



2012-2013 Annual Report



French Language
Health Services Network
of Eastern Ontario



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Health Services Network
of Eastern Ontario

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Notes: LHIN: Local Health Integration Network | SSF: Société Santé en français
The Ministry: The Ontario Ministry of Health and Long-Term Care | The Board: The Réseau Board of Directors

Highlights from this year

- **Activity in the South-East region** has seen remarkable growth in areas such as community involvement, collaboration with the LHIN on planning and guidance of identified health service providers working on their designation plans.
- Like hospitals and other health-care agencies, long-term care homes must now meet **local conditions on French-language health services**. These conditions are an integral part of their service accountability agreements with the Champlain and South East LHINs.
- More health-care managers and professionals are aware that French-language services are a **factor in the quality of services** for the region's Francophones, and they are equipped to ensure that these services are offered.
- The challenge of obtaining **evidence-based data on Francophone health** is the subject of coordinated regional, provincial and national actions, in an effort to find viable, sustainable solutions for the health-care system.
- The Champlain and South East LHINs have each reaffirmed their **commitment** to the Francophone community and to French-language health services in their new integrated services plans and in their annual business plans.
- The **Roadmap for Canada's Official Languages 2013-2018** has been renewed. For the Réseau, this represents a continuation of federal support for our actions and for the strengthening of our capacity to engage health-care partners in the region.

On the Réseau Radar in 2011-2012

	<i>Progress Report</i>
Carrefour Santé	Completed. The Eastern Ontario French-language health-care services exhibition drew 1100 participants.
Research project on integrated health services models	Completed. Conclusions from the study contribute to our thinking on essential components of an integrated health-care system that takes into account Francophone linguistic minorities.
Renewal of the Roadmap for Canada's Official Languages	Confirmed. The Réseau supported Société Santé en français in its process.
A framework for performance measurement	In progress. The Board of Directors has reviewed a first set of indicators to measure our results.

Board of Directors

In 2012-2013, our Board of Directors held 8 public meetings.

Individual member representatives

Lucien Bradet, Ottawa Region

Mariette Carrier-Fraser, Ottawa Region

Line Chenard, Ottawa Region

Saint-Phard Désir, Ottawa Region

Josée Laramée, Prescott and Russell Counties

Issam Massouh, Kingston–Thousand Islands Region

Danielle Pécore-Ugorji, Renfrew County

Jean-Louis Tanguay, Stormont, Dundas and Glengarry Counties

Denis Vaillancourt, Prescott and Russell Counties



Board meeting, December 2012

Corporate member representatives

Marc Bisson, Community health, public health and primary care centres

Martin Lacelle, Hospitals (until February 2013)

Louise Lalonde, Long-term care organizations

Jacqueline Redmond, CCAC, community support services and other health institutions

Nicole Robert, Addiction and mental health agencies

Frédéric Thibault-Chabot, Post-secondary educational institutions

Executive committee

Lucien Bradet, Chair

Josée Laramée, Vice Chair

Line Chenard, Treasurer

Martin Lacelle, Secretary (until February 2013)

Denis Vaillancourt, Outgoing Chair

Message from the Chair and the Executive Director

On the eve of our 15th anniversary, the Réseau is concluding its 2nd year as French Language Health Planning Entity for the Champlain and South-East regions and a 10th year as an active network in the French-language national health movement.

Guided by our Strategic Plan, we are inspired by our vision in ensuring that these two mandates are complementary and synergetic. We are proud of our growing impact on the health-care community and of the catalyzing role we have played in Francophone health.

It is in this spirit that we recognize the commitment of our Board of Directors, of the Réseau members, and of our partners, the Champlain and South East LHINs. We also wish to acknowledge the team's contributions and perseverance in achieving our goals.

At the heart of Eastern and South-Eastern Ontario's health-care system...

The Joint Action Plan with our LHINs has enabled the Réseau to contribute proactively to the planning of health-care programs and initiatives. Our recommendations are targeted and well-documented, directly linked to health-care system priorities, as well as based on the active offer approach to French-language health services. In practice, the networking and engagement of our members, our Planning Tables and our partners inform our actions.

The Réseau plays a leadership role...

Through carefully chosen French-language health services planning and development initiatives and actions on health determinants, the Réseau demonstrates its expertise and influence. The knowledge and tools that we developed this year, particularly in the area of designation, have led to increased collaboration with health and community partners in the region.

These exchanges have also highlighted certain challenges – and solutions – that we wish to present jointly to provincial authorities. For example, the issue of evidence-based data on the health of Francophones is relevant not only to our LHINs but also to the province's Francophone planning entities. There is great opportunity for cooperation in this area, and our Réseau continues to encourage and facilitate dialogue on common challenges.

So that Francophones may live healthy lives in French.

In our quest for tangible results regarding the offer and the quality of French-language health services, we never lose sight of our community, its needs, and its hopes. As Réseau and entity, we aspire to more and better community engagement respectful of the geographic and cultural diversity of our community, and to invite more Francophones to participate in the planning of their health services.

As service integration models evolve, new collaborations present opportunities for leadership in French-language health services. With this in mind, we embark on these transformations that are already occurring in the health-care field, and we invite our members and partners to consider active offer of French-language services not only for their own organizations, but also in all their interactions with the health-care system.

The Chair,



Lucien Bradet



The Executive Director,



Jacinthe Desaulniers



Foundations of the 2011-2016 Strategic Plan

Vision

At the heart of Eastern and South-Eastern Ontario's health-care system, the Réseau plays a leadership role so that Francophones may live healthy lives in French.

FOCUS:

Community involvement

FOCUS:

French-language health services planning

FOCUS:

Collaboration among key stakeholders

FOCUS:

Organizational performance

Mission

The Réseau is a Francophone organization that engages with the health-care community and the Francophone community in all its diversity, to improve the offer and the quality of French-language health services in Eastern and South-Eastern Ontario.

Our values

Excellence
Inclusion
Perseverance
Respect
Transparency

Involving our community

OUR STRATEGIC RESULT:

The community is involved and committed to improving access to and quality of French-language services

This year:

We created opportunities for dialogue with our community on French-language services

14th Annual General Meeting

The 100 attendees at the Réseau's AGM on May 24, 2012, discussed the characteristics of a Francophone person-centred health-care system and voted on Réseau business.

Carrefour Santé 2012

More than 1100 participants visited the 100 exhibitors and attended workshops at the 2nd Eastern Ontario French-language health-care services exhibition November 23 and 24, 2012. 91% of participants reported that the event was a unique opportunity to discover French-language health services, and 86% of the exhibitors said that the event was one of the best ways of encouraging collaboration and exchange of ideas among professionals and organizations.

South East Citizens' Committee

In Trenton, Brockville and Kingston, we organized consultations with members of the community on French-language health services in South-Eastern Ontario. Following these consultations, the Réseau and the South East LHIN set up a citizens' advisory committee made up of 13 participants to guide the Réseau's recommendations on the planning and development of French-language health services in the region.

Communications

Each week, the *Réseau Express* updates almost 1200 recipients about activities related to French-language health services in the region. The *Infoletter*, reaching almost 1400 subscribers, presents news of the Réseau and of French-language health services planning in Eastern and South-Eastern Ontario. The Réseau website receives 190 hits per week, for an annual total of almost 10,000, an increase in traffic of 12% over the previous year.



Consultation during the Réseau's 14th AGM, May 24, 2012

We fostered active participation among our members and partners in the preparation of our recommendations

Members of the Réseau working groups dedicate their time and expertise to identify issues and help draft documents and recommendations on French-language health services. This year, almost 90 partners and community members participated in 25 meetings.

- Carrefour Santé 2012 Planning Committee
- Designation Committee
- Hospitals and Community Health Organizations Committee
- Planning and Integration Table on Mental Health, Addictions and Developmental Disabilities
- Planning and Integration Table on Senior Services
- Planning Committee for the Health Professional Support Program Project
- Planning Committee for the Research Project on Integrated Health Service Models

We supported the Champlain and South-East regions in the development of their Integrated Health Services Plans

In preparing their 2013–2016 IHSPs, each LHIN each developed and implemented a community engagement plan, to which the Réseau actively contributed:

- Promoting online surveys to the region's Francophones
- Involving participants at the Réseau AGM and Planning Tables
- Involving Francophone groups in the South-East

These consultations led to a *Community Participation Report* including an analysis by the Réseau of the 240 Francophone responses to the survey on Champlain's proposed strategic framework. We also submitted *Recommendations on French-Language Health Services* to the Champlain and South East LHINs to help with the development of this three-year plan for strategic priorities in the region. Our recommendations were taken into account by both LHINs' in their IHSPs.



“Visibility and networking: these words sum up my experience at the Réseau’s Carrefour Santé! There are more opportunities than I’d imagined for partnerships with health-care and community service organizations that offer services in French.”

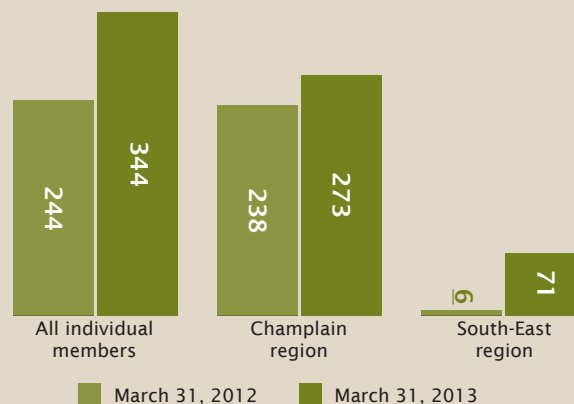
Serge Falardeau, exhibitor at Carrefour Santé 2012
Shared Services Coordinator
Ottawa Community Support Coalition

We grew our membership

Individual members

Our individual members are people from the community who share and promote the goal of French-language health services in Eastern and South-Eastern Ontario. As of March 31, 2013, the Réseau had 344 individual members, a 41% increase over last year. The most significant growth was in the South-East region.

Individual Membership Growth

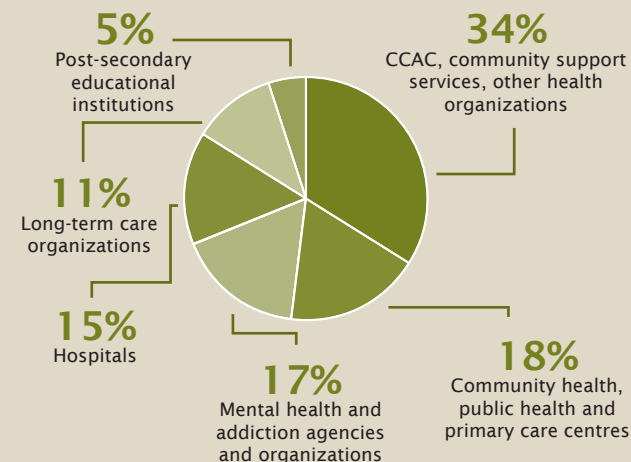


Corporate members

Corporate members include community organizations and hospitals in the Champlain and South-East regions that offer or plan to offer health-care services in French on the Réseau's territory. As of March 31, 2013, the Réseau had 65 corporate members.

We welcomed the following new corporate members in 2012-2013: Société franco-ontarienne de l'autisme, the Carlington Community Health Centre, the Montfort Academic Family Health Team and Le Phénix.

Distribution by category



On the Réseau Radar

Community involvement

Individuals and communities are healthier when they are able to participate actively in decision-making on matters pertaining to health services. For this reason, we at the Réseau have challenged ourselves, within our strategic foundations, to make involving the health-care community and the Francophone community in all its diversity part of our mission. In the upcoming months, we will intensify our efforts to involve more Francophones, including French-speaking immigrants, in the planning of French-language health services, in accordance with our community involvement strategy and in concert with our LHINs.

Planning for French-language health services

OUR STRATEGIC RESULT:

The active offer of French-language health services measurably improves in all regions, thanks to planning that incorporates the needs of Francophones and the characteristics of quality French-language services

This year:

We contributed proactively to the planning of health programs and initiatives

The Réseau is involved in the region's priority issues, advising the LHINs and supporting our partners to ensure that health services planning takes into account Francophone health issues and the active offer of French-language services.

Our recommendations to the LHINs

Our recommendations are summarized in a formal report submitted to the LHINs in November. Relating to current initiatives, the recommendations are within the scope of the 2012-2013 Joint Action Plan signed by the Réseau and the Champlain and South-East LHINs, which includes the following goals:

- Improve quality of data for better planning
- Strengthen Francophones' participation in health service planning through community engagement
- Ensure that French-language health service planning meets the needs of the Francophone community
- Improve the active offer of French-language health services
- Measure the impact of our actions on French-language health services

As of November 30, 2012, most of our recommendations had been supported by the LHINs. Most of these are presented in the next pages. Of note: an increase in the number of recommendations shared with sectorial groups and regional initiatives, and the continuous follow up of recommendations with longer-term implications.

Integrated services models

Orléans Family Health Hub

The Réseau drafted a recommendation on the governance model and recommended that the Orléans Family Health Hub be identified for designation as a organization offering services in French under the *French Language Services Act*, given the strong Francophone presence in the area where this innovative model will be established.

Health Links

In the working of this new coordinated care model, a meeting with the South-East region's primary care lead enabled us to explore possibilities for French-language service continuity in the Trenton and Kingston areas.

Our participation on the Champlain region Health Links steering committee ensured that guiding principles and evaluation criteria for proposed Links were included. Health services providers involved with the new Links will need to demonstrate that they have an understanding of Francophone needs and the capacity to meet those needs with French-language services.

New initiatives

Service providers that want to submit a Health System Improvement Pre-Proposal (H-SIP) now have access to a tool to assess French-language health services. Available online, the tool was developed by the Réseau to enable the Champlain LHIN to determine whether or not projects requesting funding will have a positive impact on Francophone clients.

Mental health and addictions

Improving client navigation through the system

The Réseau was an active participant in the consultation process led by the Champlain LHIN to improve client flow through the mental health and addictions system. As a member of the initiative's advisory committee in Champlain, the Réseau helps to identify Francophone patient trajectories so that access to and continuity of French-language care are included in the three-year mental health and addictions plan.

Ottawa's Service Collaboratives project

The Réseau participated in the development of the evaluation framework for Ottawa's Centre for Addiction and Mental Health (CAMH) Service Collaboratives. We also shared our expertise in French-language health services planning at a provincial CAMH meeting on the project.

Integration of mental health and addictions services

The Réseau also submitted recommendations on:

- The community-based model of withdrawal management services at the Cornwall Community Hospital
- The voluntary integration of Addiction Services of Eastern Ontario (ASEO) with the Hawkesbury & District General Hospital and the Cornwall Community Hospital

Services for seniors

Seniors Strategy for Ontario

During provincial consultations on the Seniors Strategy, we proposed that initiatives on home care, reduction of hospital stay durations and easing of pressure on long-term care homes include a series of measures to improve access to and coordination of the continuum of care for Francophone seniors. The measures were presented locally to the Champlain and South-East regions and jointly to the province with all six of Ontario's French Language Health Planning Entities. The consultation report recommended that the Entities participate in the local implementation of the Seniors Strategy.

Clients with dementia

The Réseau made a recommendation to the Champlain Dementia Network on taking into account linguistic barriers and the active offer of French-language services to Francophone clients with dementia in their strategies for reducing the duration of hospital stays, the use of emergency services, and the number of alternate level of care (ALC) patients in hospitals.

Seniors with behavioural disorders

As part of the establishment of a specialized unit in Champlain, the Réseau made a number of recommendations to ensure that Francophone long-term care residences staff more workers who are able to communicate in French with Francophone seniors with behavioural disorders.

Palliative care

Champlain Hospice Palliative Care Program

The Réseau has worked with the CHPCP towards its 2013-2016 Work Plan to ensure that it considered the Francophone perspective. As a result, the importance of understanding Francophone needs in order to respond to them appropriately is highlighted in the plan.

We also drafted *Guidelines and action priorities for palliative care* to summarize the current issues specific to Francophones and to support our recommendations to the Champlain LHIN and to the Champlain Hospice Palliative Care Program.

"In the planning process, the Réseau is an inspiration – it reminds us how important it is to respect the diversity of our clients and to be equipped to integrate linguistic and cultural sensitivity into the services we offer to patients."

Célestin Abedi

Executive Director
Champlain Hospice Palliative Care Program

Maternal and newborn care

The Réseau made two recommendations to the Champlain Maternal Newborn Regional Program. In its final proposal, the future Ottawa Birth and Wellness Centre accepted our recommendation on the active offer of French-language services. And the provincial information program BORN Ontario on the health of mothers and children (under the governance of CHEO) is currently studying our recommendation on collecting the linguistic variable and data on Francophones.

Chronic conditions: personal management of diabetes

The Réseau made a recommendation to improve access to Living a Healthy Life with Chronic Conditions, a program promoting personal management of chronic conditions, for Francophone clients, particularly those with diabetes.



We worked closely with the LHIN teams and regional coordination forums

The goal of the regular meetings of our teams is to progressively and continuously integrate the Francophone perspective into the planning of initiatives and services in the Champlain and South-East regions.

To that end, this year included:

- presentations and guidance on the use of the Réseau's reference tools and documents;
- identification of opportunities for collaborations on the priority issues;
- follow-up on our recommendations with the Champlain and South East LHINs planning directors;
- feedback on working documents:
 - Champlain and South East LHINs 2012-2013 annual business plans
 - Champlain LHIN 2012-2013 community engagement plan;
- discussion on the communities of practice and groups in which the Réseau should participate to promote priorities and solutions that meet Francophone needs.



Meeting of the Planning and Integration Table on Mental Health, Addictions and Developmental Disabilities, January 2013

Réseau participation in regional coordination forums

Communities of practice and regional health priorities

- Addiction and Mental Health Network of Champlain (AMHNC)
- Addictions and Mental Health Network of Champlain Strategic Steering Council (AMHNC, LHIN Liaison Group)
- Assisted Living Provider Committee
- Central Ottawa Primary Care Network Development
- Champlain Behavioral Support System Steering Committee Champlain Falls Prevention Advisory Committee
- Champlain Mental Health and Addictions Advisory Committee on Improving Consumer Flow
- Champlain Nurse Practitioner Program Task Force
- Champlain Regional Diabetes Advisory Committee
- Champlain Regional Hospice Palliative Care Program Council
- Council on Aging of Ottawa: Health Issues Committee, Vulnerable and Isolated Seniors Committee, Francophone Affairs Steering Committee
- Emergency Department/Alternate Level of Care (ED/ALC) Steering Committee
- Executive Committee of the Champlain Regional Geriatric Advisory Committee
- Home First Strategic Oversight Committee
- Hospice Palliated Care Network – Eastern Counties
- Kingston, Frontenac, Lennox & Addington Service Collaboratives Advisory Committee, CAMH

- Montfort Hospital Population Health Needs Analysis Steering Committee
- Opioid Addiction Medicine Treatment Network
- Orleans Family Health Hub Project Planning Committee
- Ottawa Local Immigration Partnership (OLIP) – Health and Well-Being
- Recovery Connections Project Advisory Committee
- Regional Geriatric Advisory Committee
- The Regional Maternal and Newborn Program Advisory Committee

Community of Care Advisory Forums

Eastern Counties and Akwesasne, Ottawa-East, Ottawa-West, Renfrew County

LHIN Committees

- Champlain Decision Support Network
- Expert panel on human resources
- Health Links Project Team
- IHSP Community Engagement Advisory Group

Community advisory committees

Bruyère Continuing Care, Champlain Community Care Access Centre, The Ottawa Hospital, University-Community Round Table

We helped health organizations improve access to services offered to Francophones

The **designation process** is one of the most tangible means at Ontario's disposal to ensure access to and continuous improvement of French-language services to Francophone communities. In the Champlain and South-East regions, we play a pivotal role in helping health organizations and decision-making authorities in the designation process so that more programs and services can be offered in French.



Réseau Designation Committee work session, April 2013

Overview of designation in the health-care sector (for information purposes)

	Champlain region	South-East region
General		
Total of LHIN-funded agencies	142	91
Designated agencies (LHIN-funded and otherwise)	38	0
Identified agencies (LHIN-funded and otherwise)	20*	14
Priority list (LHIN-funded agencies that are part of the 2011–2014 three-year designation plan)		
Designated agencies whose designation plans require revision	26	0
Identified agencies	11*	14

(excludes long-term care)

Réseau support in 2012-2013

	Champlain region	South-East region
Presentations to Boards of Directors or management of agencies just starting the process	8	6
French-language services committees and working groups in which we participate (these groups are established by agencies that are developing or revising their designation plans)	16	6
Agencies we are helping develop or revise their designation plans	18	6

Results as of March 31, 2013

- Two organizations in the region obtained designation status from the province and thus guarantee the offer of quality French-language services:
 - The Carlington Community Health Centre
 - The French Language Health Services Network of Eastern Ontario (the Réseau)
- The Champlain Community Care Access Centre submitted its application for designation and has committed to providing French-language services on a permanent basis. The plan was reviewed by the Réseau's Designation Committee.
- The Centre de santé communautaire de l'Estrie completed revisions to its designation plan. This plan was the subject of a recommendation to the LHIN from the Réseau Board.

Other support

We produced the *Designation Guide*, a document for health-care providers in Eastern and South-Eastern Ontario that are undertaking the designation process.

In the South-East region, we offered a workshop on developing a human resources plan within the designation process to the 14 identified organizations in Kingston.



"The ongoing assistance we received from the Réseau planning officers was extremely useful in the development of our designation plan. The CCAC is keen to take this significant step so that we can better meet the needs of our region's Francophone community."

Patrice Connolly
Vice President, People and Stakeholder Engagement
Champlain Community Care Access Centre (CCAC)

We helped implement accountability measures for French-language health services

Following recommendations from the Réseau, the Champlain and South East LHINs agreed on local conditions for French-language services, which are set out in the accountability agreements with health services providers in each sector in their jurisdiction: hospitals, health-care organizations and long-term care homes. These conditions apply to identified agencies or those that must revise their designation plans. They involve working with the Réseau and establishing a French-language services work group or committee.

- We submitted a report to our LHINs on *The Status of Designation Plans – Eastern Ontario 2012-2013*.
- We recommended that the local conditions be extended to apply to service accountability agreements with long-term care homes (L-SAA) for 2013-2014, which the LHINs accepted.
- With the LHINs, we reviewed the local conditions for French-language services included in service accountability agreements with hospital service providers (H-SAA) and multi-sectorial service providers (M-SAA).

- We assisted the LHINs to assess service providers' compliance with local conditions.
- We were involved in the analysis and follow-up on the French-language services progress reports of identified health services providers in the South-East region. New indicators were proposed to the LHIN for 2013-2014.

We continue to work with provincial authorities to improve the designation process

We participated on the Interdepartmental Committee on Designation, established following a recommendation from the French Language Services Commissioner of Ontario that a mandatory directive on agency designation process be developed.



On the Réseau Radar

Health Links

How will Health Links meet the needs of Francophone clients? This new model of voluntary collaboration among health services providers is intended to improve coordination of patient care, starting with individuals with significant health-care needs. We are closely monitoring the evolution of the proposals so that partners partake in a continuum of French-language health services, and so that the goal of patient-centered Health Links is also an opportunity to actively offer services to Francophone clients, regardless of their geographic location.

Inspiring collaboration among key stakeholders

OUR STRATEGIC RESULT:

Effective networking between key stakeholders promotes the development and coordination of a continuum of French-language health services

This year:

We raised awareness of regional and provincial authorities on the importance of evidence-based data on Francophone health

Data on the health needs of Francophones and on their use of health services is essential to sound planning of French-language health services. The Réseau promotes the inclusion of linguistic variables in data collection and databases in a number of ways.

Data collection pilot project

The Réseau is working with the Champlain and South East LHINs on a Francophone client identification pilot project with the goal of systematically and consistently collecting Francophone data, based on the Inclusive Definition of Francophone (IDF) proposed by the Office of Francophone Affairs. The initiative includes the Community Care Access Centres (CCACs) and a number of hospitals in the region.

Provincial and national awareness

The Réseau, the LHINs and the five other French Language Health Planning Entities in Ontario, have agreed to work together to raise awareness about the importance of collecting linguistic variables. We have approached key provincial stakeholders, including the Ministry, the French Language Services Commissioner and the Office of Francophone Affairs. We have also established a partnership with the SSF and Consortium national de formation en santé (CNFS) for the purpose of raising awareness with national stakeholders.

We worked with researchers to gather better-quality data

Projects in progress

The Réseau is involved with two projects to obtain evidence-based data on Francophones:

- Data pairing with the Institute for Clinical Evaluative Sciences (ICES)
- Data extraction by linguistic profile using the DATIS (Drug and Alcohol Treatment Information System) database

Réseau participation

We have been involved in a number of research committees in an effort to promote the need for information on Francophone health among researchers. Topics currently being researched include:

- Improvements to the education of health-care and social service professionals in Francophone minority communities – Consortium national de formation en santé (CNFS)
- Primary health care – Consortium national de formation en santé (CNFS)
- Assessment of the needs of the South-East Francophone population and of the health services offered – Association canadienne-française de l'Ontario-Conseil régional des Mille-Îles (ACFOMI) and Réseau de recherche appliquée sur la santé des francophones de l'Ontario (RRASFO)
- Access to French-language health services and their use in Francophone minority communities in the South-East and Champlain regions – Association canadienne-française de l'Ontario-Conseil régional des Mille-Îles (ACFOMI) and the Canadian Institute for Research on Linguistic Minorities (CIRLM)

We helped coordinate the province's French Language Health Planning Entities

The six Entities (including the Réseau) formed a collaborative of executive directors of the French Language Health Planning Entities of Ontario, and drafted a work plan for 2012-2013 to address common issues related to the planning of services and to Francophone health. Targeted results:

- Obtain evidence-based data to fulfil the mandate of planning French-language health services
- Establish strategic collaborations required to fulfil the Entities' mandate, in line with identified provincial priorities
- Support the operational development of the Entities as organizations
- Determine the principles of service integration models for Francophones
- Contribute to the performance evaluation of the Entities

Representatives from the Entities took part in: the OHA Provincial Leadership Council for French Language Services; the Provincial Advisory Group on Collaborative Mental Health and Addiction Services; and the Reference Group for Mental Health and Addictions Nurses in District School Boards Program.

The collaborative also organized a forum on strategic collaborations between Entities and French-language health networks.

We contributed to the synergy of the French-language health movement

Our agreements with our national partner, Société Santé en français, enable us to act on health determinants other than health services that are just as important for Francophone health. The result is a significant synergy in our actions and in French-language health services in the region.

Mental health resource network

As mental health resource network for Société Santé en français, the Réseau helped to develop national strategic directions for French-language health networks across the country. The document *Orientations en santé mentale en français : favoriser le rétablissement dans sa langue* [Directions for Mental Health in French: Promoting Recovery in One's First Language] was presented at the Rendez-vous Santé en français 2012.

Roadmap for Canada's Official Languages

A great deal of work was done in 2012 to renew the Roadmap for Canada's Official Languages 2013-2018. We supported Société Santé en français during strategic programming sessions and awareness-raising meetings with political and governmental bodies.

Rendez-vous Santé en français 2012

The Réseau participated in the Rendez-vous Santé en français 2012, hosted by Société Santé en français, which attracted more than 450 participants to Ottawa from November 21 to 23, 2012. As part of the event, we presented conclusions from our *Exploratory Study on Integrated Health Services for Francophone Communities*. As well, more than 50 participants attended a pre-Rendez-vous day on mental health organized by the Réseau.

Réseau participation with the SSF

- Task forces: Evaluation, Mental health
- Linguistic and cultural standards project steering committee
- Round table of the Executive Directors of the French-language health networks

"Thanks to its Executive Director, the Réseau was a big help in getting the Entities started in the province. An Entity itself, the Réseau continues to provide leadership that is very much appreciated by our group in the advancement of our common provincial projects, especially those in the areas of research and health services integration."

Dominique Auger
Executive Director
Entity 4 - Central, Central-East and Simcoe North Muskoka region



We supported Santé en français projects in our region

We supported seven Santé en français projects during this third and final year of funding.

One of these projects was recognized at the Société Santé en français 10th anniversary gala held in November 2012. The clinical team of the Hawkesbury and District General Hospital's Co-occurring Mental Health and Diabetes Program took first prize, awarded for the exceptional positive effects the project has had on the health of Francophones. This national recognition is worth celebrating, as there were 67 eligible projects! Congratulations to the team.

We continued to explore ways to support health professionals

Research conducted with health-care professionals on behalf of the Réseau in the fall of 2011 helped us determine what professionals wanted from a support network. This year, we followed up with an online consultation to shape a French-language networking tool for health-care professionals. The 92 respondents indicated their level of interest for IT-based networking resources and told us about their professional internet utilization patterns. Their responses have encouraged us to work, among other things, on developing a technological platform to enhance collaboration among Francophone health-care professionals.



Executive teams of the Société Santé en français member networks, November 2012

On the Réseau Radar

Better data for better planning

The Ontario health-care system relies heavily on data to inform sound decision-making when it comes to the population's health. However, little or none of the information currently used for the planning of the health system documents Francophone health status or Francophone use of services.

Along with our LHINS and the other French Language Health Planning Entities in Ontario, the Réseau will continue to work on raising awareness among key stakeholders on the importance of the availability and of access to evidence-based data, promoting a viable and sustainable solution for the health-care system.

Maximizing our organizational performance

OUR STRATEGIC RESULT:

The Réseau develops its organizational abilities in order to carry out its new responsibilities effectively and efficiently

This year:

We examined our performance indicators

It is essential that we measure our successes and our impact as Réseau and as planning entity. We focused specifically on indicators related to our 2011–2016 Strategic Plan, our Joint Action Plan with the LHINs and the LHIN-Entity Accountability Agreement.

- The Board of Directors reviewed a preliminary scorecard, designed to measure progress toward our strategic results from now until 2016.
- We proposed a preliminary series of indicators to the LHIN-Réseau Liaison Committee.

We continued to develop our team's abilities

The following activities helped consolidate the team this year:

- We welcomed a new Planning Officer, responsible for mental health and addictions
- We developed an organizational renewal strategy in the form of professional guidance in support of team and management performance and cohesion
- We defined the planning team's mandate
- We developed planning tools to help both the Réseau team and the LHIN planners

We developed tools and reference documents to support the planning and organization of French-language health services

Developed by the Réseau, these tools serve as the foundations for our recommendations to local health system partners.

Exploratory Study on Integrated Health Services for Francophone Communities

In support of its planning objectives, the Réseau oversaw a study on integrated health services models that considered the needs of linguistic minorities in Canada and internationally. The study enabled us to identify the essential components of a health-care system that takes into account Francophone linguistic minorities.

Designation Guide

This guide is a tool for identified and designated agencies and for those that are interested in the active offer of French-language services. Its goal is to promote greater understanding of the designation process. A Réseau initiative, the guide falls within our role of supporting health services providers' efforts and making recommendations of designation to health-care decision-makers.

French-Language Health Services Planning Guide

This tool helps the Champlain and South East LHINs health services planners as well as health services providers that must consider Francophone needs as part of their integrated health services planning efforts.

The Impact of Linguistic Barriers on Mental Health

This document for local health system planners uses existing literature and best practices to demonstrate the importance of the language of communication in the offer of mental health services. The tool will be available in upcoming weeks and will serve as a reference for our recommendations.

Our team

French-Language Services, a Factor in the Quality of Health-Care Services: Rationale and Impact Analysis Framework

Presented to the Champlain and South East LHINs planning teams, this document outlines the impact of linguistic barriers on the quality of French-language health services and stresses the importance of accounting for these barriers when planning health projects and initiatives. The document forms the basis of presentations to program directors and decision-makers.

Orientations en santé mentale en français pour favoriser le rétablissement dans sa langue [Directions for Mental Health in French: Promoting Recovery in One's First Language]

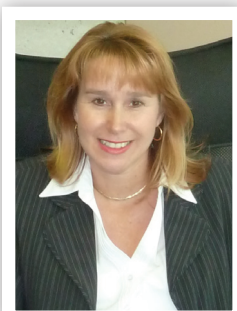
The SSF and the Réseau propose four strategic directions for mental health in French in order to inspire and support initiatives that address the needs of Francophones living in minority communities in Canada.

Orientation et priorités d'actions en soins palliatifs [Guidelines and Priority Actions in Palliative Care]

This reference document outlines the current issues faced by Francophones receiving palliative care and proposes guidelines, a conceptual framework and priority actions. It is intended to support the planning processes of the Champlain Hospice Palliative Care Program in order to ensure access to quality French-language palliative care services in the Champlain region.

Survey data review tool

We have developed a tool that pools survey data on the Francophone population, which helps to establish a populational profile on which to base our planning.



Jacinthe Desaulniers
Executive Director



On the Réseau Radar

Impact of the Planning Entities

Appointed or formed in 2010, the province's six French Language Health Planning Entities (including our Réseau) signed five-year accountability agreements with their respective LHINs. An assessment process is being contemplated to measure the impact of their actions on French-language health services. Already, the Entities have declared to the Ministry their willingness to contribute to the development of the performance assessment strategy. The concept of assessment according to a participative process has been well received.

Our partners

Local Health Integration Network (LHIN)

The Réseau is partner to the Champlain and South East LHINs, with whom we signed an initial five-year Accountability and Funding Agreement in March 2011.

The Agreement recognizes the Réseau and the LHINs' commitment to the Francophone population, as well as the Réseau's role as French-Language Health Planning Entity, mandated by the province of Ontario in 2010.

To fulfil the terms of the Agreement, we:

- produced a report outlining all of our recommendations. Follow through on the recommendations was documented in an analysis presented to our Board of Directors;
- convened the LHIN-Réseau liaison committee on French-language services in Eastern Ontario, made up of members of each partner's Board of Directors and management, to oversee the implementation of the Agreement;
- produced and submitted quarterly activity reports;
- evaluated the 2012-2013 Joint Action Plan and drafted a third Joint Action Plan for Fiscal Year 2013-2014, with the support of the LHINs.

Société Santé en français

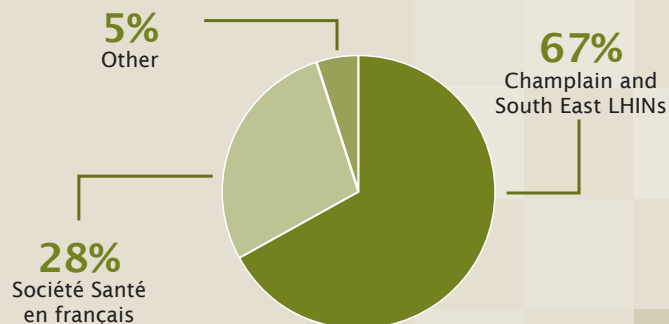
Since 2002, the Réseau has been a member and proud partner of the Société Santé en français in Eastern Ontario.

The contribution agreements in effect this year supported networking, service organization, and human resources projects.

Financial statements

Revenue 2012-2013

\$ 1,469,561



Expenditures 2012-2013

\$ 1,452,177

