



Access to Services for Linguistic Minorities: Our Findings

Introduction

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RENCONTRE D'ÉCHANGE

INITIATIVES POUR LA SANTÉ
DES PERSONNES ET COMMUNAUTÉS
D'EXPRESSION ANGLAISE DU QUÉBEC

16 et 18 MARS 2011

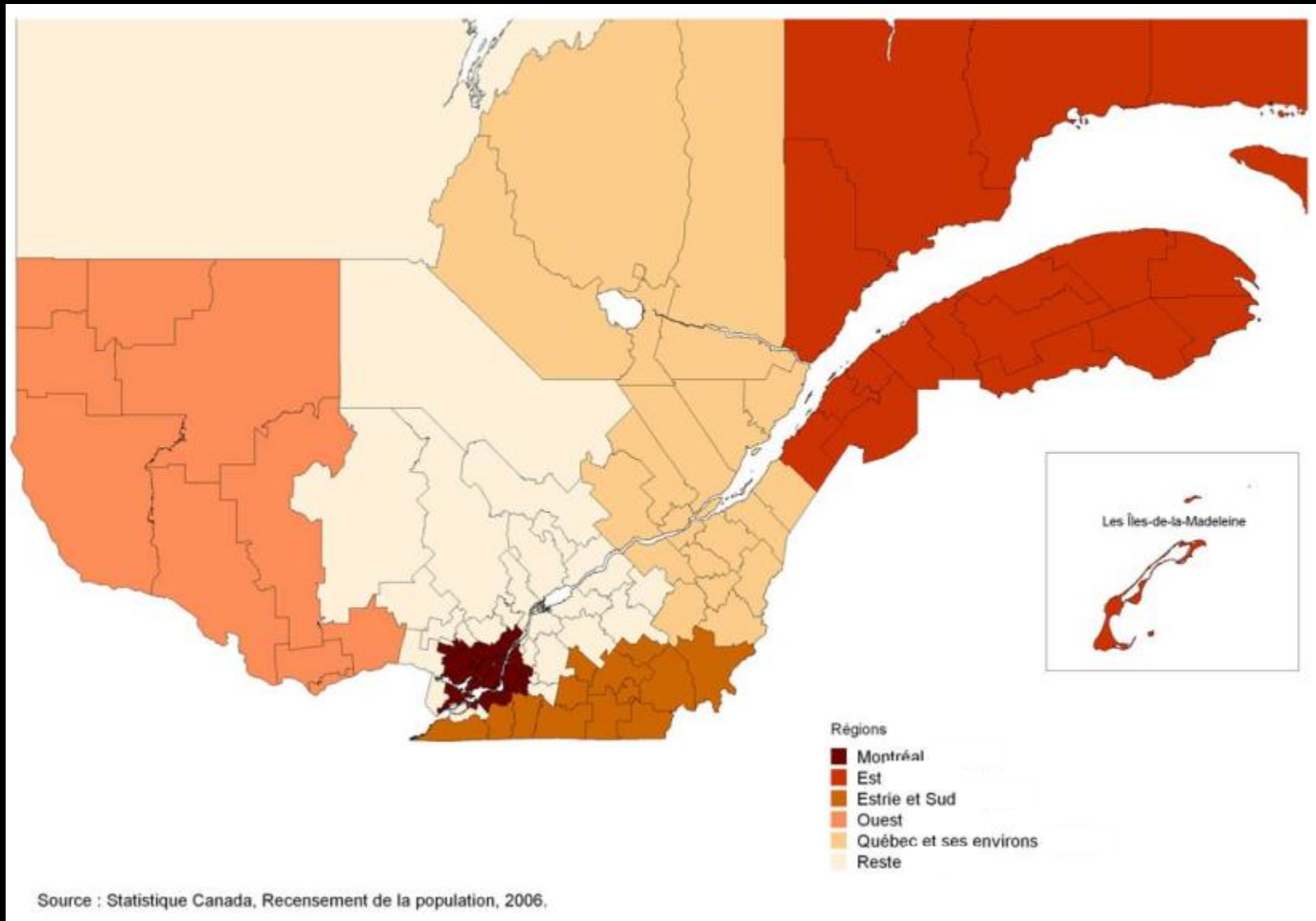
Institut national
de santé publique
Québec 

Covered topics

- Availability of English-speaking health services staff
- English-speaking patients' satisfaction with the health system
- Two measures that could indicate flaws in the quality of services to citizens
 - Avoidable mortality (AM)
 - Hospitalizations related to ACSCs (ACSC rate)

Health Care Professionals
who Know or Use
English

Geographic Detail Used by Statistics Canada



Professions



- “ Family doctors
- “ Nurses
- “ Psychologists and social workers
- “ Other health professionals

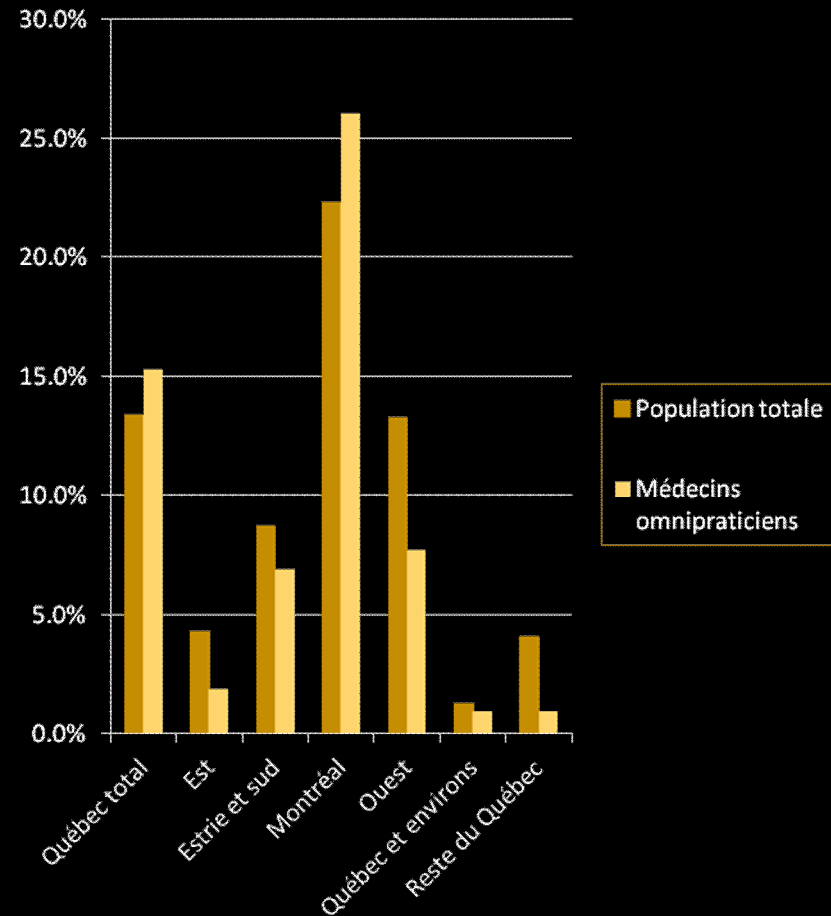
Language ability, according to census answers

- “English is the first official language spoken (FOLS)
- “Most often use English at work
- “Most often or regularly use English at work

Proportion of General Practitioners and of the Total Population Whose First Official Language Spoken (FOLS) Is English by Area of Residence, Québec, 2006

Finding No. 1

Montréal has a higher proportion of general practitioners whose first official language spoken is English than the total population.

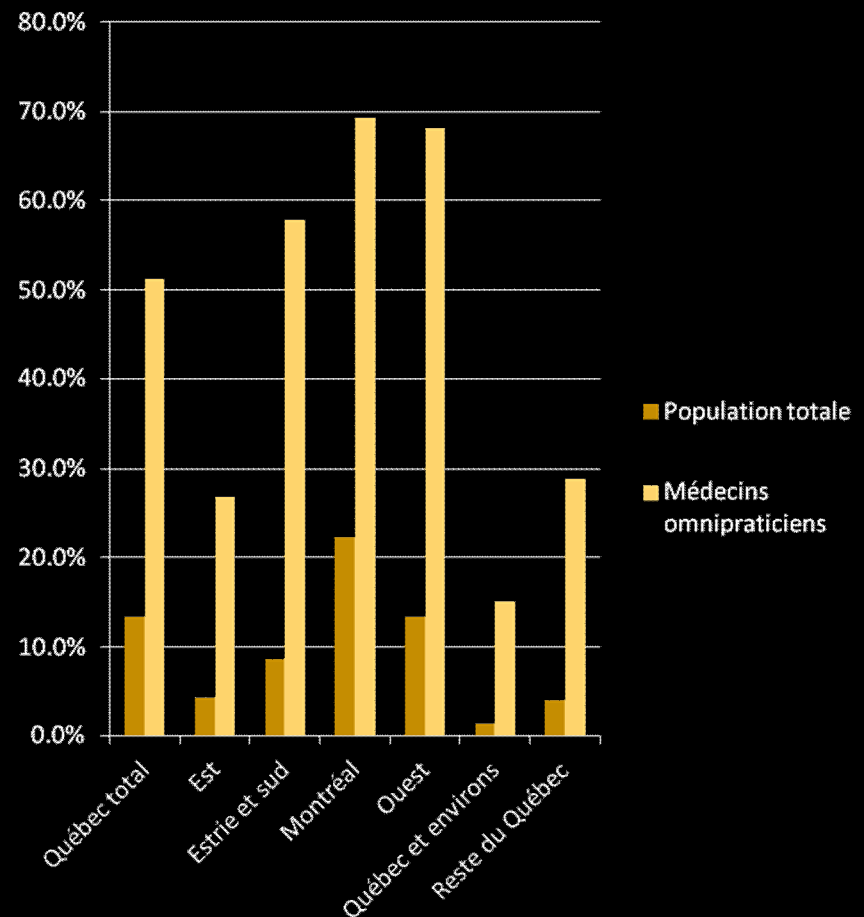


Proportion of General Practitioners Who Say They Most Often or Regularly Use English at Work and the Proportion of the Total Population Whose FOLS Is English by Area of Residence

Finding No. 2

Over 50% of general practitioners say they most often or regularly use English at work in three regions of Québec.

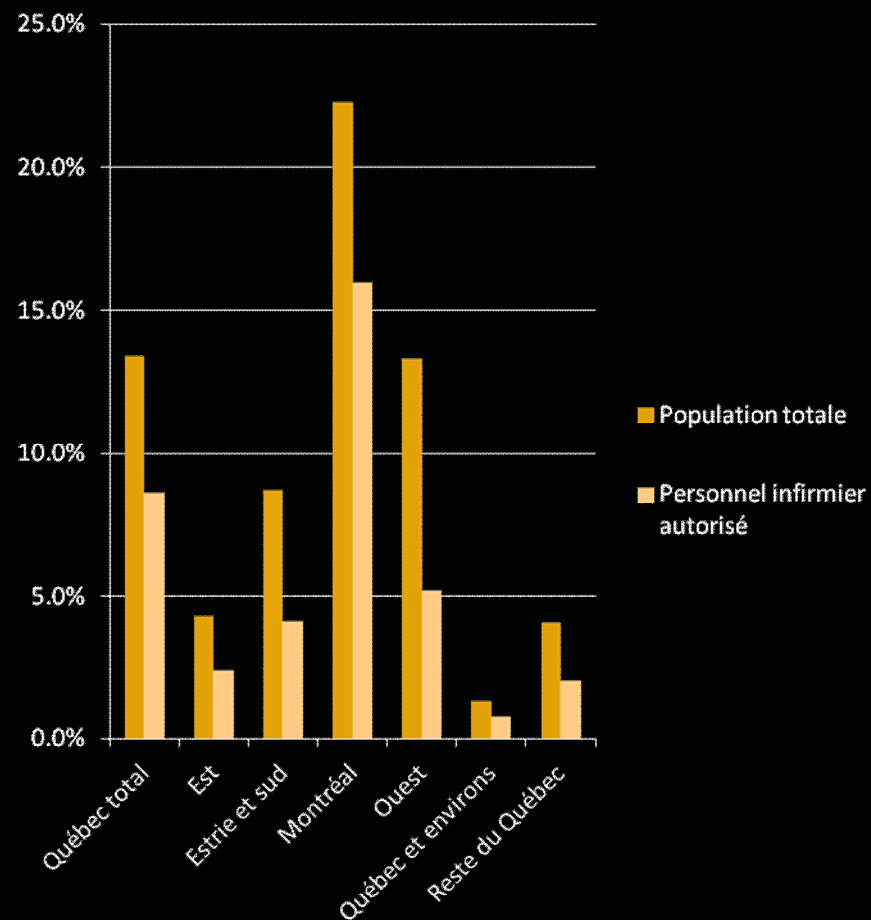
The lowest proportion is in the Québec City area.



Proportion of Nursing Staff and the Total Population Whose FOLS Is English by Area of Residence

Finding No. 3

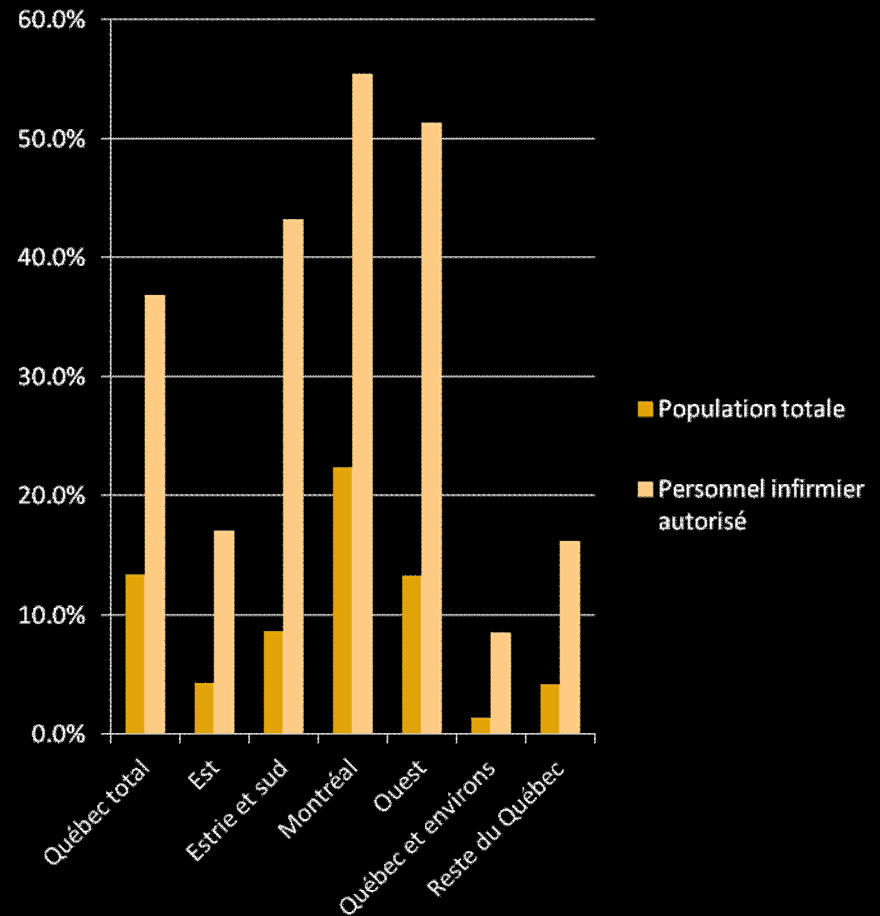
The proportion of the total population whose first official language spoken is English is greater than the proportion of nursing staff whose FOLS is English, in every region of Québec.



Proportion of Nursing Staff Who Say They Most Often or Regularly Use English at Work and the Proportion of the Total Population Whose FOLS Is English by Area of Residence

Finding No. 4

Throughout Québec a greater proportion of nursing staff say they most often or regularly use English at work than the proportion of the total population whose FOLS is English.



Finding No. 5

Psychologists, social workers, and other health professionals experience a similar situation as the nursing staff.

- “ Generally speaking, these professionals are underrepresented in terms of FOLS.**
- “ A larger proportion of these professionals say they most often or regularly use English at work than the proportion of the total population whose FOLS is English.**

Forthcoming Publication

La connaissance et l'utilisation de la langue anglaise par les professionnels de la santé et des services sociaux au Québec.

Une analyse spécifique au Québec de données publiées par Statistique Canada.

Knowledge and Use of the English Language by Healthcare and Social Services Professionals in Québec

A Québec-specific analysis of data published by Statistics Canada

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