

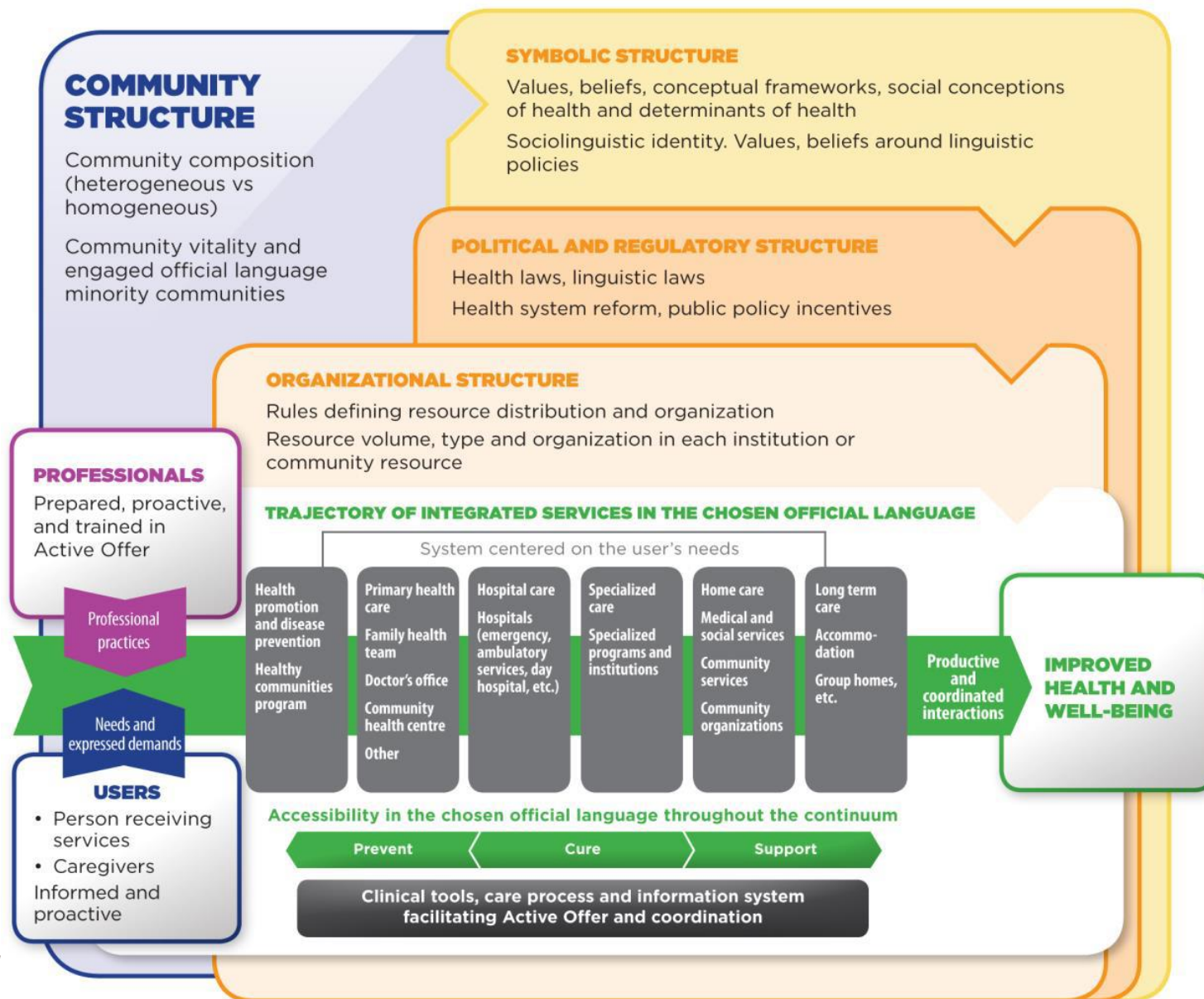
Organizational and Community Resources Self-Assessment Tool for Active Offer and Social and Health Services Continuity

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Plan of the presentation

- Framework for analyzing action levers
- Objectives of the self-assessment tool
- Process
- Description of the tool
- Experimentation with 5 organizations
- Results of experimentation
- Handbook of Innovative Practices
- Current projects

Framework for the analysis of health and social services access and integration for official language minority communities



Objectives of the Self-Assessment Tool

- Allow the managers of social and/or health care institutions to make a self-assessment of the dimensions of their organization on which they can support the improvement of their offer of services to seniors belonging to an OLMC and those to which they should be focusing their willingness to change
- Support the identification of change targets to be included in an action plan
- Offer suggestions for courses of action for managers using promising practices

Process

- Literature review on strategies and guidelines for integrating services
- Development of the tool
- Validation by Delphi method
- Development of a handbook of innovative practices accompanying the tool



The Self-Assessment Tool

- 63 questions grouped into 5 sections (dimensions of the analysis framework of action levers)
 - 1- The values and principles of the organization
 - 2- Laws, regulations and health policies
 - 3- Resources and tools
 - 3.1 Active offer and internal coordination tools
 - 3.2 Inter-institutional liaison mechanisms
 - 4- Users and professional services
 - 5-The resources of the community
- 3 evaluation questions of the tool

The Self-Assessment Tool

- In each section, there are links to promising practices
- There is a French version and an English version
- Available on the GReFoPS website



http://www.grefops.ca/outil_autoevaluation.html

http://www.grefops.ca/selfassessment_tool.html

SECTION 2: Health acts, regulations, and policies

What the evidence shows: The Constitution of Canada makes English and French the country's two official languages. The Official Languages Act, however, does not apply to provincial governments, municipal governments, or private companies. Although delivery of health services is under provincial jurisdiction, some provinces and territories—such as Ontario, Manitoba, and New Brunswick—have adopted policies and legislation to protect minority official languages. In Ontario, for example, the French Language Services Act (FLSA) grants users the right to obtain services in French from the Government of Ontario and its agencies in 26 designated areas of the province. In Manitoba, the new Manitoba Francophone Community Enhancement and Support Act encourages various government departments and agencies to actively provide French-language services and promotes the advancement of the Francophone community in Manitoba. These laws recognize the importance of language in delivering quality services [1].

[1] Bouchard et al., 2012

Q16. a) Is your organization subject to provincial or federal language legislation or policies that govern the delivery of official language services in a minority context?

☐ Yes

☐ No

Q16. b) If yes, in what way? (please select the province of your organization to see the answer choices)

Q16. c) What is your organization's level of compliance with these laws and policies?

☐ Below legislative or policy requirements

☐ In accordance with legislative or policy requirements

☐ Above legislative or policy requirements

Overview of SECTION 2: Health Acts, Regulations, and Policies

In order to improve services for the official language minorities:

a) What strengths can your organization count on to support laws and regulations?

b) What actions can your organization take related to health acts, regulations, and policies to improve services for official language minorities?

To what extent do you consider laws and policies to be a strength or weakness for your organization when delivering services for official language minorities?

(Move the cursor in the box below)

Weakness Strength

Experimentation with 5 organizations

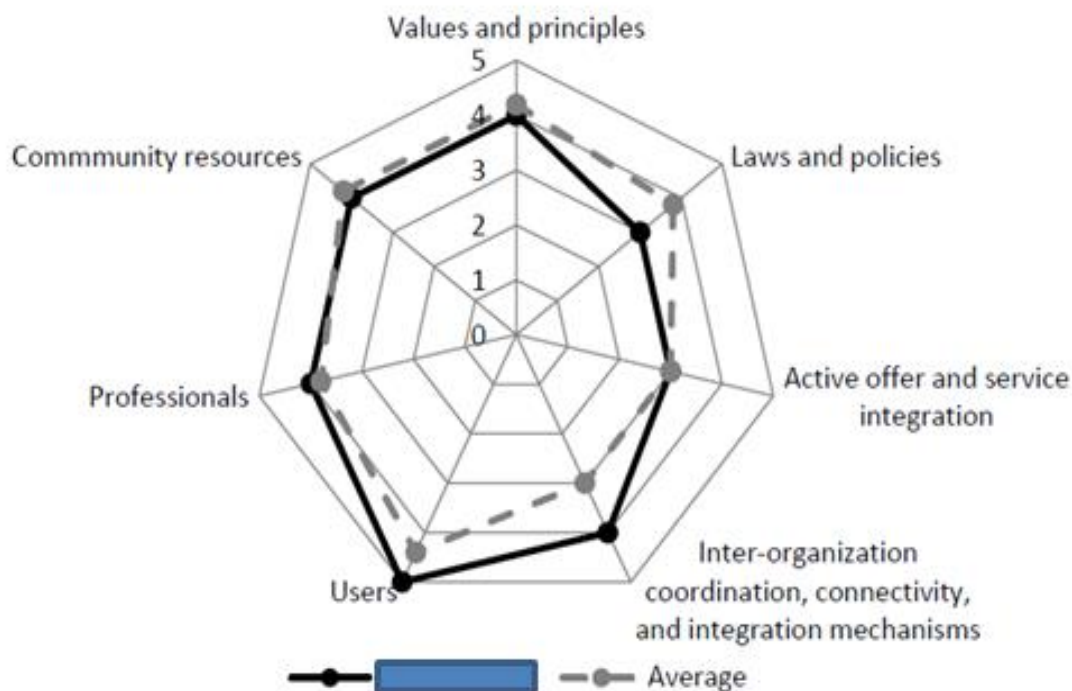
- 5 managers respond to the Self-Assessment Tool
- A report is given to each organization : strengths and challenges, suggestions and recommendations of good practice
- Discussion group



Results of experimentation

Example of a diagram showing the self-evaluation of the organization, compared to the average of the participating organizations

Figure 1. The [redacted] Self-rated Strengths and Weaknesses In Service Delivery to Francophone Seniors Living in a Minority Situation



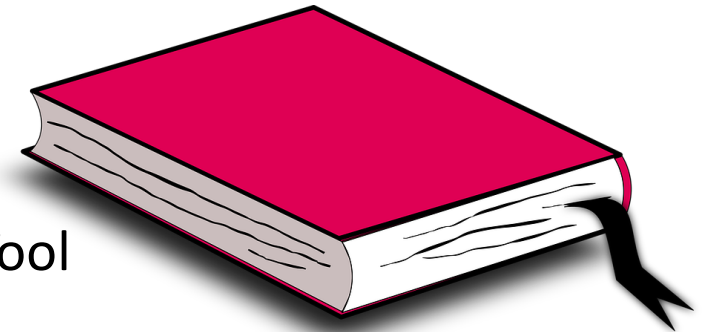
Results of experimentation

- Respondents mentioned that the tool allows them to identify strengths and areas for improvement to support the integration of French-language services for seniors in minority language situations
 - Managers found that the tool made them think about specific things they would not have thought otherwise



Handbook of Innovative Practices

- Practices classified under an evaluation framework of the Canadian Healthcare Council (emerging, promising, advanced)
- 16 identified practices
- Summaries of practices integrated in the Tool



http://www.grefops.ca/cahier_de_pratiques.html

- Abridged English version coming soon

http://www.grefops.ca/handbook_innovative_practices.html

Current and future projects

- SSHRC (Partnership Development) funding for the validation of the Self-Assessment Tool in 4 provinces of Canada (New Brunswick, Quebec, Ontario, Manitoba)
- Evaluation of promising practices



THANK YOU!

CNFS – National Secretariat

CNFS – University of Ottawa

ARIMA Research Partnership

Social Sciences and Humanities Research Council of
Canada

Participants in the data collection of various projects