

Adapting Health and Social Services into English: Strategies Developed by Sept-Îles CSSS

February 2013
Charlotte Audet



Introducing Sept-Îles CSSS



Our team:

- Approx. 1,000 employees
- 62 current members of the CMDP
- 52 associate members of the CMDP
- 108 volunteers
- One of the region's largest employers





Services Offered

♦ Secondary trauma centre

- Permanent specializations
 - Anesthesia (pain clinic)
 - Cardiology
 - General surgery
 - Dermatology
 - Internal medicine
 - Nuclear medicine
 - Microbiology
 - Neurology
 - Obstetrics and gynecology
 - Ophthalmology
 - Orthopedics

- Otorhinolaryngology
- Pathology
- Pediatrics
- Child psychiatry
- Pneumology
- Psychiatry
- Radiology
- Urology



Key Statistics

Volume of Services

	2010-2011	2011-2012		
Short-term admissions	3,276	3,203		
Births	578	529		
Average length of stay (ALS)	6.90	8.66		



Key Statistics

Volume of Services

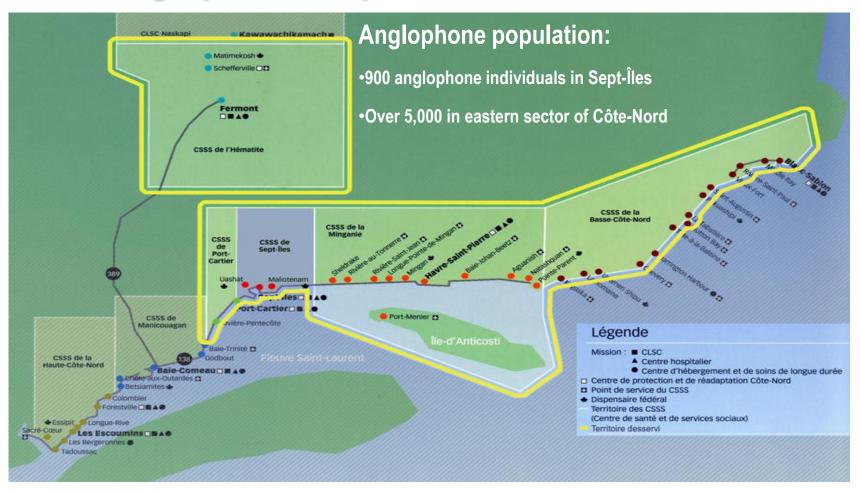
2010-2011

2011-2012

Ambulatory patients: 20,057 Ambulatory patients: 19,209 Emergency Stretcher patients: 7,915 Stretcher patients: 7,605 TOTAL: 27,972 26,814 TOTAL: 59,852 Outpatient visits 54,727 (Increase of 14%) Number of 81,424 80,658 prescriptions Number of 798,260 791,450 laboratory analyses



Distribution of Services and Anglophone Population





Sociodemographic Profile

Some demographic characteristics of populations comprising the Sept-Îles local services network (RLS), other RLS's in the eastern sector, the eastern sector as a whole, and Quebec as a whole

Demographic Characteristics	Sept- Îles RLS	Port-Cartier RLS	De la Minganie RLS	Basse-Côte- Nord RLS	De l'Hématite RLS	CLSC Naskapi	Eastern Sector	Province of Quebec
Population 2011	27,577	7,782	6,349	5,284	3,437	607	51,036	7,946,832
Population 2001	27,464	7,912	6,831	5,707	3,694	549	52,157	7,396,331
First Nations population (2006)	9.0%	0%	18.4%	22.1%	16.5%	100%	11.8%	2.2% (2001)
Anglophone population	2.7%	1.4%	0.3%	61.3%	2.5%	2.7%	8.6%	7.7%

Total population of Côte-Nord in 2011: 94,518



To be the ideal health care partner for Côte-Nord residents



Strategic Positioning

OBJECTIVE:

 To improve our collaborative relationships with the various non-francophone health care and services communities



Problems

- Access to services and information in English
- Difficulty in recruiting and retaining personnel
- No real-time interpreting service
- No mechanism for coordination and communication



Project Submission and Funding

- In 2009, the project was submitted to the Community Health and Social Services Network by Basse-Côte-Nord CSSS, the Centre de Protection et de Réadaptation de la Côte-Nord (CPRCN), and Sept-Îles CSSS.
- In 2010, we received confirmation of the following funding:
 - 2009-2010: \$50,000 (for translation of documents)
 - 2010-2011: \$70,355
 - 2011-2012: \$73,000
 - 2012-2013: \$74,000



Strategies Developed

 As part of the project to adapt health services and social services into English, Sept-Îles CSSS hired a service agent for anglophone clients, who started work in April 2011.



Objective

 To improve the quality of care and services for Englishspeaking clients





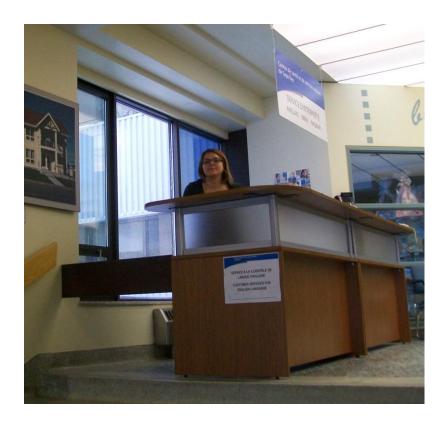
Roles and Responsibilities

- Welcoming clients and informing them about the services available in the hospital sector;
- Accompanying anglophone clients;
- Directing anglophone clients toward appropriate resources;
- Serving as a liaison between departments to ensure coordinated service;
- Supporting caregivers in their interactions with anglophone clients;
- Acting as an interpreter.



Reception Counter

 Installation of a reception counter, strategically located at the CSSS's main entrance (45 Rue du Père-Divet).





Communication Methods

- Cell phone enabling direct contact with the agent
- Free telephones available for use by clients that provide direct contact with the agent, located at the main entrance and emergency entrance
- Business cards available to clients and professionals







Documents

- Many documents aimed at clients have been translated into English, notably including the Services Guide, which was funded by the Users' Committee.
- To date, almost 300,000 words have been translated.
- The Services Guide has been distributed to Englishspeaking households from Baie-Trinité to Blanc-Sablon





Website



• The organization's website is available in English: www.cssssi.qc.ca



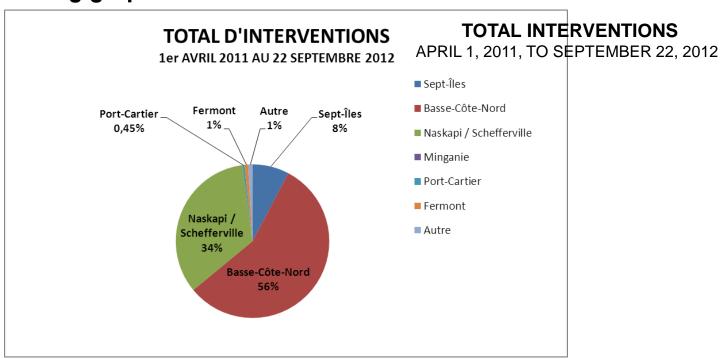
Other Strategies

- Caregiver training to facilitate interactions with Englishspeaking clients.
- Methods being considered to promote hiring of individuals able to speak English:
 - Training courses
 - Settlement grants



Statistics

- From April 1, 2011, to September 22, 2012, 1,164 users were served, for a total of 1,554 interventions
- This represents an average of 3 users supported per working day
- The following graph breaks down where users were from:





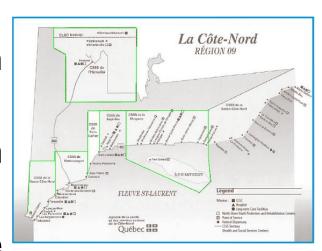
Partnerships

- Ministère de la Santé et des Services Sociaux
- Agence de la Santé et des Services Sociaux de la Côte-Nord
- Health Canada
- Basse-Côte-Nord CSSS
- Centre de Protection et de Réadaptation de la Côte-Nord
- North Shore Community Association



Our Territory:

- Tadoussac to Havre-St-Pierre, including Fermont and Schefferville;
- 6 of the 7 CSSS in the Côte-Nord Health Region 09;
- Approximately 1,560 ESP 905 of whom reside in the CSSS de Sept-lles' territory;
- February 2010 HSSNPI Regional Table created followed by the Sept-Iles Subcommittee in June 2010.





A need is addressed:

- •2007 recommendations from the Regional Access Committee to the Provincial Committee;
- 2009 CHSSN launched "Adaptation Project";
- •Project component submitted by the Agence de la santé et des services sociaux de la Côte-Nord for a translation resource person at the CSSS de Sept-Iles;
- •In March 2011 English customer service was put into place.

English Services at the CSSS de Sept-Iles

On December 6th, 2011 the CSSS de Sept-lles held a press conference to officially launch the strategies they developed promoting the adaptation of health and social services in the English language (see press release on page 4). Charlotte Audet, director of quality services, public health and communications, and Martin Beaumont, director general spoke on behalf of the CSSS. Jody Lessard was invited to also speak on behalf of the North Shore Community Association (NSCA). The NSCA and its Networking Partnership Initiative (NPI) along with the Regional Access Committee have supported the initiatives of the CSSS for a number of years.



The strategies developed include:

- the hiring of an English-speaking customer services agent who can greet and orient English-speaking to the appropriate resource and also can act as an interpreter;
- the translation of several client-related documents as well as the service guide;
- their website for English users http://www.cssssi.qc.ca/index_an.html



Our role as a community partner:

- Inform the public :
 - Numerous articles in our quarterly newsletter;
 - 50+ Club, school and community events;
 - Pamphlets introducing English Customer Services;
- Act as liaison between ESC & CSSS;
- Feedback from users;
- Support towards improvement of services;
- Open lines of communications.

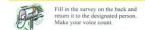






Have you used the services of the agent for English customer services at the Sept-Iles Hospital?

Have You Met Sharon?





What NSCA is doing to try and ensure services continue:

- Motions to Regional Access Committee;
- Survey to measure satisfaction of clients;
- Report on results and recommendations.



What does the future hold for us?





Questions? Thank you!