Improving Linguistic Equity in Health : Société Santé en français' Experience

Parcours santé 18|23
Passer à l'accès

Société Santé en français

Antoine Désilets, directeur général
Société Santé en français

Les activités de la SSF sont rendues possible grâce à l'appui de Santé Canada, par l'entremise du Plan d'action pour les langues officielles – 2018-2023 : Investir dans notre avenir.

Health Canada Santé Canada

We want to acknowledge that the land on which Société Santé en français in Ottawa operates are part of the ancestral unceded territory of the Algonquin Anishinabe people.

Canadian Health Systems and Francophonie

1,000,000+ de francophones vivent **en situation minoritaire** au Canada.

L'accès à des services de santé <u>en français</u> est **difficile ou inexistant.**

Les barrières linguistiques réduisent **la qualité et la sécurité** des services de santé.

Linguistic Barriers Generates Health Inequities

Linguistic barriers in health :

- compromise the **evaluation of individuals**;
- reduce the amount of **information shared** with patients;
- Leads to **poorer diagnostics**, and consequentially to an tendancy to prescribe more auxiliary tests;
- hinder **therapeutic management** and limit treatment options for a patient;
- weaken the **informed consent** of patients on the medical protocols to be followed

People who experience language barriers:

- have **reduced access to pain treatment services**;
- have an increased risk of experiencing security incidents as a result of **communication errors**;
- have an increased risk of **medication errors**, **complications** and **adverse events**;
- have twice the **hospital readmission** rate;
- are less likely to take **prescribed medications** correctly and more likely to report complications.

Société Santé en français, a Network of Networks

x16

RésoSanté Colombie-Britannique — Votre santé en français
COLOMBIE-BRITANNIQUE

RSA Réseau Santé Alberta
ALBERTA

Réseau Santé en français de la Saskatchewan
SASKATCHEWAN

Santé en français
MANITOBA

Réseau franco-santé du Sud de l'Ontario
SUD DE L'ONTARIO

Réseau des services de santé en français de l'Est de l'Ontario
EST DE L'ONTARIO

Le Réseau du mieux-être francophone du Nord de l'Ontario
NORD DE L'ONTARIO

FFTNL — Fédération des francophones de Terre-Neuve et du Labrador
TERRE-NEUVE ET LABRADOR

Réseau-action Communautaire
NOUVEAU-BRUNSWICK

Réseau-action Formation et recherche
NOUVEAU-BRUNSWICK

Réseau-action Organisation des services
NOUVEAU-BRUNSWICK

Réseau Santé en français I.-P.-É.
ÎLE-DU-PRINCE-ÉDOUARD

RéseauSanté Nouvelle-Écosse
NOUVELLE-ÉCOSSE

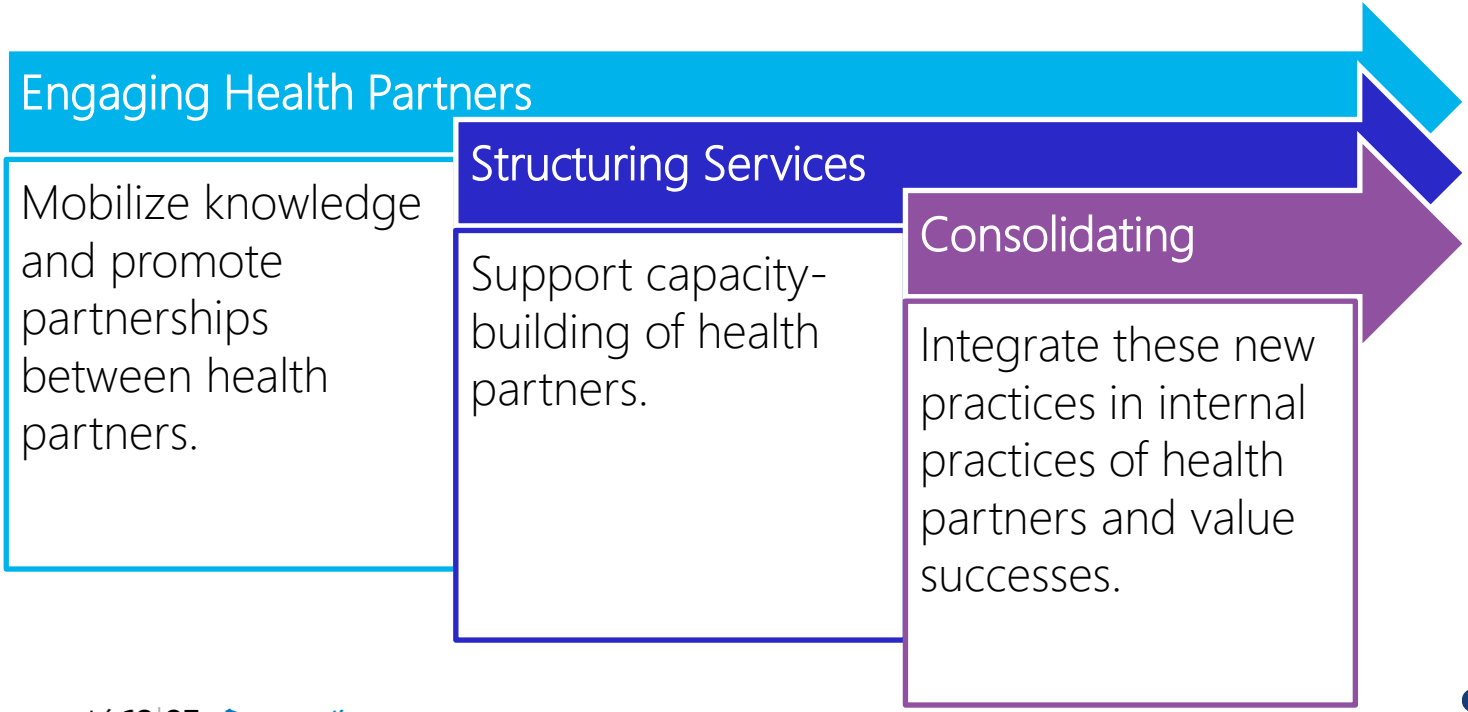
Partenariat communauté en santé (PCS)
YUKON

Réseau TNO Santé
TERRITOIRES DU NORD-OUEST

RÉSEFAN
NUNAVUT

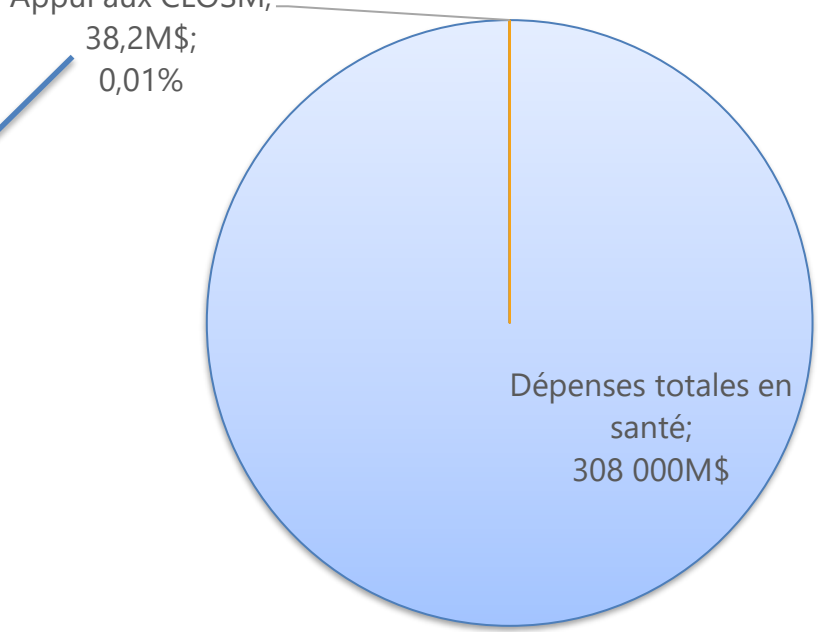
Our Action

Objective: Improve access to quality and safe health services in French in Canada



David against Goliath (total funding)

Santé Canada Health Canada

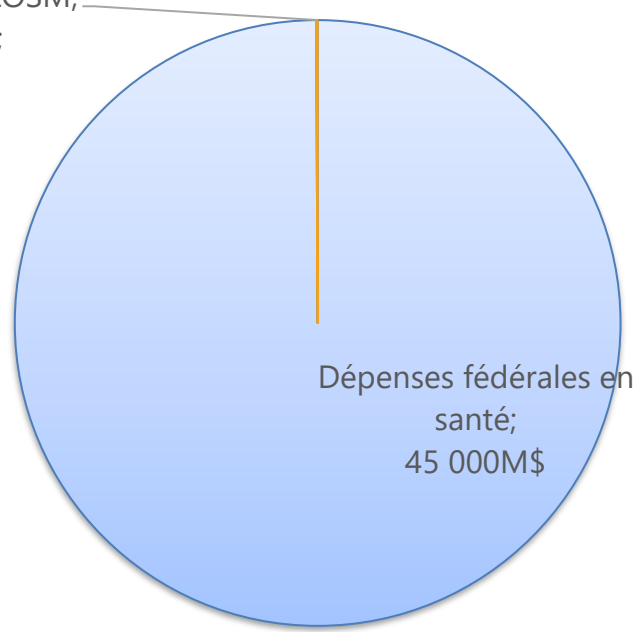


For both Official Languages Minorities

Note : OLMCs represent **more** than 5% of the Canadian Population.

David against Goliath (federal funding)

Santé Canada Health Canada



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A Few Examples and Successes:
Standards for Access to Healthcare and Social Services in the Official Languages

The Standard:

- Provides advice to **health organizations** on how to insure quality and safety of health services;
- Offers a clear plan for **decision-makers** to recognize the organizations who provide services to Official Languages Minority Communities;
- Gives a **measurable framework** for the external assessment of health organizations in the delivery of services in both official languages.

AGRÉMENT CANADA

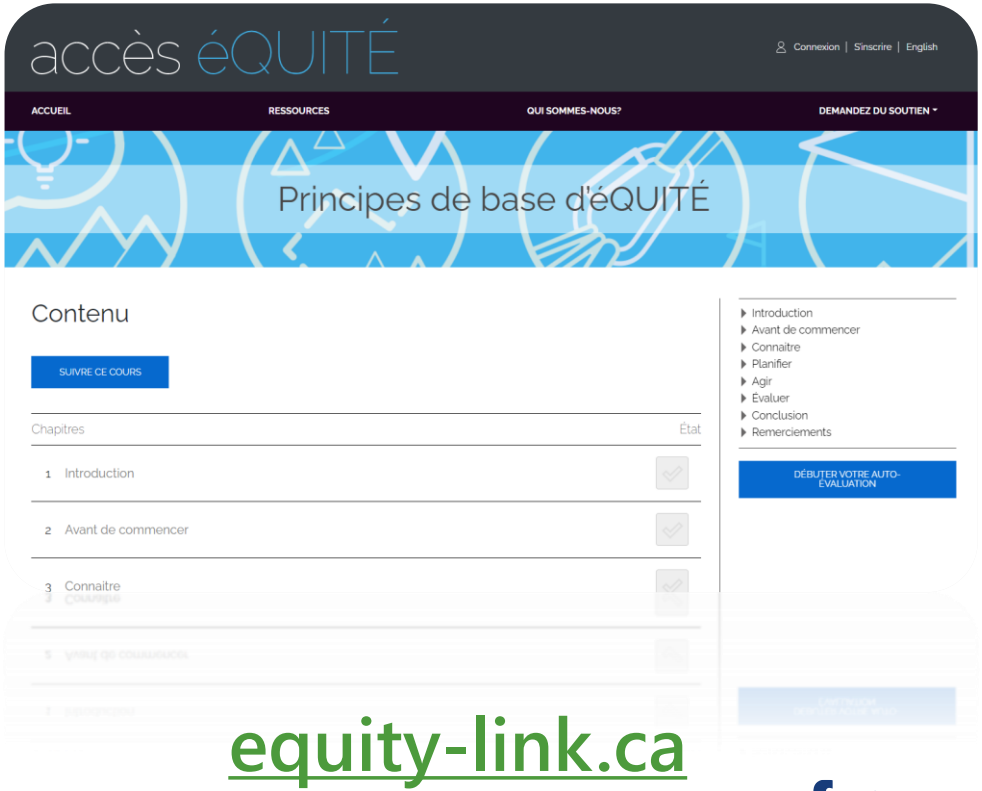
HSO

https://healthstandards.org/fr/norme/acces-aux-services-de-sante-et-aux-services-sociaux-dans-les-langues-officielles/

A Few Examples and Successes:
Self-Guided Virtual Training Platform

Training Platform designed for health managers and improve the capacity to deliver services in French.

- Built on the same principles as the Standard.
- Available in both English and French.
- Provides training credits
- Available modules so far:
  - Core Principles
  - Human Resources Strategy
  - Active Offer Training
  - Guide on Logic Models



equity-link.ca

A Few Examples and Successes:
Community of Francophone and Francophile health students

Through various social, convivial and interdisciplinary activities, Franco Santé aims to:

- **Identify** future Francophone and Francophile health professionals in English-speaking colleges and universities;
- **Raise awareness** on the importance of providing reliable and safe health services in French;
- **Strengthen** their skills in providing health services to French-speaking patients.

Franco santé
Mon français au service de ma profession

A Few Examples and Successes:
Inclusion of the linguistic variable in the health card

The challenge :

- **How** to capture evidence on the use of health services by Francophones?
- **Where** are the services requested?
- **What** kind of services?

"What is your preferred language for obtaining medical services?"

A systemic solution:

- Make sure this information is automatically collected in the uptake through the health card.

Our real impact:
Strengthening social responsibility in health

When we seek to make health partners aware of the specific needs of our communities in order to encourage action and a transformation of practices, with a focus on collaboration and sustainability, we strengthen social responsibility in health.

Social responsibility in health consists of:

- identify the current and future **determinants** and priority health **needs** of the population
- contribute to answering them as adequately as possible
    - by carrying out the appropriate **transformations** in terms of **training**, **research** and **services**,
    - while integrating the associated values of **quality**, **fairness**, **relevance** and **efficiency**
- Engage in a partnership with the main health actors for a **sustainable action** and the assurance of a **better impact** on the health of citizens and populations, at the territorial, national or international level.