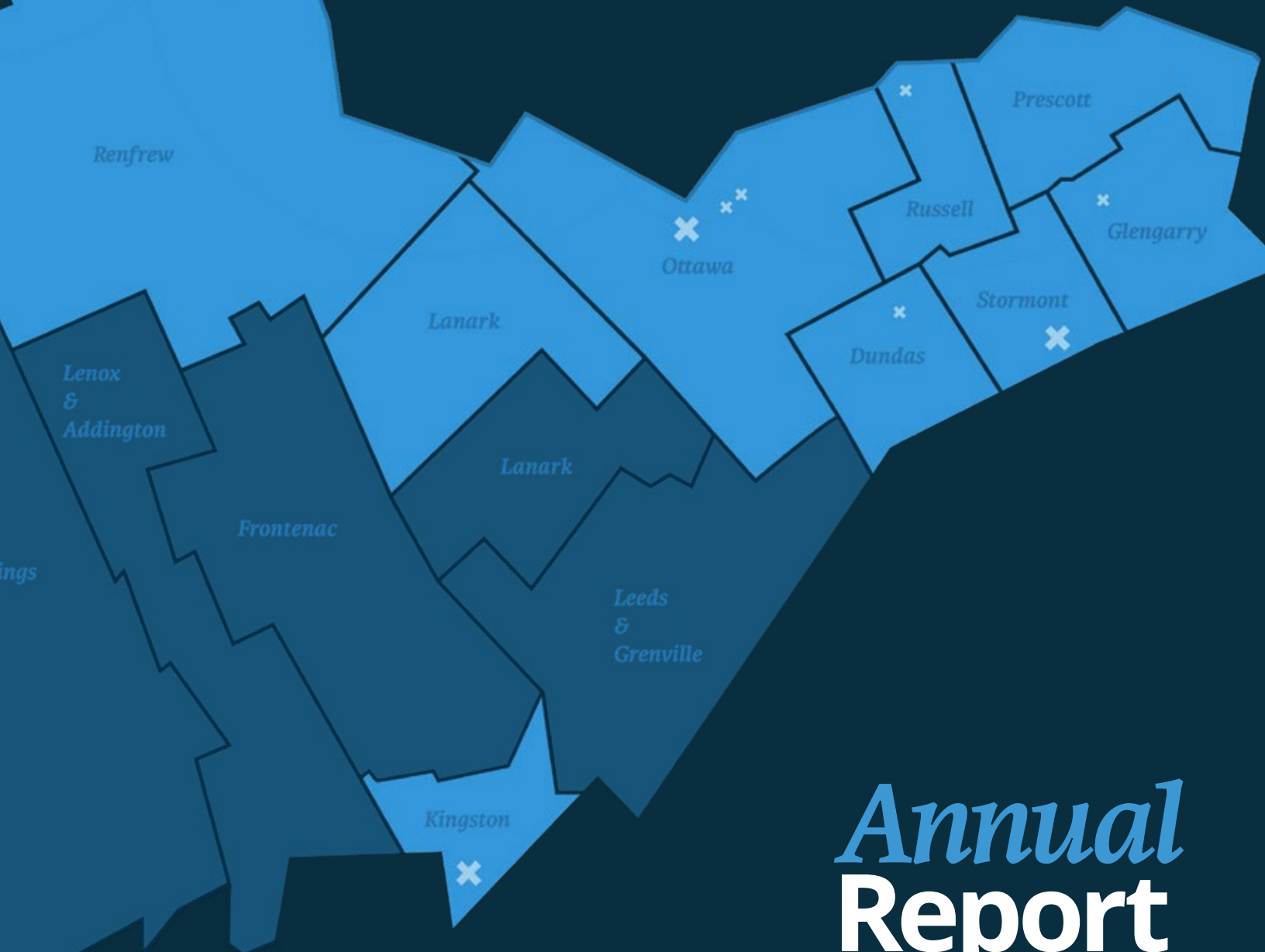


# Thought *Leadership* Taking **Shape**.



*Annual*  
**Report**  
**17/18**



Réseau des services  
de santé en français  
de l'Est de l'Ontario

# For French Language Health *Services* in a Sub-Region Near You.

The health care system, just like our Réseau, is constantly evolving. As health care services are being planned by sub-region, the Réseau will need to strengthen its connections with Francophones in the various communities in Eastern and Southeastern Ontario. At the same time, our organization is expanding and working with partners across Ontario. As part of our 2017-2018 Annual Report, we have chosen to present our activities through a decidedly “geographic” perspective! Whether you are from Pembroke, Cornwall or Hawkesbury, travel from Ottawa to Toronto through Kingston, and discover the partnerships that connect us to the Francophone community and the health care system. Happy browsing, and don’t hesitate to click for more information!



# A word from the *Chair* of the Board of Directors.

At the end of this second year of our Strategic Plan 2016-2021, our Réseau is already seeing the positive outcomes of its work at the regional, provincial and national levels. The launch of OZi, our portal for collecting and analyzing data from all LHIN-funded health service providers, is a concrete example of collaborative work – with the Ministry of Health and Long-Term Care, the 14 LHINs and the Planning Entities – to improve access to French language health services.

It also plays a pivotal role in achieving our strategic outcomes, namely producing evidence on the offer of French language health services and collaborating with new partners. At the local level, this data will inform decision making on planning French language health services, and support the joint action taken by the Champlain and South East LHINs.

It goes without saying that our Réseau is gaining momentum, and while our 2017-2018 year is characterized by greater reach, that does not mean that we are moving away from our roots. To the contrary, we are seeking – more than ever – to move closer to our members and our community. Therefore, we have started an important exercise to review how we can strengthen our commitment to them.

Finally, I would like to thank our 828 individual members and 73 corporate members, our partners – the Société Santé en français, the Champlain and South East LHINs, the Ministry of Health and Long-Term Care – as well as the Réseau's CEO and Board of Directors for their support. Together, we help the Réseau provide thought leadership to decision makers and key actors, to improve access to a continuum of quality French language health services in our communities.

Alain-Michel Sékula  
MBA, CMC, CAF Honorary Lieutenant Colonel



# A word from the *President-Chief* executive officer.

While the health care system continues its evolution, our Réseau is adapting to these changes and continuing to lay the groundwork to achieve its vision. Therefore, the progress and success that have marked our 2017-2018 year will benefit the Francophone community for years to come.

Our perseverance with regards to designation is bearing fruit: in fact, the data on French language service capacity in the Champlain and South East regions now supports the development and maintenance of the active offer of these services. This information is valuable because it helps us advise the Champlain and South East LHINs on the planning of French language services by sub-region.

Many significant achievements for the Francophone community took place in 2017-2018, and we are proud to have contributed to these outcomes: the publication of the *Guide to Requirements and Obligations Relating to French Language Health Services* by the Ministry of Health and Long-Term Care, the appointment of an assistant deputy minister assigned specifically to French language health services, the integration of linguistic identity data collection into the health card renewal process, the strengthening of the role of the French Language Health Services Planning Entities in the *2018 Ontario Budget*, as well as the announcement – by the Ministry of Francophone Affairs – of a review of the designation process.

Nationally, the Réseau will continue to provide leadership to the French language health networks with regards to data collection and analysis. With our experience and expertise, we will play a central role in developing the data strategy of the Société Santé en français for the next five years.

I would like to sincerely thank the team for its hard work and commitment toward French language health services. It is this shared passion that allows us to forge ahead and create, in cooperation with health care stakeholders, the conditions required to improve access to health services for our Francophone community.

Jacinthe Desaulniers



# Community engagement.

In 2017-2018, we reached out to our community, both in the Champlain and South East regions. In Kingston, the Salon Santé Kingston 2017 contributed positively to strengthening capacities in French language health services in the region. During the Bilingual Capacity Building Day on October 20, 2017, over 100 health care and social and community services professionals attended 10 workshops on French language services. Moreover, as part of the community component of the Salon Santé Kingston 2017, 100 Francophones took part in the Franco-Foire des affaires et services en français, hosted by ACFO Mille-Îles at Providence Care Hospital.

In Champlain, our Informational Day on Access to French Language Services, presented jointly with the Council on Aging of Ottawa, was also a great success: nearly 150 participants attended this series of talks presented under the theme “Putting People at the Heart of the Health Care Transformation.” This event gave the public an opportunity to learn more about the impact of health care transformation on French language services in the region, and in particular on services for Francophone seniors, including care in home and community settings.

Moreover, these initiatives did not go unnoticed: on February 8, 2018, the Réseau won the Laurier organisme de l’année (organization of the year award) awarded by ACFO d’Ottawa at the 18th annual Prix Bernard Grandmaître. This award applauded the achievements highlighted in this report. We are very touched by this recognition, especially since it was given to us by the Francophone community for whom we work.

Finally, our connection with the Francophone community would be incomplete without the vital support of our members. At the end of the 2017-2018 year, our Réseau can now count on the support of 828 individual members – an increase of 15% over 2016-2017 – as well as 73 corporate members that are committed to providing French language health services. Moreover, we have welcomed two new corporate members in the past year: VON Canada, as well as the Alzheimer Society serving Ottawa and Renfrew County. Welcome to the Réseau!



# OZi.

In 2017-2018, the Réseau continued pursuing its objectives to collect data on the offer of French language health services. After launching data collection tools in five regions in 2016-2017, our initiatives took on a brand new scope with the launch of the OZi portal in the winter of 2017. In cooperation with the Ministry of Health and Long-Term Care, as well as the 14 Ontario LHINs and the French Language Health Planning Entities, we launched the OZi portal to 1,550 health service providers funded by the Ontario LHINs. Moreover, the provincial government reiterated its support of this initiative as part of the *2018 Ontario Budget*.

Through the development of specific indicators, by the end of 2018-2019, the analysis of this data will allow us to draw a comprehensive portrait of the offer of French language services provincially, as well as by region, sub-region and even care sector. It will also be possible to identify service gaps to be met, as well as opportunities for improving French language health services.

Our expertise in data collection and analysis is now known and sought. In particular, this gave rise to a special collaboration with the Office of the French Language Services Commissioner (FLSC) of Ontario. When the special study *Designation: [Re]vitalize French Language Services* (published on March 7, 2018) was being prepared, the Réseau provided an analysis of quantitative data compiled using the tools we had developed.



# Designation.

Our Réseau continues to promote designation under the *French Language Services Act* as a means for ensuring a regional capacity for French language health services. Therefore, we are continuing our work to guide health service providers (HSPs) in the development and submission of designation plans or statements of compliance. This is also why we work with the HSPs and the Champlain and South East LHINs to foster accountability with respect to designation.

In 2016-2017, 23 designation plans and statements of compliance were submitted by health service providers in Eastern Ontario. This record number of plans then led, in 2017-2018, to an unprecedented increase in the number of plans received by the Réseau's designation committee for assessment.

To be able to process these plans, the designation committee began an important exercise to optimize its practices for receiving and analyzing plans. These actions helped the committee significantly increase its efficiency: in fact, no less than 19 designation plans and statements of compliance were assessed by the committee over the last year.

At the end of 2017-2018, we can thus assert that designation has moved to a new phase: after working collectively to update designation in the Champlain and South East regions – which helped us draw a complete overview of the regional capacity of French language health services – we are now in a position to maintain designation.



# Health card.

After several years of collaborative work led by Francophone community partners and the Regroupement of Ontario French Language Health Planning Entities, the provincial government announced, in the **2018 Ontario Budget**, that the linguistic identity of patients would henceforth be captured using the system for managing the Ontario health card. This is a major breakthrough that will foster not only the active offer of French language health services but also the compilation of data on the use of health services by Francophone patients.

This announcement comes at a time when our linguistic identity data collection project is moving into a new phase. After 24 months of implementation in 15 hospitals in the region, this project – conducted in collaboration with the Champlain and South East LHINs, the Ministry of Health and Long-Term Care, as well as the Canadian Institute for Health Information (CIHI) – helped us compile nearly 300,000 visit data on patients admitted to Eastern and Southeastern Ontario hospitals since April 2016. At the end of this inaugural phase, we are now continuing ongoing data collection, as well as analysis of this data.

This pilot project also showed that it was difficult to change the information systems of each service provider to allow them to compile the linguistic data of patients. This feasibility study revealed that it would be more efficient to compile patients' linguistic identity data using the health card: by integrating this collection right into the system managing the health card, this data would be collected every time patients present their health card.





# Governance.

Propelled by unprecedented growth linked to the significant success of the OZi portal, the Réseau reached a milestone. In order to continue our data collection and analysis activities on a large scale without losing sight of the desired outcomes in our Strategic Plan 2016-2021, we created a not-for-profit organization in January 2018.

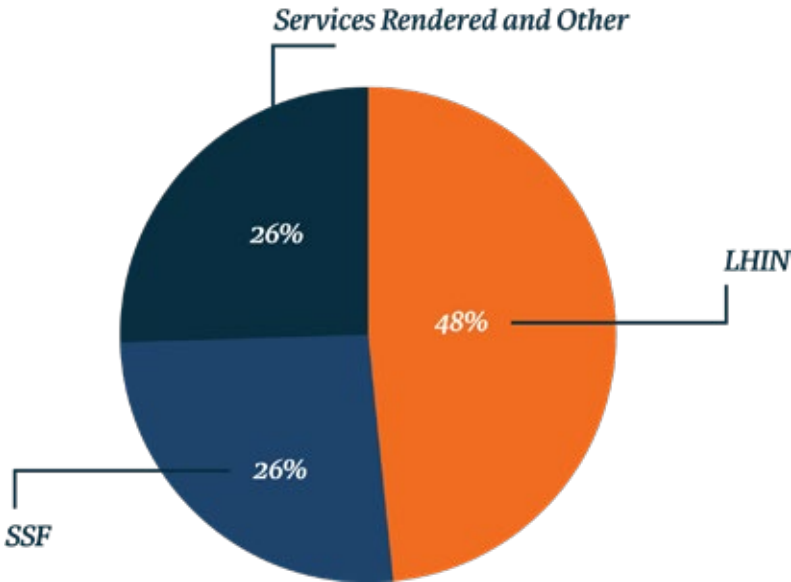
In addition to being dedicated to developing IT solutions for data collection and management, this organization will also offer software launch services and data analysis services. Through its close connection with the Réseau, this organization will help the Réseau continue to provide thought leadership in knowledge production on French language services.

This organizational change is timely for the Réseau, which will continue to play its role as a French Language Health Planning Entity, at the same time as the health care system continues its evolution toward planning by sub-region. Thus, we are continuing our collaboration with the Champlain and South East LHINs to advise them in the planning of services adapted specifically to the needs of the Francophone population in each of our different communities.

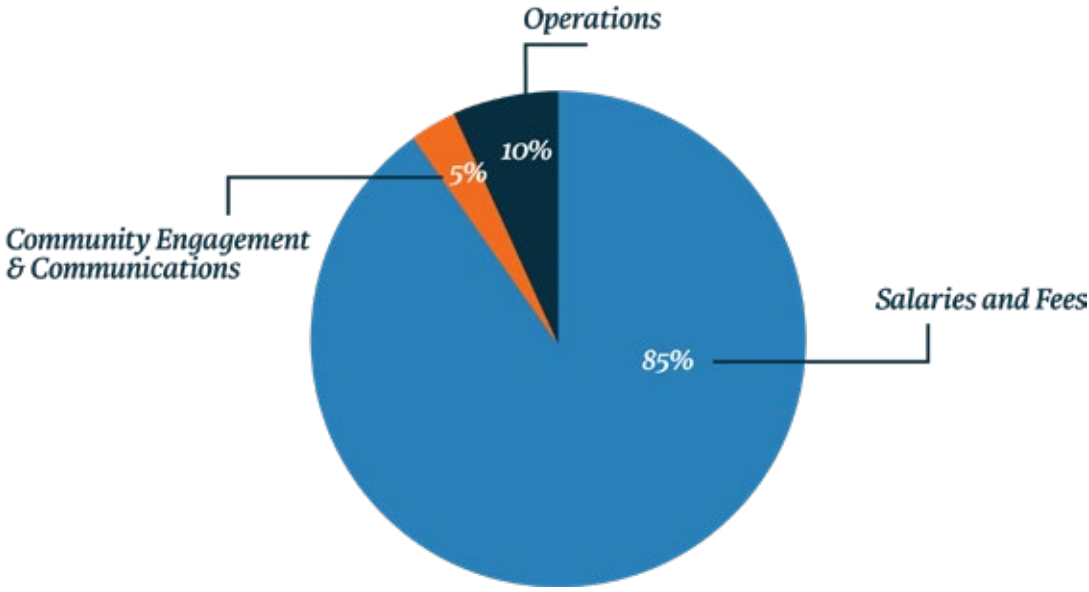
Many of our achievements in 2017-2018 would not have been possible without the support of our financial partners, including Health Canada and the Société Santé en français (SSF). Our role as a member network of SSF has also helped us continue our activities in networking and sharing our data expertise with other French language health networks in Canada.



# Revenues



# Spending





French Language  
Health Services Network  
of Eastern Ontario

[rssfe.on.ca](http://rssfe.on.ca)



# Annual Report 17/18



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

This initiative was made possible through  
funding provided by Health Canada.



Santé Health  
Canada Canada



Société **Santé**  
en français