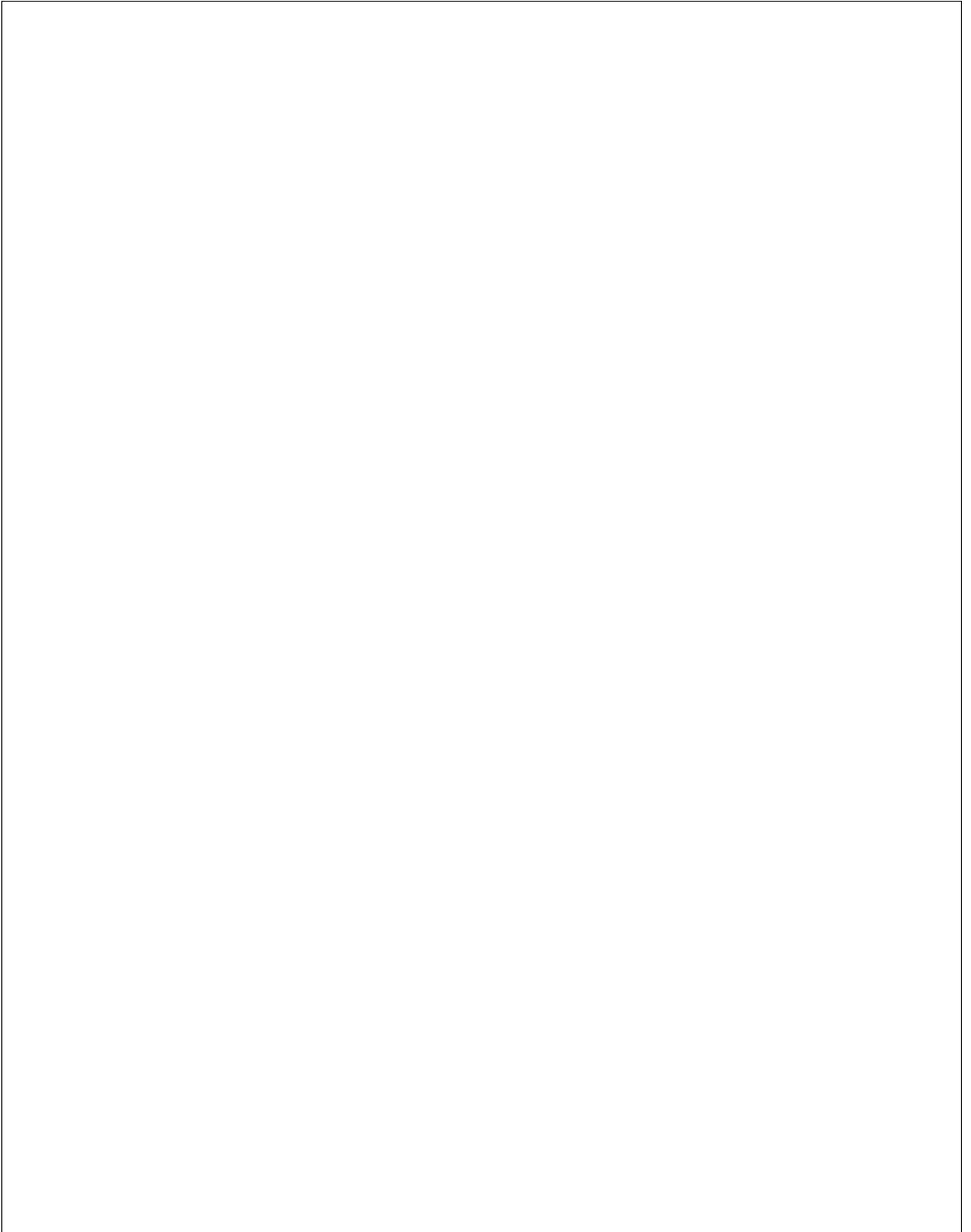


Family Health Teams

Advancing Primary Health Care

Guide to Integrating French Language Health Services in Family Health Teams

Draft For Discussion - December 15, 2005



Purpose

The Primary Health Care and French Language Health Services of the Ministry of Health and Long-term Care have developed this guide for Family Health Teams. This guide will assist groups interested in establishing Family Health Teams that intend to serve francophone clients. It will help them take into account this clientele's perspective and needs as they progress along various stages of Family Health Team planning and implementation.

Introduction

Groups interested in establishing Family Health Teams that have identified the francophone community as a target clientele within their catchment area may want to consider how their governance model, strategic planning and future operations will ensure that their francophone clients will be served appropriately and adequately in French. As Family Health Teams move through the different stages of development, it is important that they recognize the needs of their francophone clientele and integrate them from the outset with the appropriate mechanisms.

This guide has been developed in that spirit. It aims to provide Family Health Teams with direction and support to meet the needs of francophone Ontarians. Furthermore, as Family Health Teams will play an important role in helping their clients navigate through the local health care system, it is important that team members (professional, management, and support staff) are aware of where/who clients must be referred to in order to access other health care services in French. The ministry's French Language Health Services office have regional French language health services consultants. They are available to support Family Health Teams in the development of French language services and provide information on which services are available in French in your area.

Identifying Francophones as a target clientele is an important first step toward ensuring the establishment of a Family Health Team that will address local needs. In Ontario, the French Language Services Act is the legal framework (including policies and processes mentioned in this guide) that guides the implementation of health services in French in the health care system.

Integrating the Francophone Clients' Perspective and Needs

a. Governance and Accountability

- When reviewing governance options and deciding on the appropriate model, consider the needs and concerns of francophone clients.
- Include francophone clients' perspectives in all elements of the governance framework.
- Address and integrate francophone clients' perspective and needs in strategic planning, financial management, human resource management, risk management, accountability, dispute resolution, as well as communications and community outreach strategies.
- When establishing a local Family Health Team include representation from Franco-Ontarians.

b. Strategic and Program Planning

- Integrate francophone perspectives in the Family Health Team mission, vision and goals.
- Further define the francophone population living in the Family Health Team catchment area. This includes their demographics and needs as well as the strategy to address these needs in French.
- Develop a list of programs and services that will be provided within the broader context of the Family Health Team vision to serve the francophone population health needs
- Develop staffing plans that will ensure the proper delivery of French language services.

c. Operationalizing Business Plans

Planning and Implementation Principles: Leverage francophone community resources and linkages to ensure the needs and concerns of francophones are addressed. As the Family Health Team develops, further consultation may be required to adjust your plan.

Planning Outcomes: Establish a solid foundation for effective and efficient Family Health Team service delivery in French for francophone clients.

- *Client/Patient Enrolment:* Identify francophone clients/patients served including francophone patients without previous service access.
- Negotiate financial and service reporting requirements that will include services in French in the funding agreement with the ministry.
- Establish human resources policies and staffing plans that will reflect French language services in- policies.
- Provide French language training for staff when required.
- Ensure forms and materials required for patient enrolment are available in French.
- Ensure health promotion and disease prevention materials and other health information are available in French.
- Develop and implement targeted programs for patients based on defined needs, including francophone clients/patients.

d. Selected Measures for Assessing Effective Implementation of French Language Services in Family Health Teams

To monitor the effective implementation of services that address francophone perspectives and needs, the following French language service indicators can be used to measure success:

- Adequate number of bilingual staff hired
- Appropriate communication mechanisms (telephone protocols including auto-attendant recorded message, correspondence, signage, etc.) in place.
- Appropriate communication and information materials (publications, forms and other materials both written and electronic.) distributed.
- Appropriate bylaws, internal processes and procedures and policies established to allow the above.

Where to Get More Information

All approved Family Health Teams will be assigned a ministry Family Health Team coordinator. This ministry contact person will be your guide to assist you to work through the details and options of establishing a Family Health Team.

If you have not yet been assigned a coordinator, please contact the Ministry at:

E-mail: FHTinquiry@moh.gov.on.ca
Address: Primary Health Care Team
Ministry of Health and Long-Term Care
1075 Bay Street, 9th Floor
Toronto, ON M5S 2B1
Telephone: 416-212-6155
Toll Free Phone: 1-866-766-0266

For more information on Family Health Teams in general, please refer to the Family Health Team Fact Sheets or the Ministry of Health and Long-Term Care website at: http://www.health.gov.on.ca/transformation/fht/fht_mn.html

You can also contact the ministry's French Language Health Services office for a list of regional French language health services consultants:

Address: French Language Health Services
Ministry of Health and Long-Term Care
5700 Yonge Street, 5th Floor
Toronto, ON M2M 4K5
Telephone: 416-327-8975
Fax: 416-327-8980
Website: http://www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html
This website provides links to the list of French language health services consultants and to the French Language Services Act.

Resources

The Regroupement des Intervenient en santé et en services sociaux de l'Ontario (RIFSSSO) is an umbrella organization of French-speaking health and social services professionals. It brings together nurses, social workers, dietitians, physiotherapists, etc.

Regroupement des intervenantes et intervenants en santé et en services sociaux de l'Ontario can be reached at :

Address: 2, Gloucester Street, Suite 205
Toronto, ON M4Y 1L5
Telephone: 416-968-6759
Toll Free Phone: 1-800-265-4399
Fax: 416-968-6838
E-mail: rifssso@rifssso.ca
Website : <http://www.rifssso.ca/>