



BUILDING TOGETHER 2023

*LANGUAGE  
OF EXPRESSION -  
A BARRIER TO  
ACCESSING  
HEALTH  
SERVICES IN  
QUEBEC - CHSSN*

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**McGill**

Pre Tina Montreuil  
Researcher-Clinician





## Remerciements

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CHSSN



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Health  
Canada

Santé  
Canada

Les opinions exprimées dans le présent document ne représentent pas nécessairement les politiques officielles de Santé Canada, ni celles de tous les participants interrogés et des chercheurs.





# Order of presentation

## DISCUSSION POINTS

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- Probability and statistics
- Importance of prevention and early access to health and mental health care
- Results of a mixed-method study Conclusions
- Future directions and implications of the results





## GROWING IMPACT

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Chronic health problems, of which mental health is a part, affect one in five Canadians, or more than 6.7 million people, including about one million children and youth aged 9 to 19.



## INTERGENERATIONAL TRANSMISSION

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Health problems, including parental mental health, represent significant indices of vulnerability, both genetic and environmental, for future generations.

# *Access to health care and services - Inequality*



## **LEVEL OF EDUCATION**

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Higher parental education is associated with earlier access to health services and care



## **PARENTAL AGE**

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The age of the parents, especially the mother, is an important determinant of the mental health of the mother and child



## **SOCIO-ECONOMIC LEVEL**

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Socio-economic level is an important predictor of access to health care; especially in private consultations



## **GEOGRAPHICAL AREAS**

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Although the incidence of mental health problems is higher in urban than in rural areas, access to mental health services



# Mixed estimate study

IN COLLABORATION WITH CHSSN AND HEALTH CANADA

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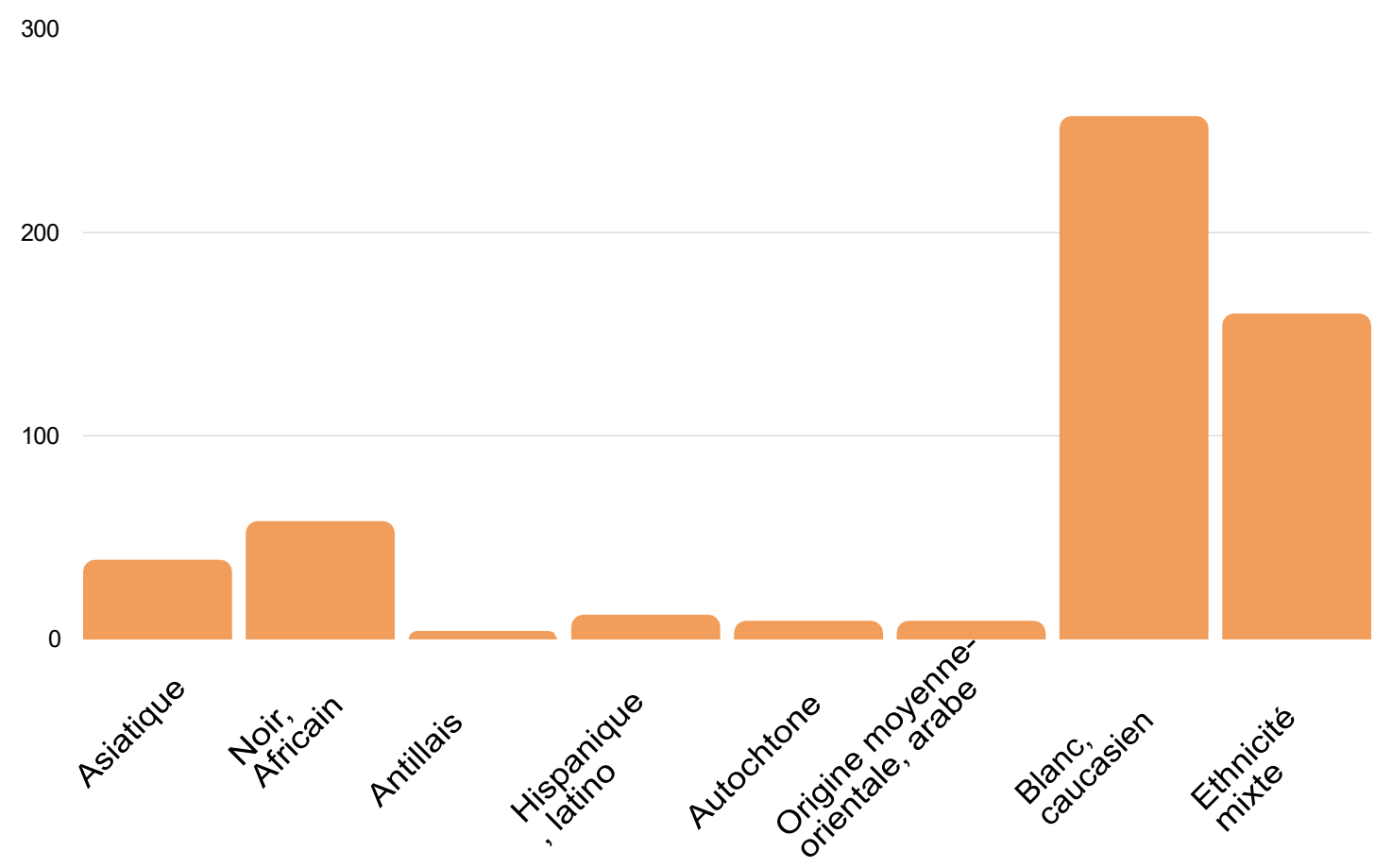
- Nearly 600 participants in the questionnaire accessible via Qualtrics
  - Subgroup of volunteer participants in a 90-minute qualitative group interview via Microsoft Teams
- Good distribution and representation of all regions of Quebec Parents of children
- aged 0-8 years with experience(s) of seeking access to health or mental health services in the last year
- English language

Tina Montreuil, 2022

# Demographic data

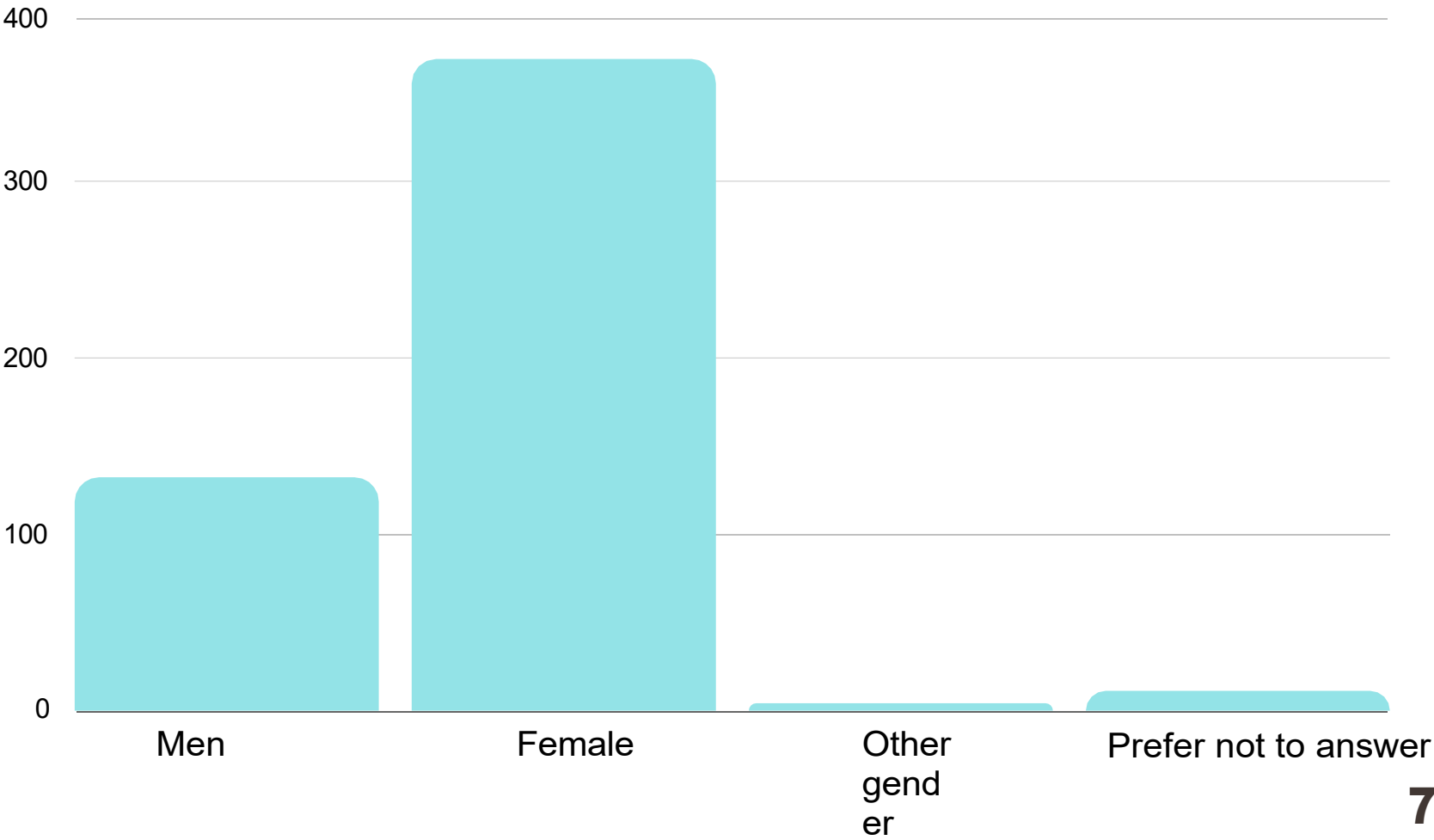
## Cultural context

In total, **48.3%** of respondents identified themselves as White or Caucasian; **31.2%** as mixed ethnicity (two or more); **10.9%** as Black or African; **7.3%** as Asian; **2.3%** as Hispanic or Latino; **1.7%** as Aboriginal; **1.7%** as Middle Eastern or Arab; and **5%** chose not to answer.



## Type

Of the respondents, **71.5%** identified themselves as women; **25.6%** as men; **4%** as other gender; and **2.1%** preferred not to answer.



# *Results of the study (self-reported questionnaires)*

## Barrier to access

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Language is a barrier to accessing health services and navigating an already difficult health system.

## An additional burden

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A source of significant stress and distress when accessing health care; in some cases, having an even more devastating effect on mental health.

## Breakdown of the therapeutic alliance

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Feelings of powerlessness and frustration with health professionals when not receiving services in the English language.

## Social support required

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Requiring the support or accompaniment of a friend or family member to navigate the health system.



# *Results of the study (qualitative group interview)*

## Barrier to access

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"I had to call [to make an appointment] almost every fortnight because of his schedule or because there is a communication difficulty."

## An additional burden

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"It's quite restrictive. You get anxious everywhere you have to go, if you have to make an appointment or if you have to go out in public [...] I can make an appointment, but that's about it. [...] So it's just a general feeling of being quite anxious."

## Breakdown of the therapeutic alliance

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"You know, [health professionals] always resort to speaking in French again, and I have to remind them that I'm like, I have no idea what's going on. I felt helpless all the time."

## Social support required

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"My husband is bilingual, so I was lucky in this case. [...] I was able to avoid having to make an appointment myself. So I was lucky in that respect."

## CONCLUSIONS

**It is suggested that resources from community organisations be leveraged to remove some of the language barriers to accessing health care**

TAKE ADVANTAGE OF COMMUNITY RESOURCES

Language of expression is as important a factor as the other social determinants of health; notably lack of education, poverty, social exclusion and discrimination.



# Future Directions



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Implications of the results

# Future Directions



**To better understand the**  
unique mental health **barriers**  
and social determinants that  
affect English-speaking  
communities in Quebec



**Strengthen the capacity of**  
English-speaking Quebecers to  
overcome language barriers to  
early access to health care



**Facilitate access to effective and relevant**  
**programs to improve the mental health of**  
English-speaking Quebecers  
with a particular focus on children, young  
people and their families in community  
settings



# The C.A.R.E. Team

Childhood Anxiety and Regulation of Emotions (C.A.R.E.) Research Group



## **DR. TINA MONTREUIL I ASSOCIATE PROFESSOR**

Dr. Tina Montreuil is an Associate Professor in the Department of Educational and Counselling Psychology, an Associate Member of the departments of Pediatrics and Psychiatry at McGill University, and a Scientist at the Research Institute of the McGill University Health Centre. As a licensed member of the Quebec Order of Psychologists and a child-family expert, she works with children and family, focusing on cognitive-behavioural and mindfulness approaches. She has published in several peer-reviewed journals and has been a lecturer at several international conferences. Dr. Montreuil has developed parenting interventions such as Parenting C.A.R.E. and You, me and baby, a Perinatal Parent well-being program.



## **NGUYET NGO I RESEARCH ASSISTANT**

Nguyet Ngo is a fourth-year undergraduate student with a major in Psychology in the Faculty of Arts at McGill University. She has been working with Dr. Montreuil on projects related to parent-child interactions and child development. She is thrilled to be working on this project as it aligns strongly with her research interests in how the environment such as the healthcare system, can affect the mental health of both parents and children.



## **MICHAEL NAOUFAL I GRADUATE STUDENT**

Michael Naoufal is a second-year Master's student in School/Applied Child Psychology program in the department of Educational and Counselling Psychology at McGill University. Michael has been a member of the C.A.R.E team since 2018 and is currently supervised by Dr. Montreuil. For his Master's research project Michael is developing a brief and targeted parental coaching session aimed at improving parental self-efficacy, and reducing parental anxiety.



## **SO YUN CHAE I RESEARCH ASSISTANT**

So Yun Chae is a fourth-year undergraduate student studying Psychology and Behavioural Science in the Faculty of Arts at McGill University. Throughout her time at the lab, So Yun has assisted Dr. Montreuil with various projects relating to parental mental health and emotion regulation. Her research interests include understanding the various developmental processes of children and the influence of parents on their development.

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# QUESTIONS



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# FOR ANY REQUEST COMMUNICATE WITH US

*We look forward to hearing from you!*

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