for Adult Francophones, lower the current waiting list and incorporate outreach activities
- Support the development of new home and community initiatives or health services for Francophone seniors, as they are appropriate and respond to the needs and challenges identified through community engagement initiatives
- Support the development of Primary Care services in French, as resources are available and recommendations are made by RS
- Support HSPs with capacity to develop and deliver Primary Care services in French
- Continue to support the implementation of the ongoing FLS Cognitive Health project
- Continue to support a primary care and chronic disease self-management service model for Francophones
- Include FLS in all current and future Health Equity initiatives
- Support diversity and cultural competency education and awareness training for HSPs
- Encourage HSPs to systematically ask sociodemographic questions at intake in order to improve identification of Francophones

Reflet Salvéo Action Items

Reflet Salvéo will:

- Raise Francophone communities' awareness and use of available French language MH&A services
- Support the LHINs with evidence-based data and information to make the right decisions in supporting Francophones dealing with MH&A issues
- Identify gaps in MH&A services and programs for Francophone immigrants, refugees, ethnocultural and racialized (IRER) populations
- Develop mechanisms to identify, share and implement best practices on MH&A services to Francophone populations
- Raise awareness among Francophones on the importance of having primary care in order to increase physician attachment
- Assess needs for primary care in sub-LHIN regions and identify FLS gaps upon which to make targeted recommendations to the LHINs
- Identify a basket of services available in French for Francophone seniors within the LHIN boundaries

Joint Action Items

Reflet Salvéo and the LHINs will :

- Encourage HSPs to integrate the two linguistic variable questions
- Engage Francophone residents, including IRER Francophones, to raise awareness surrounding stigma and taboos with respect to MH&A services and challenges in accessing them
- Build relationships with community leaders and agencies serving IRER populations to improve equity and mitigate stigma and taboos regarding MH&A
- Continue to ensure Francophone engagement in alignment with the MH&A provincial strategy
- Analyze the process for coordinating French-language home and community care services in order to help identify possible improvements
- Develop strategies to improve access for Francophone seniors to a wider range of home and community services adapted to their linguistic and cultural needs
- Undertake community needs assessment initiatives (surveys, community consultations, etc.) targeting specific segments of the Francophone population
- Target specific HSPs to develop partnerships that address the gaps identified through the above needs assessment initiatives
- Build long-term relationships with HSPs that will ultimately lead to FLS development

Indicators of success

- At least 10% of identified HSPs have integrated the two linguistic variable questions
- At least 8 community engagement initiatives (one per quarter) are conducted to raise awareness about stigma and taboos regarding MH&A and challenges in accessing these services
- At least 5 partnership initiatives are developed with community leaders and agencies serving IRER populations to improve equity and mitigate stigma and taboos regarding MH&A
- A report analyzing the process for coordinating French-language home and community care services is available
- At least four specific segments of the Francophone population have been surveyed and engaged to identify their health needs and priorities
- At least four specific HSPs have been involved in partnerships to respond to the health needs identified
- At least four non-Francophone HSPs are committed to long-term active offer of FLS
- A set of strategies to improve access for Francophone seniors to a wider range of services adapted to their linguistic and cultural needs are designed and available in the GTA
- Number of initiatives enhancing access to MH&A services and programs for the Francophone population
- Number of Francophones who received training on Mental Health, including Mental Health First Aid and suicide prevention
- Number of best practice strategies implemented
- Recommendations are made by RS regarding gaps in MH&A services for Francophones, including proposed actions to close such gaps
- Recommendations for improving HSP human resource capacity to support MH&A services in French are developed

CENTRAL WEST LOCAL HEALTH INTEGRATION NETWORK

Scott McLeod, CEO

Date

MISSISSAUGA HALTON LOCAL HEALTH INTEGRATION NETWORK

Bill MacLeod, CEO

Date

TORONTO CENTRAL LOCAL HEALTH INTEGRATION NETWORK

Susan Fitzpatrick, CEO

Date

**ENTITÉ DE PLANIFICATION DES SERVICES DE SANTÉ EN FRANÇAIS REFLET
SALVÉO**

Gilles Marchildon, Executive Director

Date