



arter: October 1 to December 31, 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 in this quarter.	The PEIFLHSN is presently concentrating on the implementation of STS before moving to 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	PEIFLHSN employees, members and partners participated in several radio interviews during this quarter. During an interview with Radio-Canada in October, information on PEIFLHSN projects was provided to the Francophone community. Interviews with CBC Radio in November and December allowed the PEIFLHSN to reach a large segment of the Island and Maritime Provinces population. These interviews dealt mainly with Dr. Green's conference organized by the PEIFLHSN and on the reality of bilingual doctors and Francophone patients on PEI. Recordings of these interviews were obtained by the PEIFLHSN as awareness tools and were placed on the PEIFLHSN Web site.	

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
<p>4. Establish links with the entities responsible for planning services in the different regions of the provinces and territories</p>	<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 services and statistics on the Francophone population in the six regions of the Island.)</p>	<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>	<p>Plans received</p> <p>Three reports per year</p> <p>Meeting attended by a majority of the directors</p>	<p>The representatives of the Department of Health's Corporate Services Division presented the Department's report on the Action Plan for the delivery of primary health care services in French at the PEIFLHSN's meeting held on December 10, 2007. The report described activities conducted by the Department of Health in the implementation of the STS Action Plan. The Corporate Services Division representative committed to presenting a report once a year, in addition to verbally reporting activities at each meeting of the PEIFLHSN, when applicable.</p>	<p>The PEIFLHSN invited the Minister of Health and Social Services and Seniors and the Minister responsible for Acadian and Francophone Affairs to its January 22 meeting. Both Ministers accepted the invitation. A presentation on the PEIFLHSN and its activities is planned.</p>
<p>5. Encourage, support and promote prevention</p>	<p>Continue to support community groups organizing promotion and</p>	<p>Promotion/prevention activities are organized in French (or both</p>	<p>The FLHSN partners with several groups that organize</p>	<p>The PEIFLHSN coordinator attended a provincial diabetes planning day (October 9).</p>	

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
	prevention events.	languages) regularly. The FLHSN shares its expertise.	promotion/prevention activities.	The administrative assistant participated in a consultation on natural caregivers and their needs for support (November 19).  In December, the PEIFLHSN was approached by the Prince Edward Island chapter of the Canadian Mental Health Association for help in providing French language services. The PEIFLHSN shared the information and advice with the Association on how to integrate French language services in their budgets and regular activities.	
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 action taken this quarter.	The Department of Health was rather reluctant in this regard because a person's language is considered private information. The PEIFLHSN will continue to follow developments in this matter at the national level to be able to provide information on possible strategies for the future.
7. Encourage the five groups of partners to get together and mobilize (Political decision-makers, healthcare authorities, healthcare professionals, community, healthcare and educational institutions					
8. Promote careers in healthcare and encourage human resources development	Offer training to bilingual service providers and to interested Anglophone employees.	Bilingual service providers are more comfortable offering French language	Training session held.	The PEIFLHSN shared health related language training material with the province's Language Training Centre. The Centre is preparing language	

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
	<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>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>Increased number of requests for information on working on the Island from bilingual service providers</p>	<p>training courses based on this material and will be offering them to Department of Health employees as a pilot project in early January 2008.</p> <p>The PEIFLHSN coordinator and project manager presented the bilingual employee recruitment kit to the members of the PEI Health Sector Council (October 22).</p> <p>Another nearly 40 kits were distributed by mail to university employment assistance offices in Ontario, Quebec, New Brunswick and Nova Scotia. The kits were sent to universities that offer French language health or social services training programs.</p> <p>Other French language health services networks have expressed interest in the PEIFLHSN kits and have requested copies. All network managements in Canada received at least one copy of the recruitment kit.</p>	

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
<p>9. On-going management of the Network</p>	<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>	<p>Information gathered at meetings is used to make informed decisions.</p>		<p>The PEIFLHSN met on December 10.</p> <p>The PEIFLHSN representative continues to sit on the board of directors of the PEI Health Sector Council and provides follow-up with employees and members of the PEIFLHSN.</p> <p>The PEIFLHSN held elections for its community members in October. New representatives for the youth and women's sector were elected. The youth representative received orientation on November 26. The position of parent and early childhood representative remained vacant until December, when the executive committee appointed a new representative on an interim basis.</p> <p>At the PEIFLHSN meeting of December 10, government representatives re-elected Donald DesRoches as government co-chair of the PEIFLHSN.</p>	
<p>10. Contribute to the development of the French language healthcare movement in Canada</p>	<p>Exchange of information.</p> <p>Participation in meetings and committees.</p> <p>Special initiatives.</p>	<p>Information gathered at meetings is used to make informed decisions.</p>		<p>The PEIFLHSN coordinator attended a meeting of network executive directors at the national level on November 7 and 8 in Winnipeg.</p> <p>The PEIFLHSN coordinator participated in teleconferences of the SSF's <i>Rendez-vous Santé en français</i> planning committee.</p> <p>The PEIFLHSN hosted two employees of the Community Health and Social</p>	

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
				<p>Services Network (Anglophone network) from Quebec on October 23 and 24 for an exchange of information and resources.</p> <p>The PEIFLHSN coordinator participated in a teleconference on December 12 on the Atlantic networks' joint project submitted to the Atlantic Public Health Agency by NB.</p> <p>In early December, the PEIFLHSN invited the Minister of Health and Social Services and Seniors as well as the Minister of Acadian and Francophone Affairs to the <i>Rendez-vous Santé en français</i> in Edmonton. The Department of Health physician recruiter was also invited.</p>	
<p>11. Implement French language health care services</p>	<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 Agreement on French Language Services</i> and potential funding from the Société Santé en français, and optimize their use.</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 of the Network attend a presentation on the agreements and take that information back to their divisions.</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 Disparities Solutions Center, Massachusetts General Hospital, was selected as speaker for November 29 and 30. The conference on November 29 will be held in the evening and will be open to PEIFLHSN partners. The conference on November 30 is aimed at employees of the Departments of Health and Social Services and Seniors and will be held in conjunction with the 2<sup>nd</sup> annual conference of bilingual employees of both departments.</p>	<p>We were not able to pursue the other activities under this objective during this quarter due to vacations and time required to relocate to new offices and hire new staff.</p>

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
	<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>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 resources with respect to French language health care services.</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 paper developed by the PEIFLHSN were requested by various groups/individuals and the PEIFLHSN continues to distribute the document.</p>	

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
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 of the Public Health Agency in Moncton on July 19.</p> <p>On September 20, the co-chairs of the PEIFLHSN took part in a group discussion 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 for an information sharing session on PEI 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 language health care services.</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>	The PEIFLHSN developed a new partnership with the Island's French language newspaper, <i>La Voix acadienne</i> , which will profile, once a month, a bilingual worker in the field of health or social services. By choosing workers in various occupations in different areas of the province in the public or private sector, the PEIFLHSN introduces community members to bilingual workers in order to encourage them to ask for French language services and refer them to the directory of bilingual service providers on its Website.	<p>The other activities included in this objective will be dealt with in the following months.</p> <p>See objective 8 on recruitment toolkits.</p>



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
	<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:**

---

**AUTHORIZED SIGNATURE**

Donald DesRoches

---

**NAME**

January 14, 2008

---

**DATE**