

French Language
Health Services Network
of Eastern Ontario

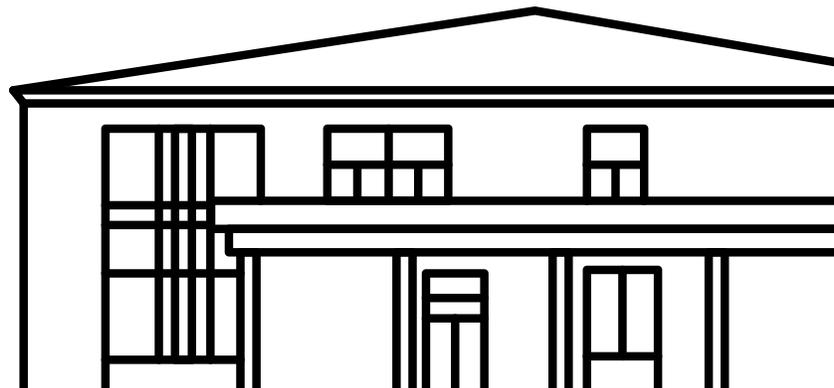
Annual **REPORT**

2016 - 2017

**WORKING TOGETHER
TO IMPROVE ACCESS
TO *French*-LANGUAGE
SERVICES.**



Where
can I find
French-
language
health
services?



Strong *Leadership* for a Healthy Community.

As part of our 2016-2021 strategic planning exercise, the Francophone community has expressed a need : to learn more about health services offered in French in Eastern and South Eastern Ontario. The Réseau has therefore undertaken to “map” these services, including through this annual report featuring our corporate members. We invite you to discover these 73 organizations that offer or plan to offer French-language services. They also collaborate with the Réseau to promote access. Enjoy browsing this website and don't hesitate to click to learn more!



Word from the *Chairman* of the Board.

Guided by a new Strategic Plan, the Board of Directors undertook a major self-assessment and continuous improvement exercise last year.

By adopting exemplary and standardized practices, recruiting experts and enhancing collaborative ties with our community and partners, we have sought to solidify our organization's foundations.

We believe that sound governance is based on a strong and committed membership. With 73 corporate members and more than 700 individual members, our organization is strengthening its links with the Francophone community and gaining credibility in order to improve access to French-language health services.

This is why we need you - we are looking for voices that reflect the diversity of our communities. Your involvement - whether on boards, committees or in consultations - is essential to the achievement of our mission.

At the end of 2016-2017, the members of the Board of Directors are ready to work with their counterparts in the health system to foster collective accountability with regards to French-language services. This is the collaborative approach we promote to develop quality health services adapted to the linguistic and cultural realities of Francophones in Eastern and South Eastern Ontario.

Alain-Michel Sékula
MBA, CMC, LColonel (Honorary) FAC-CAF



Word from the *CEO*.

If there is a word that best characterizes the year 2016-2017, it is “transformation”. This refers, of course, to the transformation of the health system, but also to the transformation of our Réseau. Indeed, our organization has begun a major shift which will allow it to consolidate its achievements and strengthen its capacities for analysis and action.

At the end of this first year of our 2016-2021 Strategic Plan, we have been able to rethink our organizational structure to optimize our resources – human, technological and financial. We also have recruited new professional expertise, particularly in the area of software and information system development.

These measures allow us to position ourselves favourably in order to achieve our targeted results, especially those related to the production and analysis of evidence-based data on the health of Francophones. In addition to supporting planning of French-language services, these data allow us to exercise thought leadership among decision makers and key players.

2016-2017 was also marked by the adoption of the Patients First Act, 2016, which lays the foundation for the health care system transformation. This major reform has been at the centre of our thoughts and actions. Together with our community partners, we are continuing our work with the health system so that the voices of Francophones are taken into account in this transformation. Our participation in the Patients First French-language Services Workstream also allows us to work directly with the Ontario Ministry of Health and Long-Term Care to find sensible solutions for Francophone patients.

Therefore, it is with renewed determination that we are fulfilling our mandate: the Réseau is now working within the health system transformation to seize opportunities to improve access to French-language health services for the members of our community.

Jacinthe Desaulniers



Membership.

There are now 723 individual members supporting the Réseau in its mission. This is an increase of 20% compared to last year. Many thanks for your commitment to French-language services!

The strength of our organization resides in an understanding of the needs and priorities of the community in all its diversity, which is why we are happy to note that in Renfrew County – a region with 5510 Francophones – the number of individual members has quadrupled in the last year! This support clearly demonstrates the importance of French-language services for patients from Pembroke, Petawawa, Deep River and Barry's Bay!

We are also delighted to welcome a new corporate member in the Kingston area in 2016-2017. In addition to acting as a university hospital, Providence Care provides mental health and long-term care services. As an organization identified to offer French-language services in South Eastern Ontario, Providence Care is working with the Réseau to submit a designation plan under the Ontario French-language Services Act. The Réseau now has 73 corporate members.

In order to fully integrate the concerns of Francophones into our recommendations to our partners within the health system, we are always seeking new members. Becoming an individual member is a simple and free way to get involved in your community. By becoming a member, you will have an opportunity to participate in the Réseau and to share your experience as a patient or caregiver. We are seeking views that reflect the diversity – social, demographic and cultural – of our communities! Help us have a strong voice in all our regions, and especially in Stormont-Dundas-Glengarry and Prescott-Russell! Register today and help improve French-language services for you and your family!



Evidence-Based Data.

2016-2017 marks a milestone in the production of evidence-based data on the health of Francophones as well as on the French-language services offered in Ontario.

In collaboration with Entité 4 and the Champlain, South East, Centre and North Simcoe Muskoka LHINs, standardized data collection tools on the offer of French-language services have been deployed in four Ontario regions, where they are now being used by LHIN-funded health service providers.

These tools already provide a comprehensive picture of services available in French in two regions. Thanks to the production of detailed analysis reports, it is now possible to map the offer of French-language services by region, sub-region or even given institutions, or conversely, to locate - depending on the type of service required - professionals within the health system who have French-language skills! The Réseau also hopes to extend the use of these tools to other regions and has already taken steps in this direction.

In addition, the project to collect the linguistic identity of patients in 17 hospitals in the region is continuing. Conducted in collaboration with the Ontario Ministry of Health and Long-Term Care, the Champlain and South East LHINs, as well as the Canadian Institute for Health Information (CIHI), this initiative enables the collection of data on Francophones' health service needs. The Réseau thus obtained, in 2016-2017, a first set of data that will support the planning of French-language health services that meet the specific needs of the local francophone population. These data will also demonstrate the relevance of systematically compiling the linguistic identities of Francophone patients.

Building on these results, the Réseau is continuing its collaboration with the Société Santé en français and its federal partners to extend the scope of evidence-based data across Canada. We hope that the renewal of the Roadmap for Canada's Official Languages and Health Canada's Official Languages Health Contribution Program will be an opportunity to make evidence-based data on the health of Francophones a national priority.



Active Offer and Access.

Thanks to collaborative work conducted with the Champlain and South East LHINs and health service providers, significant progress regarding access to French-language health services has been achieved in 2016-2017, particularly in terms of designation. Designation under the French-language Services Act remains the best planning mechanism for the Réseau to build and maintain a permanent and active offer of high-quality French-language health services. That is why we are delighted to support health providers engaged in the designation process, including through the development of software tools that facilitate the preparation and submission of designation plans.

In 2016-2017, 23 designation plans and conformity assessments were submitted by identified and designated organizations in the region. These plans illustrate the progress achieved by providers with respect to French-language services on the entire continuum of care, both in communities that have a significant Francophone population and in those where this population is sparse.

This high volume of plans submitted – a first in the region – is the fruit of collaborative leadership exercised by all parties: the Réseau facilitated the process by playing a consulting role on active offer to suppliers, the LHINs have ensured the accountability of local players with respect to French-language services, and service providers worked on improving French-language services and ensuring their sustainability out of concern for quality of care and equity.

In addition, access to French-language mental health services is an issue that particularly caught our attention in 2016-2017. In the Champlain region, the Réseau conducted a major consultation among Francophone youths aged 16 to 25. The goal of this initiative was to understand the needs of this population in terms of mental health and addiction services, in particular during the transition between child and adult services. The data collected helped to better identify the obstacles this clientele faces when receiving French-language mental health services. Finally, this measure is a first step towards identifying solutions so that Francophone clients can more easily access French-language resources and services that already exist within the system.



Nationally, our organization is continuing its mandate as a mental health resource-network for other Société Santé en français member networks. Under the collaborative leadership of the Partenariat communauté en santé, the Réseau has played a consultant role to establish a French-language mental health services optimization strategy for Francophones in the Yukon. This initiative, which has mobilized health service providers and local partners, has already enabled official discussions with the territorial government. A French-language telephone help line will also be deployed in the region.



Governance.

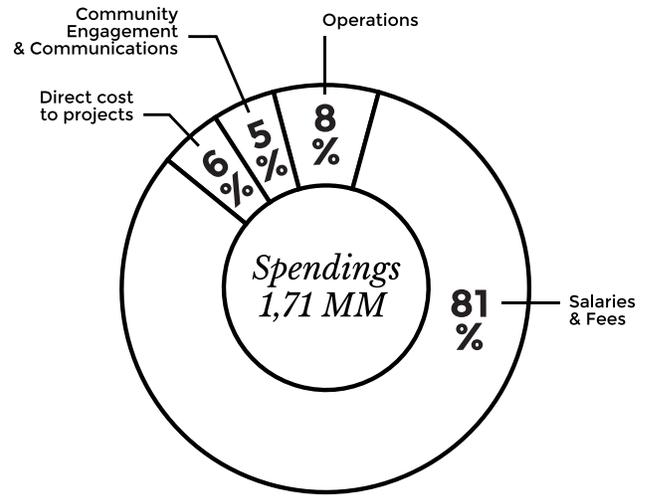
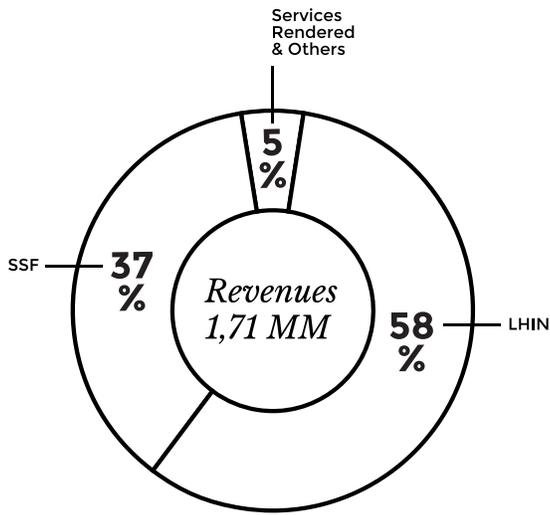
In 2016-2017, the Board of Directors, guided by principles of transparency, accountability and good governance, conducted a major review of its policies and procedures. In addition to developing a performance measurement framework for assessing the achievement of its strategic results, the Board revised and updated its management, recruitment and compliance practices. This exercise in continuous improvement increases the Réseau's organizational performance and promotes the responsible management of resources.

Driven by the desire to serve the Francophone community, the members of the Board of Directors are fully committed to carrying out the Réseau's mission. Through their personal experience with the health system - whether as clients or caregivers - as well as their professional expertise - in law, ethics, finance, management, communications and research - they guide the Réseau in its strategic thinking. The Réseau benefits greatly from the participation of representatives of its corporate members, who share their expertise in their field of activity. Likewise, as spokespeople for their respective regions, the representatives of individual members attest to issues relating to French-language services in their own communities.

It is this plurality of voices that ensures the richness of our Board of Directors. Also, gender balance, cultural diversity and geographical representativeness are values that we hold dear. To ensure a healthy renewal, the Réseau encourages candidates with a variety of profiles to get involved in its governance. That is why, each year, three individual member representative positions become vacant. Your participation will bring a valuable perspective on access to French-language health services in our different regions!



FINANCIAL STATEMENTS 2016-2017





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Ontario

Champlain Local Health
Integration Network
Réseau local d'intégration
des services de santé
de Champlain



Ontario

South East Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Sud-Est

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Santé Health
Canada Canada



Société **Santé**
en français