Development and validation of an organizational and community resources’ self-assessment tool for the active offer and continuity of social and health services: Preliminary results

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OTTAWA, FEBRUARY 27, 2017
Context of the study

- Follow-up to the GReFoPs’ five years of research
- Best practices of the active offer and the lack of services in the minority official language
- Framework

Research question
What are the conditions and mechanisms that would help health and social service providers better coordinate and plan services on a continuum in order to ensure the active offer of services in French to Francophone seniors in a minority situation?

- Refining and validating the model
- Developing knowledge dissemination tools
- Validating these tools
- Accompanying a setting in the implementation of these tools

First tool
Organizational and community resources’ self-assessment tool for the active offer and continuity of social and health services
Sociolinguistic identity, values and beliefs regarding linguistics laws and policies or community resources, impact the volume of services.

Professional
- Prepared, proactive, and trained in Active offer

Client
- Person receiving services
- Caregiver
- Informed and proactive

Community resources:
- Community vitality, engaged francophone communities

Professional practices; process of providing care and services; clinical tools; information system between service providers

Needs and explicit demands

Trajectory of service

Improved health and well-being

Productive interactions

Various level of integration
- Contact
- Coordination
- Full integration

Accessibility in French along the continuum of care

Improved health and well-being

Productive and coordinated interactions

Système centré sur les besoins du patient

Trajectory of services in French
Creation of practical tools for knowledge dissemination and use

2 tools

- Organizational and community resources’ self-assessment tool to promote the active offer and continuity of social and health services
- Best Practices Guide

Relevance of the tool

✓ Review of existing resources in Ontario;

✓ These resources intend to:
  ✓ Raise awareness of the reality of Francophones in a minority situation and the importance of active offer,
  ✓ Provide social and health service providers with practices that promote active offer,
  ✓ Initiate reflection on current and desired practices,
  ✓ Provide examples of partnerships within the Francophone community in minority setting.

✓ Lack of tools to help organizations better integrate services into the user’s preferred official language.

- L’énoncé de position commune sur l’offre active des services de santé en français en Ontario (2015)
- Impliquer les communautés francophones (2010)
- Trousse d’outils sur les services en français (2013)
- Trousse d’appui RH : vers un service Bilingue (2012)
Our team’s tool development objectives

- To encourage managers and providers of social and health services to reflect on management practices that could be put in place in their organizations;
- To allow self-evaluation of existing resources in the organization, prioritization of objectives to be achieved and actions to be undertaken;
- To help identify action levers, and develop an action plan to implement concrete steps.
- Set the stage for reflection on the integration of social and health services in the service user official preferred language

EXAMPLE of measures:
- Reception and intake practices for the organization’s senior minority population
- Capitalize on key values of the organisation
- Coordination tools (ex.: common intake assessment, repertoires of French services, noted in transfer files, etc.)
- Satellite service points, formal agreements between organizations
- Etc.
## Steps

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<th>Timeframe</th>
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<td><strong>Tool Development</strong></td>
<td>March-November 2016</td>
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<td><strong>Delphi first consultation</strong></td>
<td>November – December 2016</td>
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<td><strong>Analysis of consultation responses and adjustments</strong></td>
<td>January-February 2017</td>
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<td><strong>Delphi second consultation</strong></td>
<td>February-March 2017</td>
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<td><strong>Analysis of responses and final adjustments to the tool</strong></td>
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<td><strong>Implementation of the tool with Southern Ontario partners</strong></td>
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<td><strong>Participatory evaluation</strong></td>
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<td><strong>Tool ready for independent use</strong></td>
<td>December 2017- April 2018</td>
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<td><strong>Knowledge transfer</strong></td>
<td>December 2017- April 2018</td>
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Tool validation by Delphi test

WHO VALIDATED THE TOOL

Invitation to three groups of about 10 people in each category:

✓ Researchers, Research Managers, Knowledge Brokers in health and social services

✓ Managers in the health and social services network

✓ Decision makers in the health and social services network

Response rate at 1st validation: 36% (11 participants)

VALIDATION METHOD

Experts were solicited to:

✓ Decide on the relevance of the 5 sections and their contents

✓ Provide comments or rephrasing for statements or questions

✓ Provide an overall assessment of the tool (criteria such as utility, simplicity, completeness, and other aspects)
How is the tool presented to managers and other users?

**SECTIONS**

- Five sections based on the analysis framework
  - Values
  - Acts and regulations
  - Resources of the organization including two components:
    - Active offer and coordination tools within the organization
    - Mechanisms for inter-institutional coordination, liaison and integration
  - Community resources

- At the beginning of each section, a brief explanation with data from the research

- Then, brief statements or questions that managers and decision-makers must answer (numerical categories, Likert scales, etc.)
How is the tool presented to managers and other users?

- Summary appraisal sections are included at the end of each section
- A global summary can be completed by the user at the end of the self-assessment
An evidence-based tool

EVIDENCE

- Each component of the tool is justified by evidence
- A Best Practices Guide accompanies the tool:
  - Provides best practices based on research.
  - Also includes innovative initiatives implemented in some organizations.

SECTION 4 : Les usagers des services et les professionnels

SOUS-SECTION 4.1. LES USAGERS DES SERVICES

Les usagers des services et les professionnels constituent les acteurs principaux dans la trajectoire de services. En outre, dans le contexte de vieillissement de la population canadienne, les proches-aidants deviennent des acteurs essentiels au système de santé et de services sociaux. Ce que les données probantes montrent : Des interactions positives entre tous ces acteurs ainsi qu'une pratique centrée sur le patient génèrent des retombées importantes sur l'amélioration de la santé et du bien-être des usagers.

2. Blochard, P. et al, sous presse

Les usagers de vos services sont des personnes informées de :

Q54. a) leurs droits linguistiques

Q54. b) l'importance de la communication pour la sécurité des soins

Q54. c) la possibilité d'obtenir des services dans leur langue

Q55. Les usagers ou leurs proches aidants demandent des services dans la langue officielle en contexte minoritaire
Next steps

Validate and implement the tool jointly with two partner organizations:

- Local Health Integration Network (LHIN) of Erie St-Clair (Ontario),
- French Language Health Planning Entity (Entity 1)
Next steps

Funding application filed at the end of 2016 with SSHRC (Partnership Development Program) to:

Validate and implement the tool in four organizations within four Canadian provinces:

- Actionmarguerite (Manitoba),
- Townshippers' Association (Québec),
- Local Health Integration Network (LHIN) of Erie St-Clair (Ontario),
- Horizon Health Network (New Brunswick).

Different legislative and demographic contexts (official language minority population)
Conclusion

By promoting the integration of health and social services into the language preferred by the user, we hope the tool will help to achieve results such as:

- Improving the health and safety of Canadian seniors.
- Improving service user satisfaction

while maintaining administrative simplicity and economic efficiency.
ACKNOWLEDGEMENT

CNFS, national office
CNFS, University of Ottawa
The participants in the Delphi study