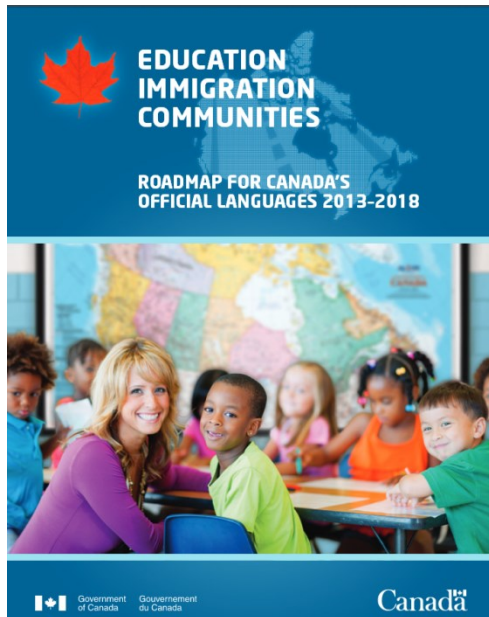


# **Improving French Services in the PEI Health Care System**

Second Science Colloquium:  
Health of Canada's Official  
Language Minority Communities

Ottawa, Canada  
February 27-28, 2017

# HISTORY OF PROJECT



- Health Canada launches call for project proposal in December 2013
- Health PEI explores and discusses proposal ideas with the PEI French Health Network
- Proposal submitted to Health Canada in May 2014
- Proposal approved by Health Canada in September 2014
- Agreement signed on December 23, 2014
- Project Manager hired in February 2015

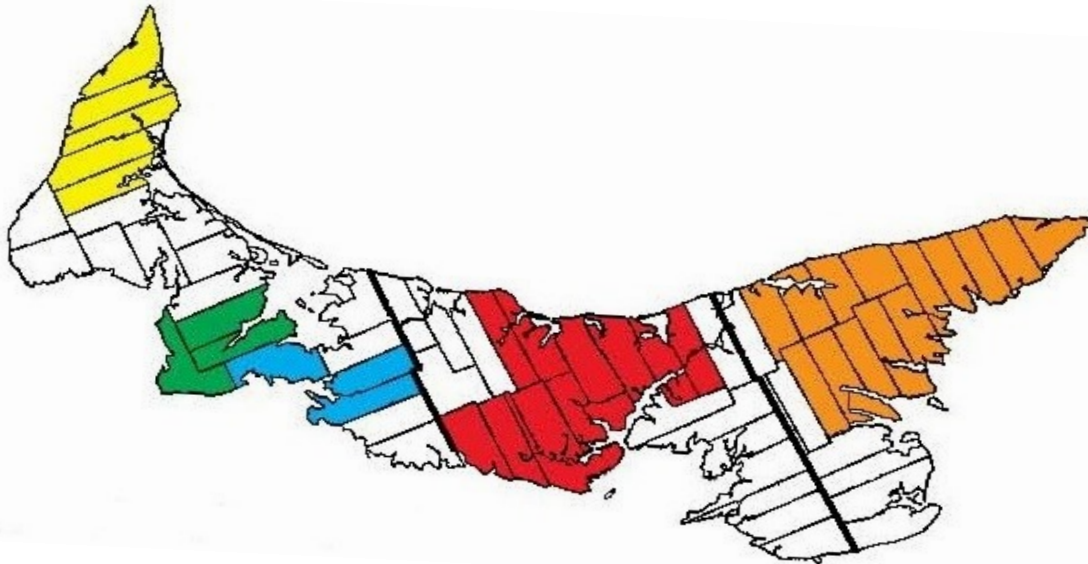
# Why this project? Why now?

- New *French Language Services Act* proclaimed in December 2013
- **Intention of the Act** – Designation of services based on community priorities and capacity of institutions to provide services
- Health PEI needed to create a framework for planning and delivering services and programs that would include both user and provider data

# PEI'S CHANGING DEMOGRAPHICS

- French first language education on PEI experiencing growth
- Increase in the number of immigrants coming to PEI
- Health PEI has identified 42 different languages
- 17,000 Islanders (12.3%) speak both of Canada's official languages (third-highest rate in Canada after Quebec and New Brunswick)
- Currently 26 francophone organizations working for the development of the PEI Acadian and Francophone population

# PEI'S FRANCOPHONE POPULATION



West Prince Region - Yellow Shaded  
Evangeline Region - Green Shaded  
Summerside Region - Blue Shaded  
Charlottetown and Rustico Region - Red Shaded  
Kings County Region - Orange Shaded

## Population of PEI by mother tongue

English: 127,988 (92.5%)

French: 5,436 (3.9%)

Other: 5,011 (3.6%)

Statistics Canada (2011)

## Population of PEI by spoken language:

English: 132,948 (96%)

French: 4,813 (3.5%)

Other: 675 (0.5%)

Statistics Canada (2011)

# IMPORTANCE OF CAPTURING LANGUAGE VARIABLE IN OUR DATA

- The language of the user/patient is taken into consideration when offering patient-centred care
- Providing services in the user's language is part of the patient experience within the health care system
- Addressing language barriers reduces risks for both the user and the service provider
- Enhances quality of care and patient safety
- Planning and service delivery are more evidence-based

# Health Canada Project Goals

- To improve access to better, more accurate information on Acadian and Francophone health system use.
- To identify health care providers' linguistic capacity leading to more effective use of available resources and to safer, higher-quality care for Islanders.

# Who's involved...

## PROJECT TEAM

Executive Director - HR Dept.  
Labour Relations Coordinator  
French Language Services Analyst  
Project Manager  
Program Analyst - Project Evaluation  
Financial Analyst - Project Budget

## USER/HEALTH CARD

Medicare Manager - Health PEI  
IT Shared Services (Province)  
Deltaware - External Consultant  
Health Information - Health PEI  
Organ and Tissue Manager-  
Health PEI

## PROVIDER

HR Information System  
Coordinator  
French Language Services  
Analyst  
Public Service Commission  
HR Managers/Assistants



# Process used to identify language of Health Card holders

- Update PEI Health Card
- Modify the Medicare database
- Conduct household language survey
- Gather and input household survey results
- Implement sustainable processes and practices
- Review and report on data

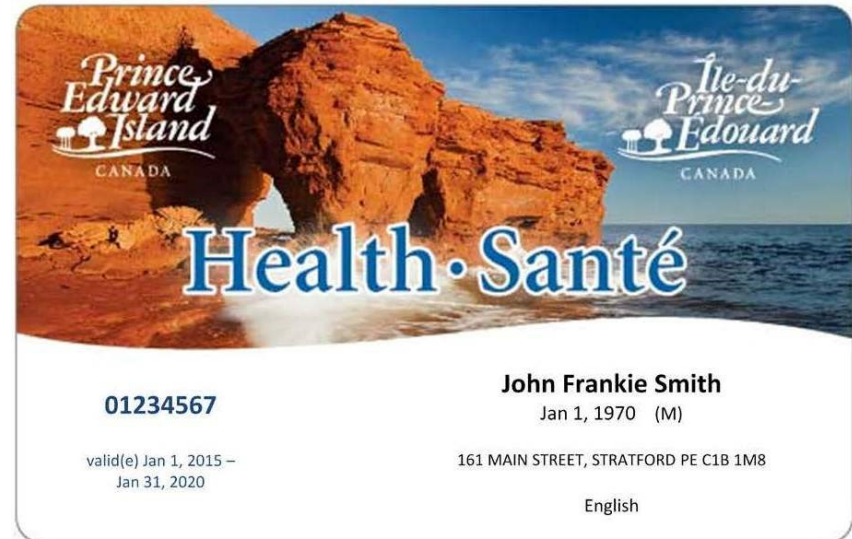
# UPDATE PEI HEALTH CARD



- Medicare offices issues the PEI health cards
- Health Card is valid for 5 years (exceptions: temporary students and people with work visas)
- Three different cards are now in circulation
- Orange health cards (English and French) are being phased out as they expire

# New Bilingual Health Card

- New image
- Bilingual
- Digital print (no longer embossed)
- Address added
- Language preference on front of card
- Organ and tissue heart to appear on back

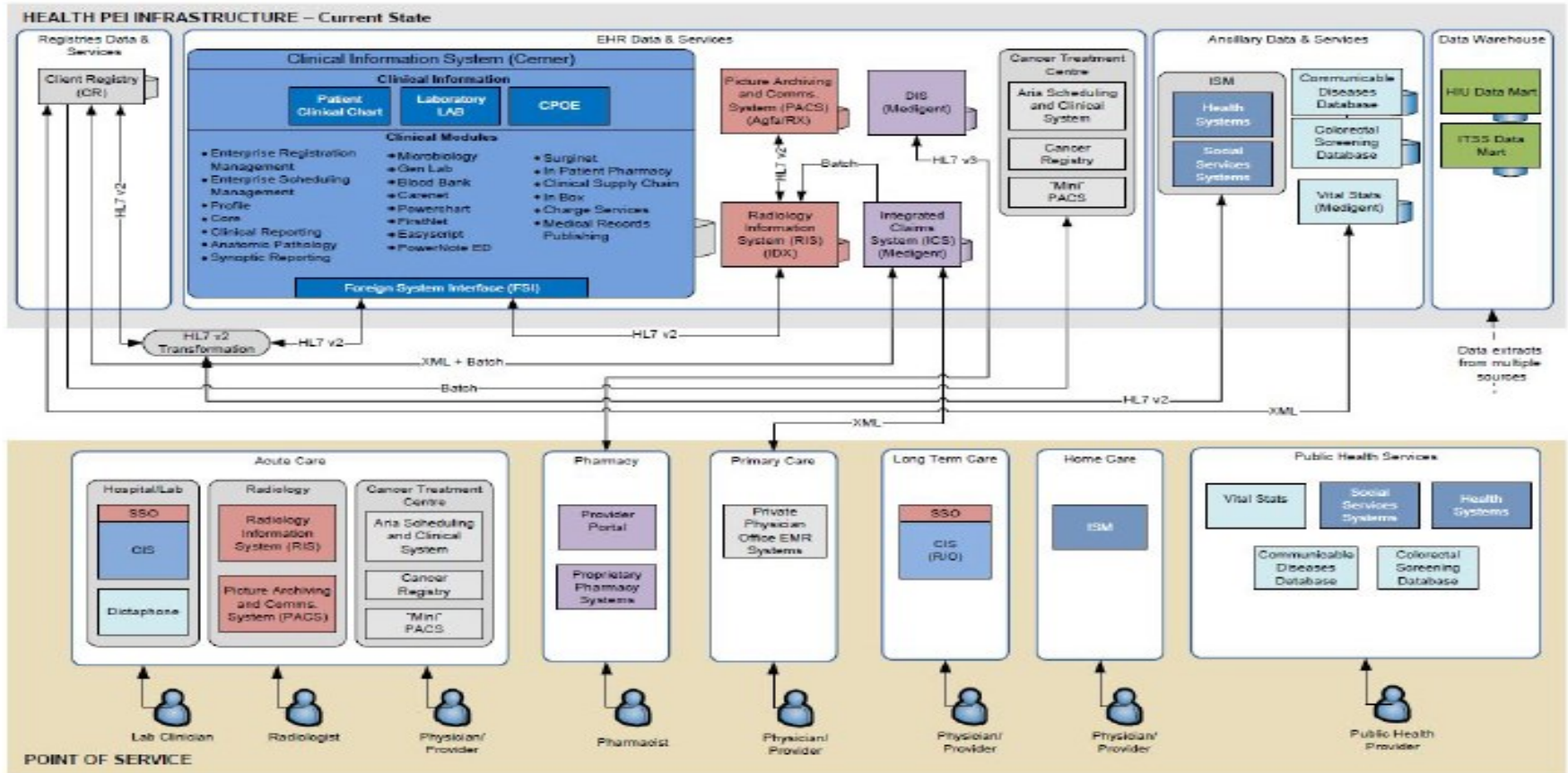


# **MODIFY THE MEDICARE DATABASE**

## **BEST WAY TO COLLECT USER DATA**

- Linking the language profile to the Personal Health Number (PHN)
- Capacity of using language data in various databases
- Once the language variables are added to the card holder profiles they can also be linked to past usage
- Patches can be added to software to increase data that can be collected for specific areas

# Data Sources/Integration



**Current-State EHR Architecture**

# WHY IS THIS DATA NEEDED BY HEALTH PEI?

- To know our population for planning and service delivery purposes
- To identify all languages and cultures in PEI
- To have the ability to link user linguistic profile to other variables such as location of service, geographical area, services and programs being used, etc.
- To track any health trends in specific populations
- To comply with the *French Language Services Act*

# Determining the language questions...

- Consulted Société Santé en français (SSF) and the Réseau des services de santé en français de l'Est de l'Ontario regarding the language variables
- Decided to identify three variables in the language profile of Health Card holders
- These were added to the software system



# Language variables added to Integrated Claims System database of demographics and Medicare eligibility information

The image shows a software dialog box titled "Property Information". It contains a list of fields for demographic and insurance data. A dropdown menu is open over the "Language" field, showing a list of languages. The fields in the dialog are:

- Employer Name
- Group Insurance Company Name
- Language**
- Relationship to insured
- Religion
- Spouse Employer Name
- Spouse's Insurance Company Name
- Mother Tongue
- Official Language
- Language Preference
- Tissue Donor
- Organ Donor

The dropdown menu for "Language" is currently open and displays the following options:

- English
- French
- Mandarin
- Albanian
- Amharic
- Arabic
- Armenian
- Belarusian

At the bottom of the dialog box, there are "OK" and "Cancel" buttons.



# 3 questions to collect language data

- What is your mother tongue?
- If your mother tongue is neither English nor French, in which of Canada's official languages are you most comfortable?
- What is your preferred language for service delivery?

# Why 3 questions?

- **Mother tongue** will be used for planning and service delivery purposes
- The **language preference** will appear on the front of the Health Card (Language preference can change as services and active offer increases)
- Health Card holders are offered the possibility of stating their preference when they are not in a crisis or a vulnerable situation
- **Official languages** - French or English could be a second or third language for those whose mother tongue is not English nor French

# CONDUCT HOUSEHOLD LANGUAGE SURVEY

## Gather/input household survey results

Clear Form

Health PEI  Health Canada Santé Canada

### Intent to Donate and Language Information

Please print and mail completed form to:

Medicare Office  
126 Douses Road  
PO BOX 3000  
Montague PE C0A 1R0  
Canada

Legal Name
Personal Health Number (on health card)
Mailing Address

### ORGAN AND TISSUE DONOR DECISION

The information below will be stored in a secure computerized PEI Donor Registry. In the future, your organ and/or tissue donor decision will be displayed on your new Health Card.

I wish to donate:

Organs needed for transplant (lungs, heart, liver, kidneys, pancreas, small bowel)  
 YES  NO

Tissues needed for transplant (skin, vein, eyes, bone and related structures, heart valves/pericardium)  
 YES  NO

For more information about organ and tissue donation, please call: 902-368-5920

Your signature is required for organ and/or tissue donation. You must be 16 or older to sign.

Signature	Date	Date of Birth (MM/DD/YYYY)
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### LANGUAGE PROFILE

In order to plan for service delivery, please answer the following questions related to your language profile. In the future, your preferred language of service will be displayed on your new Health Card.

What is your mother tongue? (The language you first learned in childhood and still understand)

English  French  Other (Please specify) \_\_\_\_\_

If your mother tongue is neither English nor French, in which of Canada's official languages are you most comfortable?

English  French  Neither

What is your preferred language for service delivery?

English  French  Other (Please specify) \_\_\_\_\_

Consent to organ and/or tissue donation and language profile responses are voluntary and are not required for Health Card eligibility. If you provide consent to organ and/or tissue donation in this form, your information will be entered into a record of intent that can be accessed by a health care provider in specific circumstances. Responses to the language profile questions may be shared with Health Canada in a non-identifying manner for survey purposes. The Freedom of Information and Protection of Privacy (FOI/PIA) Act of Prince Edward Island governs the collection, use and disclosure of personal information contained in this form. If you have any questions about the collection of your personal information, please contact the Health PEI Privacy and Information Access Manager at (902) 368-4942.

FOR OFFICE USE ONLY

PHN:

Household Number:

- Surveys completed between October 2015 - January 2017
- 58,000 households -124,000 islanders
- 20,000 renewal packages
- 28,749 responses to the survey (23%)
- January - March 2016 survey: 4.4% mother tongue - French
- Surveys scanned and entered into Medicare database

Health PEI

One Island Health System

# Implement sustainable processes and practices

- New language information fields created in ICS (Integrated Claims System)
- Language survey available at Access PEI sites and on Government of PEI website to be completed at anytime
- As surveys are received, they are entered in the database
- If a card holder's survey data has been entered into the database, this information will automatically appear on his/her renewal form

# PEI Health Card New Applicants

- Starting March 2017, new residents applying for a PEI Health Card will use the new Application Guide/Form that will include the following language questions:
  - *What is your mother tongue? (The language you first learned.)*
  - *If your mother tongue is neither English nor French, in which of Canada's official languages are you most comfortable?*
  - *What is your preferred language for service delivery?*
- This information will be entered into the Medicare database.
- The preferred language of service will be displayed on the PEI Health Card and will help Health PEI plan for and deliver quality health care services.

# PEI Health Card Renewals

- The language data will be collected on the PEI Health Card Renewal Forms
- 600 to 800 renewal packages are sent out on a monthly basis by PEI Medicare
- In five years, all health cards will have been renewed with language information entered into the Medicare database

# Review and Report on Data

- We can now generate reports on usage either for mother tongue or for language preference
- We can also access data on usage prior to the date of input of language profile since we linked it to the PHN
- We are still in the early stages of the data analysis
- Limitations: response rate, age of people who answered the survey (few seniors completed the survey)

# Current capacity for reporting

We can now track usage by mother tongue and language preference by...

- Hospitals Encounters – Emergency, Ambulatory, and Surgical, Radiology Visits and Inpatient Discharges
- Home Care Services opened by region and services
- Primary Health Centre by services and reasons for visits
- Physician Office Visits and by reasons for visits
- etc.



# Health Care Provider Language

How can we efficiently, systematically and sustainably collect data on the language capacity of...

- Salaried Health PEI Staff
- Service providers billing the Health Care System

# Language Capacity of Providers

## Salaried staff...

- Survey to all staff regarding language capacity
- Enter information in HR Management System - PeopleSoft
- Link to Public Service Commission (Language Assessments) and input into PeopleSoft
- Changing policies and procedures to create a culture of identifying the language profile of all staff

# Language Capacity of Providers

## Staff billing the PEI health care system...

- Software modification completed in the Integrated Claims System Application
- Exploring how to best collect language data for physicians, specialists, pharmacists, dentists, optometrists and nurse practitioners

# Human Resource Management System

## PeopleSoft

### Add New Language Skills

**Empl ID** 007225      Elise Arsenault  
**Profile Type** PERSON      Person

Add item details. Select OK to apply changes and return. Select Cancel to return without making any changes. Select Apply and Add Another to continue adding additional items.

**Details** Find | View All    First 1 of 1

**\*Evaluation Date** 02/15/2017

**\*Language** FR  French

**\*Status** Active

**Rating Model** LANG Language Ratings

**Reading Proficiency** E- Exempt

**Speaking Proficiency** 3 - High

**Writing Proficiency**

- 1 - Low
- 2 - Moderate
- 3 - High
- E- Exempt

# PEI Health Care Staff Language Survey

- What is your mother tongue?
- Official language capacity in English and French - low, moderate, high, very high
- Interest in French language training?
- Interest in French language oral assessment?
- Knowledge of other languages?
- Employee number?

# Reporting of Staff with Language Skills

## PeopleSoft

Employee Name	Department Descr	Status	Full/Part	Empl Class	Language	Issue Date	Issued By	Expire Dt	Work Phone	Speak	Read	Write	Job Code Descr
	Manor - Nursing	Active	Part-Time	Permanent	Afrikaans	3/16/2016				High	High	High	Resident Care Worker L8
	Manor - Nutrition Services	Active	Part-Time	Temporary	Arabic	7/18/2016				Low	Moderate	Moderate	Cook 2
	Finance/Financial Planning	Active	Full-Time	Permanent	Chinese (Cantonese)	11/7/2014				High	High	High	Administrative Officer 5
	Finance/Financial Planning	Active	Full-Time	Permanent	Chinese (Mandarin)	11/7/2014				High	High	High	Administrative Officer 5
	Hospital - Lab Services	Active	Full-Time	Permanent	Farsi (Persian)	11/7/2014				High	High	High	Med Lab Technologist 1
	Hospital - Nutrition Services	Active	Part-Time	Casual	Farsi (Persian)	3/29/2016				High	High	High	Casual Service Worker 1
	Manor - Nursing	LOA	Part-Time	Permanent	French	2/18/2016				Moderate	Moderate	Moderate	Resident Care Worker L8
	Manor - Nursing	Active	Part-Time	Permanent	French	11/7/2014				Moderate	Moderate	Moderate	Resident Care Worker L8
	Hospital - Allied Services	Active	Part-Time	Permanent	French	11/7/2014				Low	Low	Low	Rehabilitation Assistant
	Manor - Occupational Therapy	Active	Part-Time	Permanent	French	11/7/2014				High	High	Moderate	Rehabilitation Assistant
	Manor - Nutrition Services	Active	Part-Time	Temporary	French	7/18/2016				Exempt	Moderate	Moderate	Cook 2
	Hospital - Nursing	Active	Part-Time	Casual	French	11/7/2014				High	High	Moderate	Casual Ward Clerk
	Hospital - Housekeeping	Active	Part-Time	Casual	French	11/7/2014				Low	Moderate	Low	Casual Service Worker 1
	Manor - Nursing	Active	Part-Time	Casual	French	11/6/2015				Moderate	Low	Low	Casual Resident Care Wkr L8
	Manor - Nutrition Services	Active	Part-Time	Temporary	Hindi	7/18/2016				High	Exempt	Exempt	Cook 2
	Manor - Nursing	Active	Part-Time	Casual	Indian (Hindi)	3/22/2016				Moderate	High	Moderate	Casual Resident Care Wkr L8
	Hospital - ICU/CCU	Active	Full-Time	Permanent	Japanese	11/7/2014				High	High	High	Registered Nurse 1
	Manor - Nursing	Active	Part-Time	Permanent	Kiswahili	3/16/2016				High	High	High	Resident Care Worker L8
	Addiction Services	LOA	Full-Time	Permanent	Korean	11/7/2014				Moderate	High	Moderate	Social Service Wkr 15
	Hospital - Mental Health Nursing	Active	Full-Time	Permanent	Russian	11/7/2014				High	High	High	LPN
	Hospital - Mental Health Housekeeping	Active	Full-Time	Permanent	Spanish	11/7/2014				High	High	High	Service Worker 1
	Corporate Services - Evaluations	Pd LOA	Full-Time	Permanent	Swahili	11/7/2014				Low	Low	Low	Program Analyst
	Hospital - Emergency Services	Active	Full-Time	Permanent	Tagalog (Philippines)	11/7/2014				High	High	High	Registered Nurse 1
	Hospital - Nursing	Active	Full-Time	Permanent	Tamil (India)	2/4/2015				Moderate	Low	Low	RN 1 - Replacement
	Hospital - Lab Services	Active	Full-Time	Permanent	Turkish	11/7/2014				High	High	High	Med Lab Technologist 1
	Manor - Nutrition Services	Active	Part-Time	Temporary	Urdu (Pakistan)	7/18/2016				High	Low	Exempt	Cook 2

# Linking language of card holder to language of health care staff providing service

- Determine health care providers language capacity across PEI
- Where is there the highest number of encounters for Francophones and other minorities across PEI
- Put a plan in place to address these areas of high demand
- Increase active offer in our facilities

# PARTNERSHIP TO INCREASE ACTIVE OFFER

Partner with the PEI French Health Network during the Francophone Celebrations (March 2nd-March 22nd) to distribute an active offer toolkit to all managers in Health PEI.

Content includes:

- Accessing translation services
- Accessing interpretation services
- Language assessment and language training by the Public Services Commission
- Literature on active offer
- Service Provider Directory etc...



# POSSIBLE NEXT STEPS...

- Adapt a framework allowing us to determine progress in areas targeted for designation under *French Language Services Act*
- Explore using, adapting and testing the designation work plan developed by the French Language Health Services Network of Eastern Ontario for PEI context
- Explore funding possibilities to develop a second phase to the project (2017-2019)
- Explore the possibilities of collaborating with Licensing Board and/or professional associations to collect data on language of health care providers on PEI