

Results of the 2016-2021 Strategic Plan

French Language
Health Services Network
of Eastern Ontario

Living Healthy Lives in French



Background and Challenges

2016-2021 was a period marked by several major disruptions, namely:

- Our environment was in constant state of flux with two transformations of the healthcare system, creation of a Ministry of Long-Term Care, and reform of the home and community care system. These many administrative and legislative changes had a significant impact on our ability to monitor the implementation of viable solutions for French-language services, as well as our capacity to communicate information on the provision of French-language services.
- Throughout 2020-2021, the COVID-19 pandemic monopolized much of the efforts of the Réseau and its healthcare system partners. Some French-language services strategies were slowed down to give priority to operations aimed at mitigating the health crisis.

Strategic Orientations 2016-2021

- 1** Produce meaningful data, in partnership, and incorporate it into solid rationales and the demonstration of measurable results.
- 2** Intervene upstream in change initiatives related to healthcare system transformation to guide French-language service planning.
- 3** Expand our sphere of influence through collaboration with new partners.
- 4** Engage with Francophone communities to guarantee their participation in the healthcare system by implementing an engagement model tailored to them.
- 5** Communicate practical and useful information that will empower Francophones to take charge of their own health and to more easily access high-quality French-language health services.



Our Achievements at the End of the 2016-2021 Plan

1. Upstream intervention in healthcare system transformation and orientation of strategies for active offer of French-language services:

- We have greatly increased our collaboration with different stakeholders in the healthcare system – including some new players – in both Ontario and Canada. (Orientation 3)
- In collaboration with the *Regroupement des Entités de planification des services de santé en français de l'Ontario*, we increased our interventions with the goal of improving the provision of French-language services within the healthcare system. By the end of the period, we had published 10 briefs, recommendations and feedback documents intended for healthcare system decision-makers at the provincial and federal levels. (Orientation 2)
- We organized a virtual consultation on healthcare system transformation that brought together over 250 Francophones at several sites across the province (Report of the Premier's Council on Improving Healthcare and Ending Hallway Medicine). (Orientation 4)
- We improved our support services for designation and advice on active offer. (Orientation 2)

Close-up on designation



Rates of designation plan submission and completion by health service providers improved markedly and now approach **100%**.



The average designation plan evaluation time has gone from **12.9 months in 2016**, to about **2.5 months (74 days)** in 2020. This is an **80%** improvement.



The average designation criteria compliance rate for plans submitted has gone from **37%** in Champlain in 2016, to **77%** in 2020-2021. In the South East, this rate has gone from 0% in 2016, to **56%** in 2020-2021.



The rate of health service providers' satisfaction with the designation support services provided by the Réseau is **80%** (survey conducted in 2019-2020).

- Our advice to the Ministry of Health, the Ministry of Long-Term and local health authorities is now based on meaningful data and exhaustive analyses of local French-language health services capacity. (Orientations 1 and 2)

2. Collection and analysis of French-language services data:

- We created the OZi corporation, an organization affiliated with the *Réseau*. OZi is a Pan-Canadian not-for-profit organization dedicated to implementation of data collection and analysis strategies on official language minorities in dynamic public markets. (Orientations 1 and 3)
- We implemented an integrated data collection and analysis strategy involving 2,500 users in Ontario and over 1,400 health service providers. (Orientations 1 and 3)

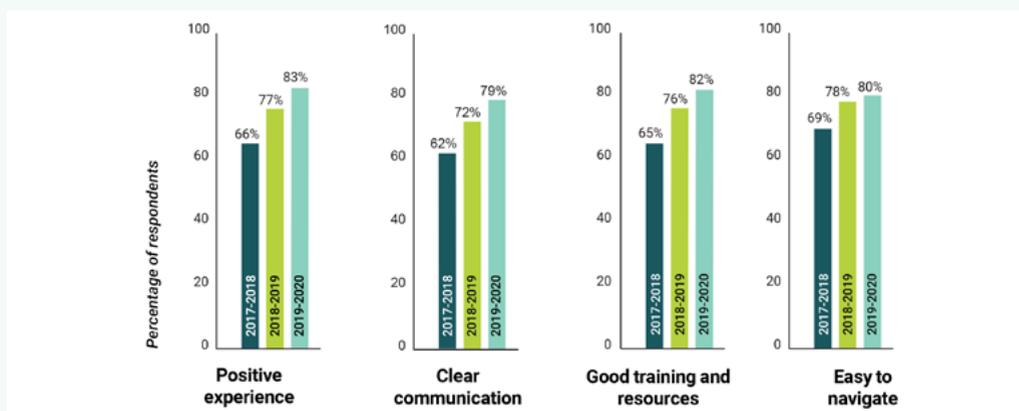
Close-up on data collection and analysis



In collaboration with OZi – an organization affiliated with the *Réseau* – we conducted three data collection and analysis exercises for French-language services involving over 1,400 health service providers in Ontario.

At the end of each data collection period, the *Réseau* carried out an anonymous survey of all OZi portal users to evaluate their satisfaction. User satisfaction with the data collection process has grown consistently, as the graphic below illustrates:

Evolution of user satisfaction with the OZi portal



- At the provincial level, we produced 45 dashboards and 45 French-language services local capacity reports for the Ministry of Health, the Ministry of Long-Term Care and healthcare service planners. (Orientations 1, 2 and 3)

3. Engagement with the Francophone community:

- Individual membership has grown by **63%** over the last five years. (Orientation 4)
- With some fifty issues a year, *Réseau Express* allowed us to distribute practical information on French-language health services and opportunities to participate in the healthcare system to members of the *Réseau* and the Francophone community (2,500 subscribers at the end of 2020-2021). (Orientation 5)

Close-up on individual members



Individual membership **has increased by 63%** over the last five years. Growth in the number of individual members was especially strong in Ottawa, in the South East region (primarily in Kingston), as well as in Renfrew County.

Individual members, by region

REGION	2015-2016	2020-2021	GROWTH OVER 5 YEARS
Ottawa	316 (52%)	478 (48%)	51%
Kingston and the South East	141 (24%)	269 (27%)	91%
Prescott-Russell	98 (15%)	137 (14%)	40%
Stormont-Dundas-Glengarry	39 (7%)	46 (5%)	18%
Renfrew	11 (2%)	56 (6%)	409%
Total	605	986	63%



Future directions

As part of its 2021-2026 strategic planning exercise, the Réseau has chosen to adopt a flexible plan for the future. This means:

- Working from our own unique reference framework, rather than in reaction to external changes;
- Implementing viable solutions for French-language services by prioritizing existing accountability structures (like designation);
- Increasing collaboration with the Réseau's corporate members to promote local provision of French-language services on the ground;
- Promoting recruitment and mobilization of our diversified individual membership to design French-language services solutions that respond to their needs and priorities; and
- Continuing to produce meaningful data to support the creation and implementation of high-quality French-language services.



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