

# Access to Health and Social Services in the Minority Language : A Framework for Understanding Levers of Action

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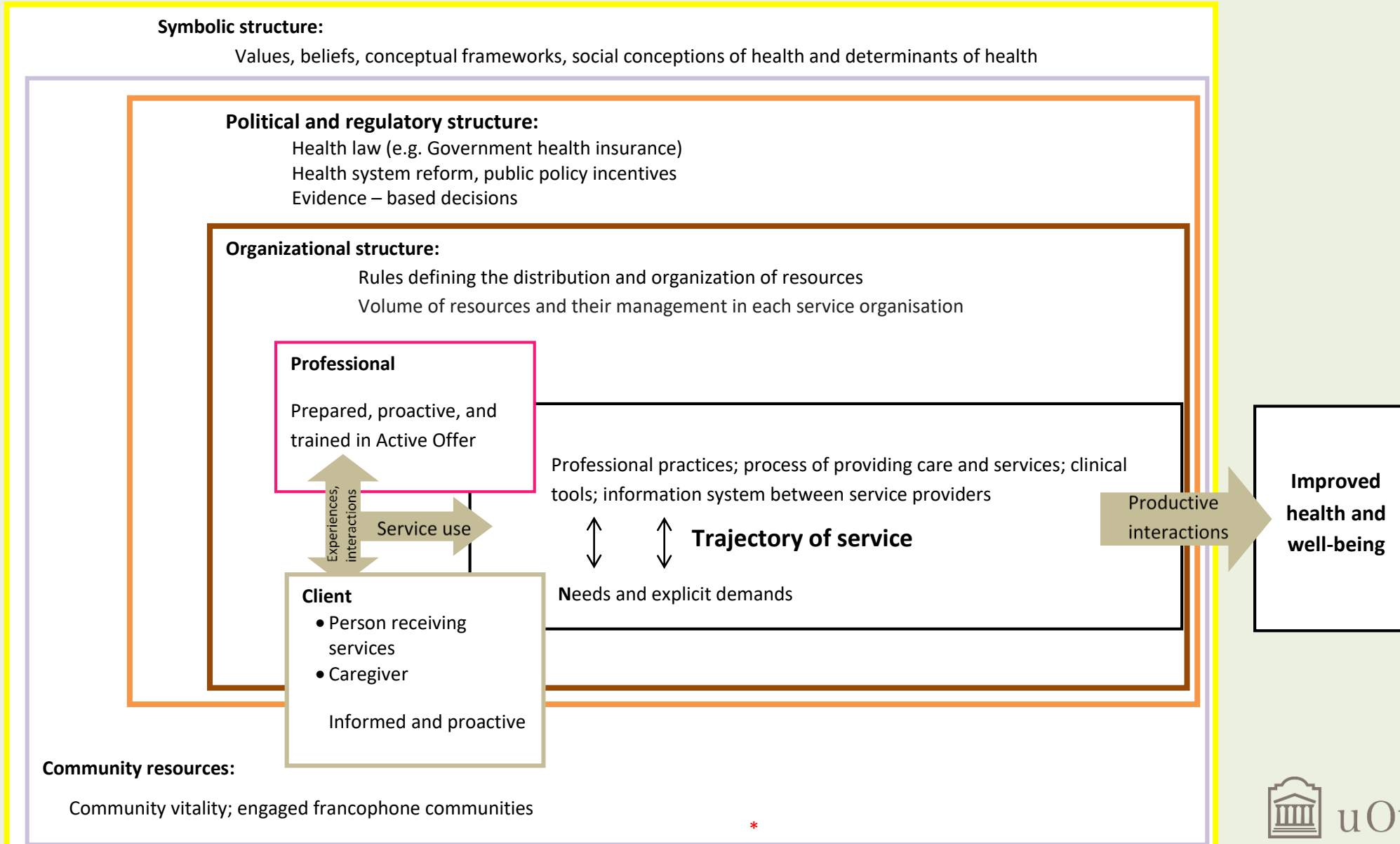
# The Health Care and Social Services System

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- **The health care and social service system can be thought of as an organized system of action, located in a concrete context at a given time**
- **Various groups of actors interact to achieve the objectives of the system and their own objectives:**
  - **Political actors**
  - **Managers, professionals and care providers**
  - **Interest groups**
  - **Care recipient and caregivers**
- **They interact in a social space defined by a set of structures: symbolic, political and regulatory, organizational**

(Inspired by Champagne et al. 2005)

# The Health Care and Social Services System



# Levers of Action in Health Care and Social Services System

## Method:

- Results from research projects on access to services in French and continuity of French services, in Francophone minority communities were examined in the light of the analytic framework
- Data gathered from interview and focus groups with:
  - Care providers (2011)
  - Care receivers and their informal caregivers (2012-13)
  - Care receivers, formal care providers and managers of services (2014-15)
- Completed with feedback 40 participants in a Seminar for sharing perspectives (February 2016)

# Symbolic structure

Values, beliefs, conceptual frameworks, social conceptions of health and determinants of health

## General:

- Importance of health in society
- Social conceptions of health and its determinants
- Ideas about roles and responsibilities of actors
- Design of regulations

## Levers of action for services in the Minority Language:

- Value placed on language
- Strength of linguistic identity of the members of the linguistic minority community and of the bilingual actors
- Value placed on patient safety and satisfaction, patient-centered care, cultural competence, etc.

# Community resources

## Community vitality

### General:

- ▶ Community vitality
- ▶ Advocacy groups
- ▶ Neighbours and social support

### Levers of action for services in the Minority Language:

- ▶ Linguistic vitality of the linguistic minority community
- ▶ Community advocacy groups in the linguistic minority community
- ▶ Professional organizations specific to the linguistic minority community

# Political and regulatory structure

Laws, health care reforms

## General:

- ▶ Canada Health Act
- ▶ Provincial health care law and policy
- ▶ Reforms toward “patient-centred care”

## Levers of action for services in the Minority Language:

- ▶ Official Languages Act
- ▶ Provincial official language legislation or policy
- ▶ Patient-centered care:
  - Francophone patient-centred care?
  - Welsh patient-centred care?

# Organisational structure

Rules defining the distribution and organisation of resources

Volume of resources and their management in each organisation

## General:

- Quantity and availability of human, physical and financial resources
- Distribution of resources:
  - Geographically
  - Between public, private, community sectors
  - 1st, 2nd or 3rd line
- Formal links between resources

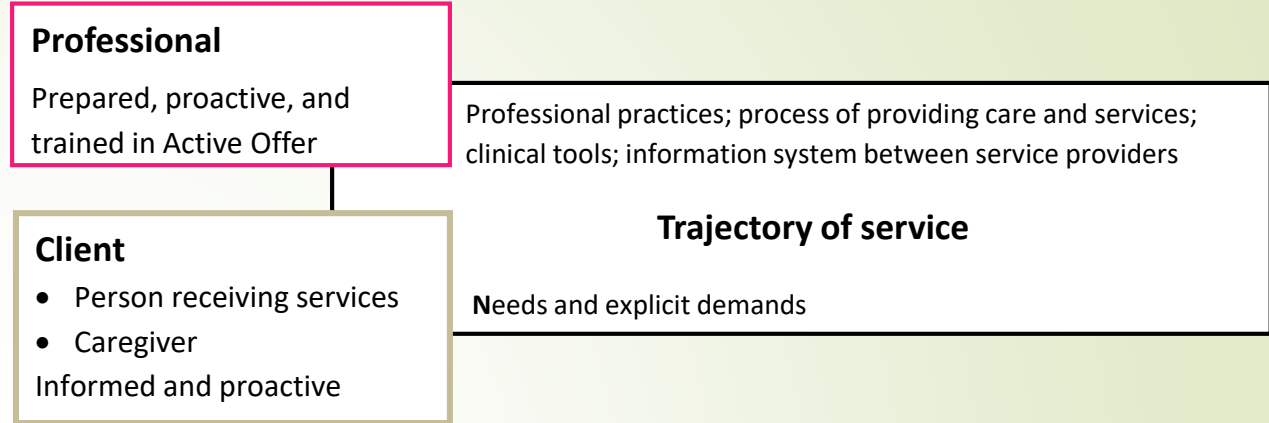
## Levers of action for services in the Minority Language:

- National: Société Santé en français, Consortium national de formation en santé
- In each province:
  - Resources for planning and provision of services in the Minority language
  - Designated Minority language or bilingual hospital or health centre
  - Collaborative networks in the Minority language
  - Pool of minority language speakers or bilingual speakers trained in active offer
  - Directory of bilingual care providers



# Trajectory of services

- Efficacy in communication
- Ability to respond to individual needs of the clients (technical et interpersonal competencies)
- Organisational support for intervention



## Levers of action for services in the Minority Language:

- Identification of patients/clients preferred language
- Planification and management of bilingual resources
- Coordination tools including the language variable

# Conclusion

## Future area for research :

- Influence of linguistic vitality of the linguistic minority community on the demand for services in minority language
- Influence rules defining the distribution and organisation of resources on the minority language services offer
- Creatives and/or adapted ways of managing bilingual resources
- Document the impact of linguistics barriers in our own (Canadian) context to increase sensitivity of care providers and care receiver to the benefits of services in minority language
- Increase sensitivity of care providers on the concept of active offer
- Better health information systems

and probably many others...