



Reviewing and Modifying Services Offered at Institutions in Chaudière-Appalaches

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Agence de la santé
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sociaux de Chaudière-
Appalaches

Québec 

Context

- **In 2006, there were 2,745 people whose mother tongue was English, i.e., 0.7% of the region's population**
- **Across Quebec, there were 618,390 such individuals, representing 8.2% of the population**
- **The Alphonse-Desjardins and Thetford region HSSCs account for over 75% of English-speaking persons residing in Chaudière-Appalaches**
- **2006 census**

Division by Local Service Network



Language Concept

- **Chosen concept: mother tongue**
- **Definition: the first language that was learned in childhood and is still understood**
- **Why: mother tongue is considered a determinant of health**

Project: Reviewing and Modifying Services Offered at Institutions

- **Analyzing data related to demographics, health, and other areas**
- **Evaluating capacity of currently available resources and services**
- **Identifying gaps to be filled**
- **Preparing an action plan for 2011-2014**
- **Implementing the action plan**
- **Producing a review**

Evaluating Capacity of Currently Available Resources and Services



Involvement of MCDC in a pilot project at the Thetford region HSSC



Thetford Region HSSC Pilot Project

Methodology:

- **Questionnaires:** for the hospital centre, CLSC, and integrated alternative resources centre (CIRA)
- **Tracked cases:** at the hospital and CLSC



Thetford Region HSSC Pilot Project

Interviews with department heads:

“ youth services (CLSC);

“ medical services for cancer
(hospital centre);

“ medical services for diabetes
(hospital centre).



Thetford Region HSSC Pilot Project

Deliverables:

- **Inventory of services available at facilities**
- **Current state of services being offered**
- **Recommendations for modifying services to improve access for the anglophone community**
- **Document inventory**

Conclusion



- “ Collaboration of HSSC personnel with Peter;
- “ Pilot project that will be expanded to all public institutions;
- “ Concrete improvements in terms of access to English-language services.

