

Introduction

Within the local health-care system, the *French Language Health Services Network of Eastern Ontario* (the *Réseau*) and the *Local Health Integration Networks* (LHINs) of Champlain and South East have worked together to improve French-language health services since 2010. As part of the health service planning process, the LHINs engage with and request advice from the Réseau on health issues affecting Francophones in their regions. The advice provides focuses on the health needs and priorities of Francophones, as well as on initiatives and services offered to Francophones. Collaboration is governed by the responsibilities set out in the Regulation on Engagement with the Francophone Community,¹ an accountability agreement between the three parties, and an annual joint action plan.

The Recommendations Report is a dynamic and evolving measurement tool that enables us to jointly review our areas of collaboration, to identify our successes and our opportunities for improvement, and to adjust our methods. It is one of the most important elements of the Réseau-LHIN collaboration. The actual recommendations are a way to help us achieve our shared goal: to promote continuous improvement in the quality and efficient delivery of health services in French. A number of recommendations have led to joint actions with a systemic impact on health services offered in French. For example: the project on evidence-based Francophone health data and the systematization of the designation process at the local level, including support for service providers, regional assessment of the capacity to offer services in French, and designation recommendations to the Ontario Ministry of Health and Long-Term Care.

Structure of the report

This report presents the written advice and recommendations provided by the *Réseau* to the Champlain and South East LHINs for the year 2013. The recommendations are grouped according to the objectives set out in the 2013-2014 Joint Action Plan. The report includes our recommendations to other groups that are accountable to the LHINs in matters of regional health priorities, as well as recommendations made within the scope of our activities with other groups.

This report does not include any advice provided verbally to the LHINs or other groups at meetings or in one-on-one conversations. For the full picture of all Réseau and LHIN activities regarding French-language health services, please see each organization's annual report.

Summary

This year, we provided a total of 39 written recommendations. Of these, 22 were provided to the LHINs (57%), and 17 were provided to other groups (43%).

Of the 22 recommendations provided to the LHINs:

- **91% resulted in actions by the LHINs that were partly or fully in accordance with the recommendations.**
 - 14 resulted in actions or measures taken by the LHIN that were in full accordance with the recommendation (64%).
 - 6 resulted in actions or measures taken by the LHIN that were partly in accordance with the recommendation (27%).
- 2 recommendations did not result in action by the LHIN (9%). One was addressed to the Champlain LHIN and recommended candidates for a new French-language services committee. The other was addressed to the South East LHIN and concerned mental health redesign.

¹ Regulation 515/09 under the *Local Health System Integration Act*

Recommendations to the LHINs

OBJECTIVE OF THE 2013-2014 JOINT ACTION PLAN	ACTION SPECIFIED IN THE JOINT ACTION PLAN	RECOMMENDATION	ADDRESSEE	ACTION OR MEASURE TAKEN BY THE LHIN	RECOMMENDATION FOLLOWED	OUTCOME	
Improve quality of data for better French-language health services planning	Continue with the pilot project on linguistic variable collection	Create a steering committee to guide the process with a view to obtaining quality data	CHAMPLAIN LHIN SOUTH EAST LHIN	The committee was formed, its mandate accepted, and regular meetings organized.	Yes	We have a leadership structure to help achieve the goal of better quality data.	
Strengthen Francophones' participation in health services planning through community engagement	Participate in the Champlain LHIN 2013-2014 community engagement plan	Include elements from the high-level 2012-2013 results report and propose strategic community engagement objectives for 2013-2014	CHAMPLAIN LHIN	Feedback integrated by the Champlain LHIN into the 2012-2013 results report and into the 2013-2014 Community Engagement Plan.	Yes	The community engagement plan includes the distribution of responsibilities as discussed with the LHIN.	
	Contribute to the development of the Champlain 2013-2016 Integrated Health Service Plan (IHSP)	Better represent the LHIN's commitment toward Francophones in the Plan	CHAMPLAIN LHIN	The LHIN's vision statement mentioned the Réseau and the importance of services that reflect the linguistic and cultural needs of Francophones. The lack of Francophone data was also highlighted. Francophones are included in the performance indicators for 4 of the 6 IHSP key outcomes.	Partially	The Champlain LHIN's 2013-2016 IHSP addresses Francophones.	
	Contribute to the development of the South East 2013-2016 Integrated Health Service Plan (IHSP)	Represent the LHIN's commitment toward Francophones with a distinct priority as well as in each LHIN planning priority	SOUTH EAST LHIN	The LHIN identified the necessity of considering Francophone needs as an IHSP priority. The Réseau's recommendation is included as an appendix to the IHSP.	Yes	One of the 3 priorities of the South East IHSP is to "focus on the unique health care needs of Aboriginal and Francophone populations." Francophone needs are also highlighted in relation to other priorities.	
	Contribute to the development of the Champlain LHIN's 2013-2014 workplan	Better reflect the LHIN's work with the Réseau and its commitment toward Francophones.	CHAMPLAIN LHIN	The LHIN consulted with the Réseau and took our recommendations into account in drafting its business plan.	Yes	The 2013-2014 workplan sets out the LHIN's obligations and commitment regarding French-language services, as well as its collaboration with the Réseau.	
	Engage the Francophone population	Review the Champlain LHIN's French-language services committee's mandate		CHAMPLAIN LHIN	The committee's mandate will be reviewed after one year, as part of an assessment of its operations. Réseau comments will be considered at that time.	Partially	
		Candidates from the community for the Champlain LHIN's French-language services committee		CHAMPLAIN LHIN	A candidate was chosen. The Réseau's recommended candidates were not selected. The LHIN felt that it was important to choose a candidate who would bring a fresh perspective to the committee's deliberations.	No	

OBJECTIVE OF THE 2013-2014 JOINT ACTION PLAN	ACTION SPECIFIED IN THE JOINT ACTION PLAN	RECOMMENDATION	ADDRESSEE	ACTION OR MEASURE TAKEN BY THE LHIN	RECOMMENDATION FOLLOWED	OUTCOME	
		Francophone perspectives in the mental health and addictions redesign in the South East	SOUTH EAST LHIN	The Redesign Task Force did not accept our recommendation. However, we were involved in later steps, particularly in community engagement sessions and in educating the task force about the necessity of including the Francophone perspective in its consideration of the options for the mental health care system.	No	The action plan was not amended to refer specifically to the needs of the Francophone community.	
			SOUTH EAST LHIN	Testimony from a Francophone was included in the Visioning Day. Invitations to Francophones to attend the Visioning Day (June 2013) were sent according to the suggested list.	Yes	Francophones participated in the Visioning Day as part of the mental health and addictions redesign.	
Ensure that French-language health service planning meets the needs of the Francophone community	Continue raising awareness among stakeholders on the importance of including the Francophone perspective in their planning initiatives	Include the Francophone perspective in the Champlain Behaviour Support System Sustainability Plan	CHAMPLAIN LHIN	The Francophone perspective was included in the Champlain LHIN's accountability report.	Yes	The accountability document takes the Francophone perspective into account.	
	Assist the LHINs and service providers with the development of HealthLinks	Guiding principles for the development of the submission and assessment process for the readiness assessment forms from each Link in Champlain	CHAMPLAIN LHIN	The LHIN asks HealthLinks partners to consider the guiding principles developed by the Réseau in their readiness assessment forms.	Yes	Service providers/HealthLinks partners consider the guiding principles on French-language services when drafting their documents.	
		Focus on two South East HealthLinks and on linguistic identification of client, identification of French-language service capacity, and service corridors	SOUTH EAST LHIN	The Primary Care Lead verbally indicated his agreement with our recommendation. The LHIN facilitated a meeting with the Quinte and Kingston Links.	Yes	The Réseau works directly with the South East HealthLinks.	
	Continue raising awareness among stakeholders on the importance of including the Francophone perspective in their planning initiatives	Increase Réseau involvement in the health system improvement preproposal (H-SIP) process		CHAMPLAIN LHIN	The Champlain LHIN has made its expectations regarding French-language services clear to service providers. The Réseau will be invited to participate in the assessments.	Yes	The Francophone lens will be applied to health system improvement preproposal (H-SIP) process in the Champlain region.
		Increase Réseau involvement in the health system improvement preproposal(H-SIP) process		SOUTH EAST LHIN	The South East LHIN will review our recommendation regarding health system improvement preproposals at the appropriate time in its planning cycle.	Partially	
		Provide a checklist for French-language health service planning		SOUTH EAST LHIN	These documents will be provided to new LHIN employees. They will serve as tools to help integrate the Francophone perspective and will be incorporated into the LHIN's new strategic investment process.	Partially	The LHIN team is better equipped to take the Francophone lens into account in its planning initiatives.
Improve the active offer of	Evaluate designation	Champlain Community Care Access Centre	CHAMPLAIN LHIN	The plan was approved by the LHIN's Board and forwarded to	Yes	The CCAC implemented all required elements to	

OBJECTIVE OF THE 2013-2014 JOINT ACTION PLAN	ACTION SPECIFIED IN THE JOINT ACTION PLAN	RECOMMENDATION	ADDRESSEE	ACTION OR MEASURE TAKEN BY THE LHIN	RECOMMENDATION FOLLOWED	OUTCOME
French-language health services	applications	(CCAC) designation plan		the Ministry.		meet the designation criteria set by the Office of Francophone Affairs (OFA).
		Revised Centre de santé communautaire de l'Estrie (CSCE) designation plan	CHAMPLAIN LHIN	The plan was forwarded to the Ministry.	Yes	Following its expansion, the CSCE revised its designation plan and implemented all required elements to meet the OFA's designation criteria.
	Assess background elements concerning agencies that have been identified for more than 10 years	Maintain French-language service conditions in the accountability agreement (L-SAA 2013-2016) with Marianhill	CHAMPLAIN LHIN	Our recommendation was followed by the LHIN.	Yes	Update the status of identified agencies to reflect the evolution of the health-care system and the offer of French-language services.
		Do not maintain identified agency status for the Heartwood long-term care facility in Cornwall (formerly Versa Care and Bestview)	CHAMPLAIN LHIN	Our recommendation was followed by the LHIN.	Yes	Update the status of identified agencies to reflect the evolution of the health-care system and the offer of French-language services.
	Contribute to the efficiency and effectiveness of the designation process	Proposal for an accountability process for revised designation plans adopted by the Réseau Board	CHAMPLAIN LHIN	After some discussion, the proposal was accepted by the LHIN. The Champlain LHIN forwards revised designation plans to the Ministry with LHIN and Réseau signatures.	Partially	We have a process that respects the original objectives: <ul style="list-style-type: none"> ▪ to encourage service providers to fulfil their French-language service obligations; ▪ to recognize the significant efforts of service providers who review their designation plans; and ▪ to provide the Ministry and the Office of Francophone Affairs with current information about the offer of French-language services in our region.
		Elements of the French-Language Services Report 2012-2013 for non-identified service providers regarding designation in the Champlain region	CHAMPLAIN LHIN	Questions are included in the report template to be filled out by service providers not identified for designation.	Yes	For the first time, we have evidence-based data on the offer of French-language services by non-identified agencies.
		Advice on local conditions in accountability agreements (M-SAA 2014-2017) with identified health service providers in the South East region	SOUTH EAST LHIN	The LHIN proposes local conditions to identified agencies.	Partially	

Recommendations to other health-care system groups

OBJECTIVE OF THE JOINT ACTION PLAN	ACTION	RECOMMENDATION	ADDRESSEES	RECOMMENDATION FOLLOW-UP/OUTCOME	RECOMMENDATION FOLLOWED
Improve quality of data for better French-language health services planning	Develop an awareness plan on linguistic data	Recommendation that the Champlain LHIN raise awareness among the province's LHINs on the shared position of the province's Planning Entities ² on the linguistic variable, and engage in dialogue with the Entities on next steps	Executive directors, French-language services – Ontario LHINs	The executive directors confirm, by official correspondence, the importance of the Entities' actions and commit to raise awareness of their LHIN colleagues.	
	Promote the inclusion of the linguistic variable in existing databases	Recommendation to the BORN Ontario (Better Outcomes Registry and Network Ontario) program that the linguistic variable be integrated into its provincial database	Directors of the BORN program, a provincial project governed by CHEO.	Awaiting response	
		Recommendation to the Ontario Hospital Association (OHA) that it adopt the Entities' shared position on the linguistic variable	French Language Services Leadership Council of the Ontario Hospital Association (OHA)	Awaiting response	
		Recommendation to the Association of Ontario Health Centres that it adopt our two proposed questions on the linguistic variable in its provincial database	Decision support sub-committee - Association of Ontario Health Centres	Awaiting response	
Strengthen Francophones' participation in health services planning through community engagement	Conduct engagement initiatives according to planning priorities	Recommendations on Francophone participation in the redesign of mental health and addictions services in the South East (Redesign Task Force)	KPMG consultant in charge of the project for the South East LHIN	Some recommendations were considered.	
Ensure that French-language health service planning meets the needs of the Francophone community	Continue raising awareness among stakeholders on the importance of including the Francophone perspective in their planning initiatives	Recommendation to the Ministry on years 4 to 10 of the Ontario 10-Year Mental Health and Addiction Strategy implementation plan	Assistant Deputy Minister, Mental Health	Awaiting follow-up	
		Recommendation on including the Francophone perspective in provincial clinical tools	Project Manager, Investigations, French Language Services Commissioner	E-mail response from the Commissioner's office. Awaiting provincial follow-up.	

² French Health Planning Entities of Ontario

RÉSEAU RECOMMENDATIONS REPORT

December 2012 to November 2013

OBJECTIVE OF THE JOINT ACTION PLAN	ACTION	RECOMMENDATION	ADDRESSEES	RECOMMENDATION FOLLOW-UP/OUTCOME	RECOMMENDATION FOLLOWED
	Devise concrete actions to implement the provincial senior care strategy in order to maximize the benefits to the Francophone senior population	Recommendations within the context of the development of an integrated dementia model for the Champlain region	Champlain LHIN project lead	The Francophone perspective was included in the Champlain LHIN document	
	Set action priorities in palliative care in line with the provincial strategy and the guidelines developed by the Réseau	Recommendations of guidelines for palliative care in French	Executive Director of the Champlain Palliative Care Program	Our recommendations were well received and were incorporated into the regional program's workplan.	
	Participate in the development of chronic disease self-management program in French	Recommendation to the <i>Living Healthy Champlain</i> program to improve the integration of the Francophone perspective and access to services in French	Regional <i>Living Healthy Champlain</i> program coordinator	Discussions will continue with the Champlain LHIN, which is now in charge of the regional program.	
	Assist the LHINs and service providers with the development of HealthLinks	Recommendation to work with Health Quality Ontario (HQO) to ensure that its work considers the Francophone lens	Director of Health Quality Ontario	HQO suggested that we work with each of the HealthLinks. The Ontario French Language Services Commissioner is monitoring the file.	No
Improve the active offer of French-language health services	Contribute to the efficiency and effectiveness of the designation process	Advice on adapting the SRI report template (Self Reporting Initiative Project) for identified service providers	Provincial SRI project lead		
		Advice to the inter-ministerial committee reviewing designation tools, the designation process and the post-designation follow-up process	Assistant Deputy Minister, Office of Francophone Affairs	The new process reflects our advice.	Yes
		Advice on the assessment procedure for revised plans	Planning officer, Réseau du Mieux être francophone du Nord de l'Ontario	Our advice was incorporated into their practices.	Yes
		Advice on policy analysis in the context of a designation plan	French Language Services Coordinator, Erie St.Clair LHIN	Our advice was incorporated into their practices.	Yes
		Advice on the designation process	French Language Services Coordinator, Hamilton Niagara Haldimand Brant LHIN	Our advice was incorporated into their practices.	Yes
		Advice on evaluating a designation application from a service provider	French Language Services Coordinator, Erie St.Clair LHIN	Our advice was incorporated into their practices.	Yes