

Reviewing and Modifying Services Offered at Institutions

in Chaudière-Appalaches

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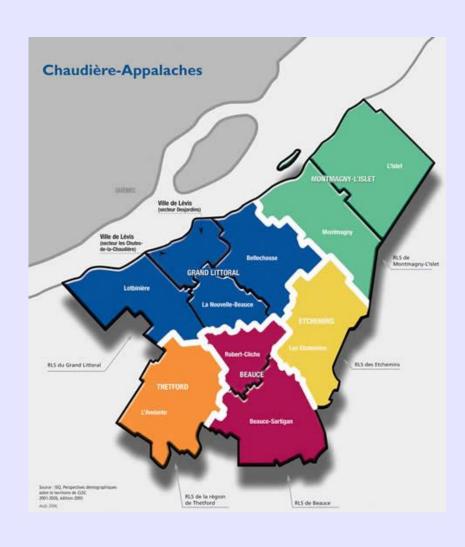




Context

- 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.

