

FRENCH LANGUAGE SERVICES (FLS) COMMISSIONER'S SPECIAL REPORT ON FRENCH LANGUAGE HEALTH SERVICES PLANNING IN ONTARIO

ISSUE: What is the Ministry's response to the FLS Commissioner's draft Special Report on French Language Health Services Planning in Ontario?

Qs and As

French Language Services Commissioner's Special Report

General Questions:

Q1: What is the Ministry's response to the French Language Services (FLS) Commissioner's Special Report on French Language Health Services (FLHS) Planning in Ontario?

A1: The Ministry welcomes the report, which addresses a number of areas that are high priorities for the Ministry. The Ministry agrees with the Commissioner's sentiment that it is important to provide French language health services to Ontario's Francophones, and to build on current services.

Q2: Will the Ministry and the LHINs implement the Commissioner's recommendations?

A2: The Ministry and the LHINs will review this report to see how these recommendations can be implemented.

Qs and As related to recommendations

Q3 How are characteristics of the Francophone community taken into account by the MOHLTC and the LHINs when developing and implementing health policies?

A3 Local health system planning is the statutory responsibility of the LHINs. LHSIA requires that LHINs engage the community of diverse persons, with specific reference to Francophones, involved in the local health system about the system on an ongoing basis (LHSIA-Part III Planning and Community Engagement). From this community engagement, the LHIN is able to determine and make informed planning and funding decisions based on the health care needs identified by community partners and population profile of the local area the LHIN is serving.

The Ministry's commitment to ensure access to French language health services and responsiveness to the Francophone community motivated the establishment of the French Language Health Services Advisory Council in 2007 to provide advice to the Minister about health and service delivery issues related to Francophone communities and priorities and strategies for the provincial strategic plan related to those communities.

FRENCH LANGUAGE SERVICES (FLS) COMMISSIONER'S SPECIAL REPORT ON FRENCH LANGUAGE HEALTH SERVICES PLANNING IN ONTARIO

ISSUE: What is the Ministry's response to the FLS Commissioner's draft Special Report on French Language Health Services Planning in Ontario?

Q4: Will access to French Language Health Services be considered an essential component of the quality, efficacy and efficiency of service?

A4 Access and quality of French Language Health services is a priority for the Ministry and LHINs. The Ministry will continue to work with LHINs to develop effective mechanisms to support French language health services integration, implementation and accountability at the local level.

The French Language Health Services Office in the Ministry is supporting the performance management of the healthcare system more broadly through the development of French Language Health Services indicators. This initiative is a continuation of the Ministry's commitment to the accessibility and quality of French Language Health Services.

Q5: What is the ministry doing to promote the training, identification, recruitment, retention, and mobilization of Francophone health human resources?

A5: There are currently various programs that are focused on Francophones: including Medical education in French is supported (Ottawa, Sudbury - Montfort, Northern Ontario School of Medicine, etc.); New Physician Assistant program being implemented in Timiskaming has francophone component; Allied Health education in French is supported at Laurentian University (e.g. Radiation Therapy).

Various Nursing Secretariat programs (Nursing Graduate Guarantee, Nursing proposal calls, Personal Digital Assistant/PDA, Nursing Research, HHR demonstration projects, etc.) are accessible to Francophones.

There is also a population Needs-Based Physician Forecasting Model under development that will incorporate languages spoken and other characteristics of the Ontario population.

A new Health Professions Database will collect languages the professional can speak and languages in which the professional can provide healthcare services as mandatory fields.

Q6: Why has the government not established the *French language planning entities* mentioned in LHSIA?

A6: The Ministry is committed to ensuring there are effective mechanisms for LHINs to engage their local Francophone communities. We have established a working group with

FRENCH LANGUAGE SERVICES (FLS) COMMISSIONER'S SPECIAL REPORT ON FRENCH LANGUAGE HEALTH SERVICES PLANNING IN ONTARIO

ISSUE: What is the Ministry's response to the FLS Commissioner's draft Special Report on French Language Health Services Planning in Ontario?

membership from Francophone community leaders, LHINs and the Ministry to gather essential input on this issue. The Ministry looks forward to working with this group who will be meeting in the spring.

Q7: Will the Minister of Health and Long-Term Care amend the proposed regulation on Francophone community engagement to prescribe French language planning entities under LHSIA?

A7 The Ministry is committed to ensuring there are effective mechanisms for LHINs to engage their local Francophone communities. We need to ensure that we are respecting the planning authority of LHINs as per LHSIA while involving and engaging the Francophone community. To this end, we have established a working group, led by Charles Beer, a former Minister of Francophone Affairs, with membership from Francophone community leaders, LHINs and the Ministry to gather essential input about an approach to LHIN Francophone community engagement. The Ministry hopes to have recommendations from this working group this summer.

Q8: Will the ministry partner with the Francophone community to develop governance principles for LHINs?

A8: LHIN governance principles are set out in both LHSIA and the Memorandum of Understanding between the ministry and the LHIN.

The Ministry will continue to work with the LHINs to ensure that a strong Francophone Community engagement framework is developed and that Francophones have a voice in local decision-making.

Q9: How will the ministry and the LHINs identify the specific health needs of the Francophone population?

A9: The Local health system planning is the statutory responsibility of the LHINs. LHSIA requires that LHINs engage the community of diverse persons involved in the local health system about the system on an ongoing basis (LHSIA) Part III Planning and Community Engagement).

The Ministry understands that a number of LHINs have begun the work of engaging the Francophone community to better plan for French language services. Many LHINs have included French language health services as one of the key priorities in their 2007-2010

FRENCH LANGUAGE SERVICES (FLS) COMMISSIONER'S SPECIAL REPORT ON FRENCH LANGUAGE HEALTH SERVICES PLANNING IN ONTARIO

ISSUE: What is the Ministry's response to the FLS Commissioner's draft Special Report on French Language Health Services Planning in Ontario?

Integrated Health Services Plans and are actively consulting with their local Francophone communities to determine ways to ensure equitable access for Francophones.

At the ministry level, the research strategy is actively working with its funded research centres and Career Scientists to integrate a Francophone component into their work.

A new program of research is under development that will directly fund a team of Francophone researchers to conduct research on the health status and needs of Francophones, but also to work with researchers addressing other population health and system integration questions to include a Francophone perspective.

Additionally, discussions have also begun with the ministry's data resources and the Institute for Clinical and Evaluative Sciences on how to improve the quality and availability of data for specific populations in Ontario.

Q10 Does the Ministry intend to change the LHINs' organizational structure to create a French language services coordinator position at a senior management level?

A10 The Lieutenant Governor in Council appoints LHIN Boards through an Order-in-Council and the CEO is appointed by the Board Chair. It is the CEO's responsibility to hire LHIN staff. The Ministry is not responsible for the organizational structure of the LHINs. Each LHIN however, does employ senior staff responsible for community engagement and for planning, integration, contract allocation. It is the responsibility of these groups to work with all community partners to determine the needs of the local health system.

Q11 Will the Ministry issue directives to LHINs to provide a clear and user-friendly complaint procedure for the public to report on the access and quality health services in French?

A11: LHINs have a mandate under LHSIA to "ensure that there are appropriate processes within the local health system to respond to concerns that people raise about the services that they receive." This would be applicable to all community groups including Francophones.

**FRENCH LANGUAGE SERVICES (FLS) COMMISSIONER'S
SPECIAL REPORT ON FRENCH LANGUAGE HEALTH
SERVICES PLANNING IN ONTARIO**

**ISSUE: What is the Ministry's response to the FLS Commissioner's
draft Special Report on French Language Health Services
Planning in Ontario?**