



Quarter: July 1 to September 30 2007

Title:

NETWORKING & SPA-II

File number:

A Program objectives	B Main activities and sub-activities	C Expected results	D Performance indicators	E Results achieved (for the quarter)	F Comments, explanation of variances and recovery plan
1. Identify the Francophone community's healthcare needs;					
2. Establish and implement strategies to improve French language healthcare services	Look for funding to develop an action plan inspired by Setting the Stage (STS) to improve healthcare services and social services other than primary services.	An action plan similar to STS for secondary and tertiary services.		No action taken during this quarter.	The PEIFLHSN is presently focusing its efforts on the implementation of STS before taking on another plan of action.
3. Encourage community commitment and empowerment	Develop a communication plan to promote new or existing French language services in health centers. Offer information on French language healthcare terminology. Use the Web site and public ads as tools to inform the community, especially those living in Anglophone communities, about making an active demand.	The community will be able to better profit from the French language services that are available and will also find it easier to find the places where an active demand might encourage services to be put in place. The members of the community will increase their literacy level. The community recognizes its role and commits to participating in the process of developing French language services.	Ads/articles in <i>La Voix acadienne</i> Active participation by the population Demand for services increases Usage of the FLHSN's Web site increases	Ad published in <i>La Voix acadienne</i> on August 15 to encourage members of the community to do their part in requesting services in French. The ad directed them to the PEIFLHSN Web site. Booth at the <i>Village des apprenants</i> (learners' village) during a literacy forum (Sept. 8) to show the terminological and linguistic resources available on the PEIFLHSN website. The PEIFLHSN's website is kept current – when information is made available to the PEIFLHSN, it is added to the site. The PEIFLHSN is increasingly known for its expertise at the community level. During the quarter, the PEIFLHSN received four requests for assistance or information from various community groups, one of which was the PEI Lung Association, to assist in recruiting a representative of the Acadian and	

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				Francophone community to sit on the Board of Directors to represent the interests of this population segment. On July 6, the project manager met with the new chairperson of the Francophone Seniors Club to discuss the role of the PEIFLHSN and its partnership with the group.	
4. Establish links with the entities responsible for planning services in the different regions of the provinces and territories	<p>Present annual plans to the Department of Health, indicating the key activities undertaken and the desired outcomes according to a previously established timeline. (Done by the Department of Health through its representatives who sit on the Network)</p> <p>Government members of the Network present regular reports on the activities undertaken by the Departments of Health and Social Services and Seniors, with their results, and explain any (positive or negative) variances.</p> <p>Organize an annual meeting with directors of the Departments of Health and Social Services and Seniors to evaluate the French language services offered, explore priorities and develop relationships. (The first meeting could include a presentation to senior civil servants on the costs of French language</p>	Formal consultation mechanism exists between the FLHSN and the Department of Health (regular, precise and recent communications between the FLHSN and the healthcare system, as well as Departmental leaders)	<p>Plans received</p> <p>Three reports per year</p> <p>Meeting attended by a majority of the directors</p>	<p>Department of Health activity report postponed until the next meeting of the PEIFLHSN in November.</p> <p>The PEIFLHSN invited the new Minister of Health to its meeting on September 25. The minister accepted but had to cancel at the last minute. The Minister responsible for Acadian and Francophone Affairs was also invited but was unable to attend.</p>	<p>The delegate of the Department of Health Corporate Services Division was scheduled to present a report on activities, relating to STS at the last meeting of the PEIFLHSN (Sept. 25). Due to missed deadlines, the report will only be presented at the next meeting of the PEIFLHSN.</p> <p>The PEIFLHSN is planning to invite the ministers again to make a presentation on the PEIFLHSN and its activities.</p>

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	services and statistics on the Francophone population in the six regions of the Island.)				
5. Encourage, support and promote prevention	Continue to support community groups organizing promotion and prevention events.	Promotion/prevention activities are organized in French (or both languages) regularly. The FLHSN shares its expertise.	The FLHSN partners with several groups that organize promotion/prevention activities.	The PEIFLHSN projects manager attended two planning meetings for the literacy forum organized by the <i>Société éducative</i> , the Island's French language community college during the quarter, as well as the forum on September 8. The PEI Lung Association contacted the PEIFLHSN in the preliminary phase of a project request in order to assess interest and discuss a potential partnership.	
6. Encourage better integration of service plans and/or healthcare services	Develop a mechanism to identify the language preference of Francophone clients in the healthcare system.	The demand for French language service should no longer have to be repeated at each level of service. Language data is used to improve planning of services and human resources within the Department.	A system is in place and being used.	No activities were carried out this quarter.	
7. Encourage the five groups of partners to get together and mobilize (Political decision-makers, healthcare authorities, healthcare professionals, community, healthcare and educational institutions					

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<p>8. Promote careers in healthcare and encourage human resources development</p>	<p>Offer training to bilingual service providers and to interested Anglophone employees.</p> <p>Distribution of the recruitment toolkits for bilingual service providers, which were created as part of the <i>Santé primaire en action</i> project.</p>	<p>Bilingual service providers are more comfortable offering French language services to their clients because they have the right vocabulary.</p> <p>Bilingual service providers are attracted to the Island to work and for the quality of life for their families (in both languages).</p>	<p>Training session held.</p> <p>Increased number of requests for information on working on the Island from bilingual service providers</p>	<p>The PEIFLHSN shared health related language training material with the province's Language Training Centre. On September 12, the director of the Centre met with the PEIFLHSN coordinator and project manager to discuss a pilot project on training for Department of Health employees. The pilot project should start in January 2008.</p> <p>Approximately 50 toolkits were distributed throughout the Island during the quarter. Copies were given to recruiters of the Department of Health and the provincial civil service, association representatives, post-secondary institutions, as well as individuals and groups working in the health field on the Island.</p> <p>The PEIFLHSN project manager gave two interviews on the recruitment toolkit and employment for bilingual individuals in the field of health. One of the articles was published in the September/October issue of <i>Employment Journey</i>. (www.employmentjourney.com), an English language publication distributed throughout the province. Another article will be published in the equivalent French language publication in October.</p>	

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9. On-going management of the Network	<p>Hold regular meetings of the Network and the executive committee.</p> <p>Sit on committees and boards of groups involved in the healthcare sector.</p> <p>Train/recruit members.</p>	Information gathered at meetings is used to make informed decisions.		<p>The Executive Committee met on September 6.</p> <p>The PEIFLHSN met on September 25.</p> <p>The PEIFLHSN representative continues to sit on the Board of Directors of the PEI Health Sector Council.</p> <p>The PEIFLHSN hired a new administrative assistant in September and changed offices. (No change of address was required.)</p> <p>The new Primary Care Division delegate on the PEIFLHSN attended an orientation session on September 21.</p>	
10. Contribute to the development of the French language healthcare movement in Canada	<p>Exchange of information.</p> <p>Participation in meetings and committees.</p> <p>Special initiatives.</p>	Information gathered at meetings is used to make informed decisions.		<p>The PEIFLHSN coordinator attended a meeting of the national network executive directors in Ottawa on September 25 and 26.</p> <p>The PEIFLHSN shared with other executive directors information on a study conducted in Atlantic Canada on health professionals trained in foreign countries.</p>	
11. Implement French language health care services	<p>Organize a conference to heighten awareness among political decision-makers, managers, and practitioners of the risks and repercussions associated with language barriers.</p> <p>Help government partners to gain a better understanding of existing financial resources, including the <i>Canada-Prince Edward Island</i></p>	<p>Better understanding of the issues by key persons at the Departments of Health and Social Services and Seniors.</p> <p>More managers request, and receive, funding to put in place Francophone resources. Government members</p>	<p>Some one hundred employees of the departments attend the conference.</p> <p>Number of funding applications increases.</p>	<p>Dr. Alexander Green of the Massachusetts General Hospital Disparities Solutions Center will be guest speaker on November 29 and 30. The presentation on November 29 will be held in the evening and will be open to PEIFLHSN partners. The presentation on November 30 will be aimed at employees of the Departments of Health and Social Services and Seniors and will be held in conjunction with the 2nd annual conference for the bilingual employees of these two departments.</p>	Other activities under this objective were not carried out during this quarter due to employee holidays and time required to change offices and hire new staff.

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	<p><i>Agreement on French Language Services and potential funding from the Société Santé en français, and optimize their use.</i></p> <p>Follow up on the dissemination of the Network's position paper entitled <i>The Impact of Communication Challenges on the Delivery of Quality Health Care to Minority Language Clients and Communities.</i></p> <p>Conduct follow-up with bilingual students on the Island who have expressed an interest in a career in health care or social services.</p> <p>Develop a best practices document with respect to the recruitment and retention of health care personnel (except physicians).</p> <p>Explore a research process that could identify the health status of Francophones on the Island compared with that of Anglophones.</p>	<p>of the Network attend a presentation on the agreements and take that information back to their divisions.</p> <p>The document is recognized as a positive tool for the implementation of French language health care services by health care professionals and health services managers.</p> <p>Increase in the pool of bilingual professionals who want to work on the Island.</p> <p>Development of a tool that enables the provincial government to optimize its recruitment practices.</p> <p>Increase in the knowledge of the health status of the Acadian and Francophone population of the Island in order to help the province optimize its financial and human</p>	<p>Presentation on the position paper at the CNFS forum.</p> <p>Increased demand for dissemination of the document.</p> <p>Minimum of one group or individual contact made with students at French-language schools.</p> <p>The tool is distributed to human resource managers and recruiters.</p> <p>Potential funding sources and researchers are identified for a project.</p>	<p>Copies of the position statement developed by the PEIFLHSN were requested by various groups/individuals and the PEIFLHSN continues to distribute the document.</p>	

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		resources with respect to French language health care services.			
12. Recognition of networks as key informants for governments in the field of French language health care services	Participate in consultations and conferences in order to communicate the needs of Francophones.	The Network is called upon to participate in consultations and conferences in the health care field.	# of invitations and conferences/consultations in which the Network participates	<p>The PEIFLHSN coordinator attended a consultation session of the Public Health Agency in Moncton on July 19.</p> <p>On September 20, the co-chairs of the PEIFLHSN participated in a discussion group organized by visitors of the Canadian Council on Health Services Accreditation as community partners of the Department of Health.</p> <p>The Community Health and Social Services Network of Quebec recognizes the expertise of the PEIFLHSN and asked to hold an information sharing visit on the Island in October.</p>	
13. Implementation of the action plans is supported by partners who participate in the process	<p>Develop and implement a community advertising campaign that heightens awareness among community members of the issues associated with French language health care services and encourages them to become involved.</p> <p>The Network organizes a follow-up meeting with its government partners and post-secondary training institutions to support the planning of human resources in the health care field with a view to the delivery of French</p>	<p>The community understands the Network's role and the importance of requesting services in French.</p> <p>The partners continue the steps/partnerships initiated during SPA I to optimize the recruitment and retention of bilingual human resources.</p>	<p># of ads in the newspapers and on the radio.</p> <p>All of the partners attend the meeting, and follow-ups are scheduled.</p>	<p>The PEIFLHSN has developed a new partnership with the Island's French language weekly, <i>La Voix acadienne</i>, that will feature a profile of a bilingual worker in the field of health or social services once a month. In choosing workers from various professions who work in different areas of the province in the private or public sector, the PEIFLHSN introduces community members to its bilingual workers to encourage them to ask for French language services, and refers them to the bilingual service directory on the PEIFLHSN Website.</p>	<p>The other activities included in this objective will be dealt with in the following months.</p> <p>See objective 8 on recruitment kits.</p>

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	<p>language health care services.</p> <p>The Network encourages the Department of Health and the Department of Social Services and Seniors to prepare an inventory of their bilingual staff and to evaluate their linguistic capacity.</p> <p>Distribute recruitment toolkits developed in connection with SPA I.</p>	<p>Bilingual human resources are better distributed, utilized, and supported within the system.</p> <p>More bilingual professionals see the Island as a good place to work and live in French.</p>	<p>The information is received and kept up to date by the departments.</p> <p>All 250 kits are distributed.</p>		

COMMENTS:

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AUTHORIZED SIGNATURE

NAME

DATE