

# Evaluation of the Quebec Community Health and Social Services Foundation's (QCHF) Patient Navigator Project



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# The Patient Navigator Project

The Patient Navigator (PN) provides personal support to English-speaking patients travelling from regions in Eastern Quebec to Quebec City for specialized medical care.

- Travel logistics and help getting to/from the hospital
- Accompaniment and emotional support
- Establishing English communications with health care providers
- Advocacy on behalf of English-speaking patients

**Quebec City's  
Patient Navigator:  
Steve Guimond**



**Operated by QCHF, with support from :**

- **CHSSN**
- **Health Canada's Official Language Health Program**
- **Regional associations**  
E.g.: North Shore Community Association, CASA, CAMI, Vision Gaspé-Percé Now
- **Regional community foundations**  
E.g.: Uni-Aid and LL Brown Foundation
- **Quebec City foundations**  
E.g.: Jeffery Hale Foundation, Fondation IUCPQ, Fondation CHU de Québec
- **CIUSSS Capitale Nationale**

# Evaluation Questions

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- Has the PN project been implemented as planned?
- To what extent has the PN project achieved its expected outcomes?
- Has the project resulted in unintended outcomes?
- What changes to the project's implementation would support project growth?



# Evaluation Methods

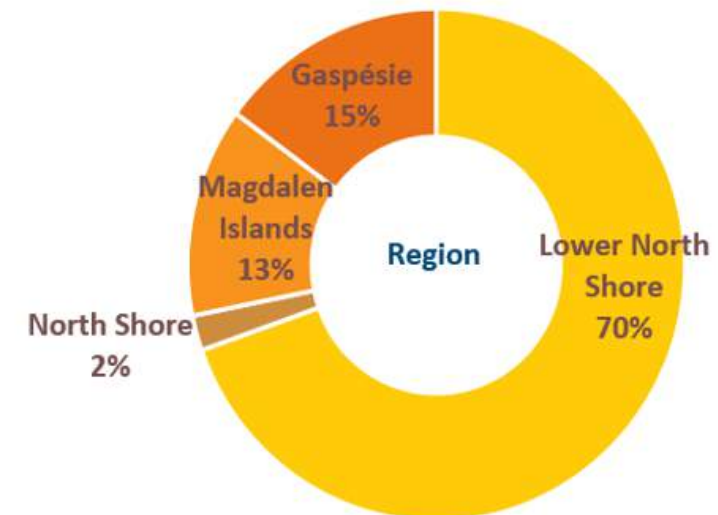
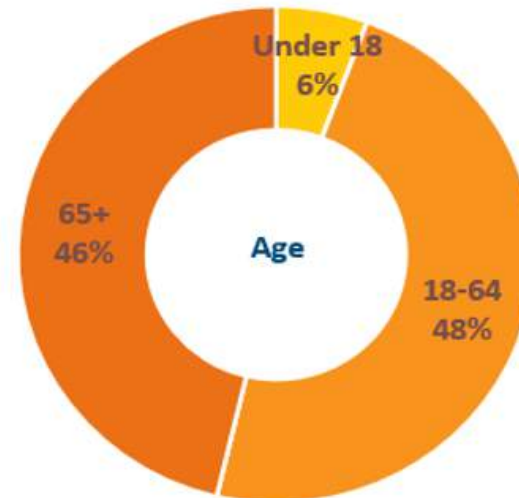
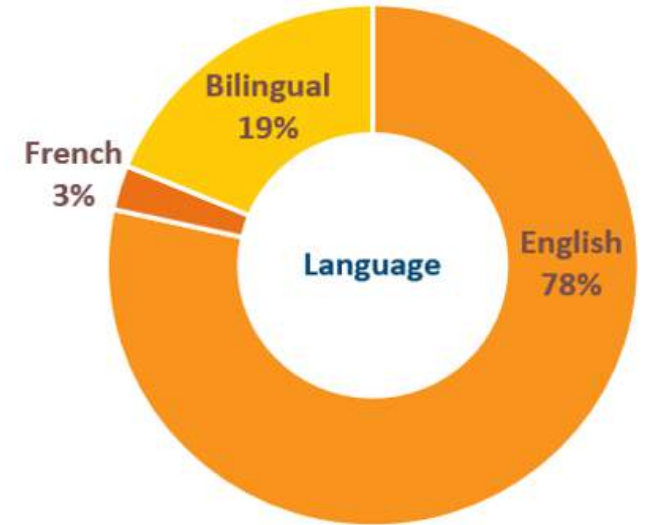
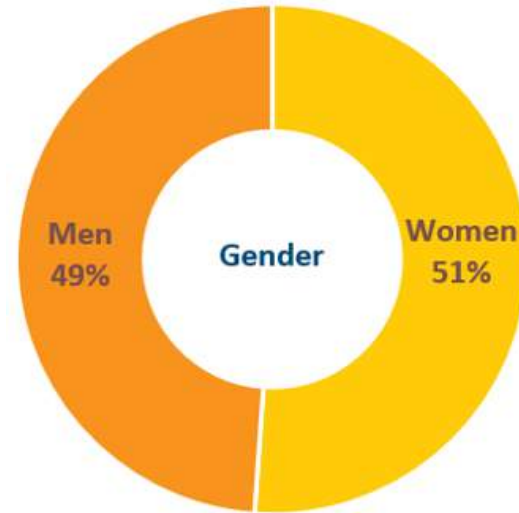
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- Document review
- Analysis of administrative data
- Data workshop with project staff
- Telephone interviews ( $n = 58$ ; 94% response rate)
  - Patients who used PN services
  - Health care providers in Quebec City
  - Health care providers in the regions
  - Regional transport agents and coordinators
  - Hospital lodging managers in Quebec City
  - Community organizations



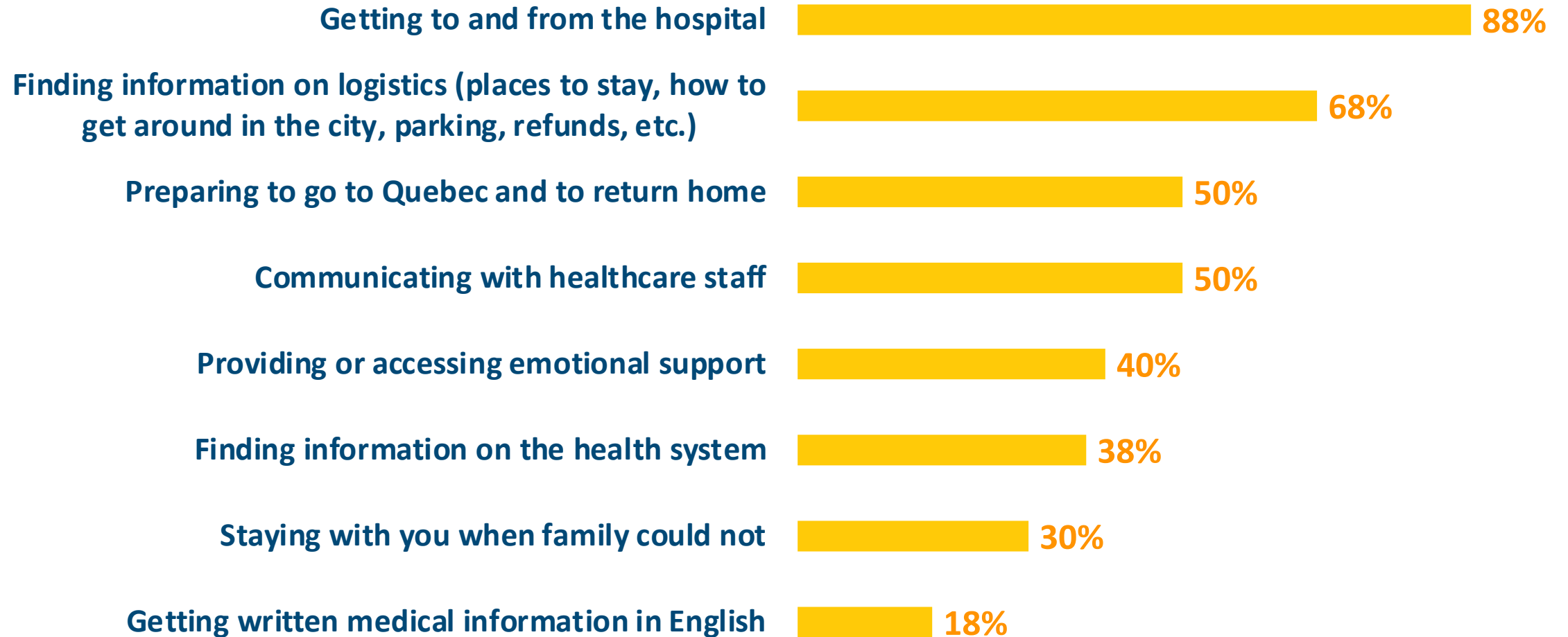
# Patients Served by the PN

- **85%** travelled to Quebec City by commercial plane.
- **34%** travelled alone.
- **4%** had never been to Quebec City before.
- Most frequent **reasons for visits:** cancer, ears-nose-throat, heart disease, medical imagery
- Most frequently visited **hospitals:** IUCPQ, CHU (Hôtel Dieu, Saint-François d'Assise, CHUL, Enfant Jésus, Saint Sacrement)



# Services Provided to Patients

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# PN Services

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## Patients' use of PN services (March 2018 to January 2020)

- **181** patients served.
- **36%** of patients used PN services more than once.
- **332** total number of PN interventions.

## PN advocacy on behalf of English-speaking patients

- Daily interactions with the health care providers.
- Participation in the *Comité pour l'amélioration des CISSS en langue anglaise du CHU de Québec*.

### According to interviewees...

**100%** are very satisfied with PN services.

**100%** would recommend the PN to others.

# Outcomes for Patients



**Better access to the travel, health care, and medical information** that patients need, in English.



**Reduced anxiety** about travelling to Quebec City and receiving specialized medical care.



**Better overall experience** of being in an unfamiliar city and in and unfamiliar hospital where French is the predominant language.






**Better access to English language services.**



**Improved health outcomes,** according to interviewees.



# Outcomes for Other Stakeholders

	<p>The <b>experience of working with English-speaking patients is improved</b> when these patients receive support from the PN.</p>	<ul style="list-style-type: none"> <li>✓ Health care providers in Quebec City</li> <li>✓ Health care providers in the regions</li> <li>✓ Regional transport agents</li> <li>✓ Community organizations</li> </ul>
	<p>The PN project has <b>raised awareness of existing English language health care services.</b></p>	<ul style="list-style-type: none"> <li>✓ Health care providers in Quebec City</li> <li>✓ Health care providers in the regions</li> <li>✓ Regional transportation agents</li> </ul>
	<p>The PN project has <b>raised awareness of the need to provide English-speaking patients with English language services.</b></p>	<ul style="list-style-type: none"> <li>✓ Health care providers in Quebec City</li> <li>✓ Health care providers in the regions</li> <li>✓ Regional transportation agents</li> </ul>

# Unanticipated Outcomes

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**Increased patient compliance with physicians' directions and improved continuity of care** provided by regional health care providers.



**Cost savings for both the regional CISSS and for patients** travelling from the regions to Quebec City for medical care.

# Proposed Changes to Support Project Growth

1. Increase awareness of the PN project among Quebec City and regional health care providers
2. Increase awareness of the PN project among English-speaking patients residing in the regions serviced by the project
3. Increase PN project capacity
4. Provide the PN with training in medical interpretation
5. Implement a PN project performance measurement strategy

❖ **Secure sustainable project funding through a permanent funding source.**



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**Questions /  
Comments?**