

# The Networking and Partnership Approach to Improving Access to Health Services

## *The Case of Quebec's Community Health and Social Services Network*



# Les communautés anglophones du Québec

POPULATION : 1 058 250  
13,5 % DU QUÉBEC (Recensement du Canada 2011)



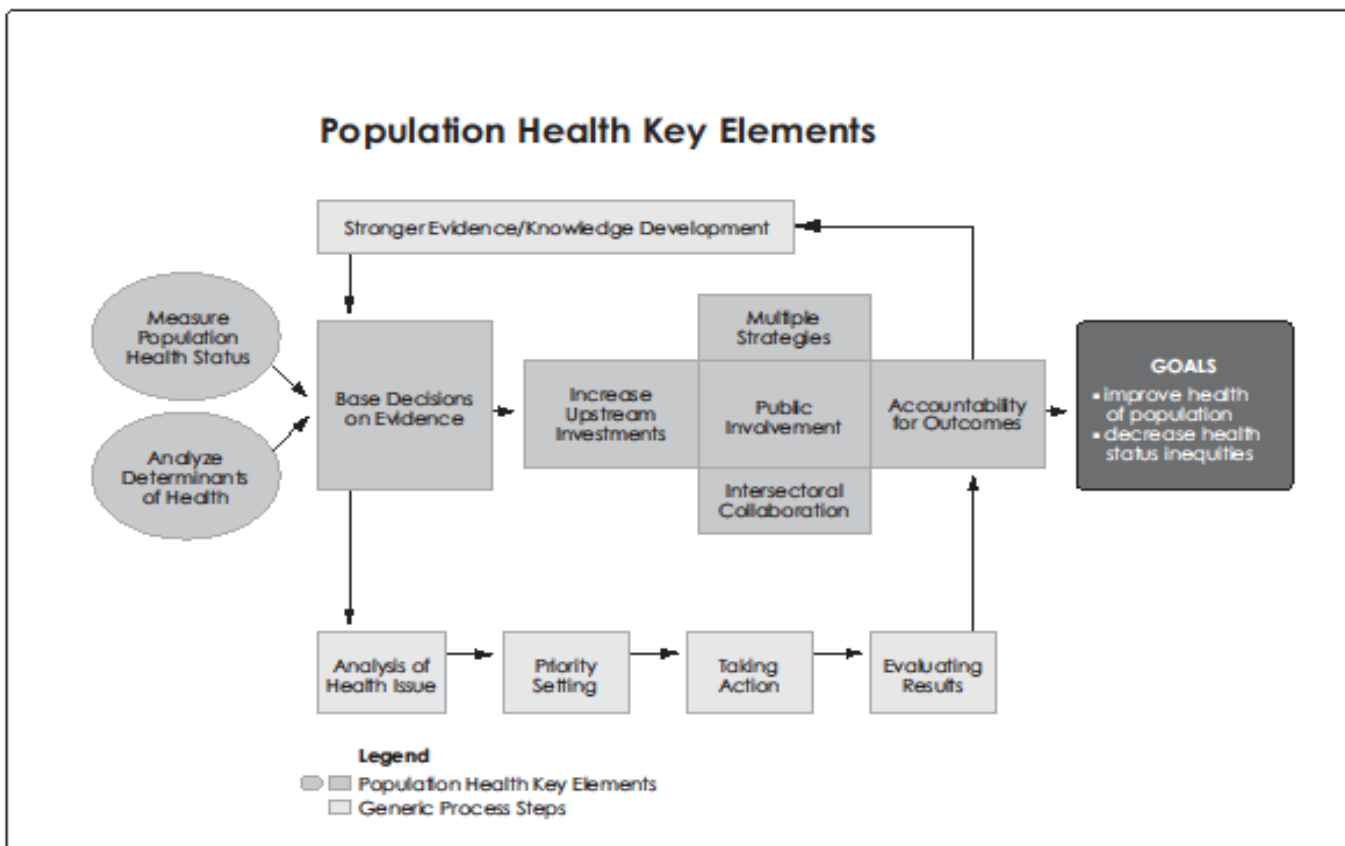
## Le réseau NPI\* de CHSSN

\*(Networking and Partnership Initiative)

- Deux-Montagnes**  
4 Korners Family Resource Centre
- Côte-des-Neiges**  
African Canadian Development & Prevention Network (ACDPN)
- Laval**  
AGAPE – The Youth & Parents AGAPE Association Inc.
- Saint-Léonard**  
Canadian-Italian Community Services of Quebec (REISA)
- Montréal**  
Catholic Community Services (CCS)
- Saint-Paul's River**  
Coasters Association (LNSCH)
- New Carlisle**  
Committee for Anglophone Social Action (CASA)
- Grosse-Île**  
Council for Anglophone Magdalen Islanders (C.A.M.I. – MINA)
- Gatineau**  
English Network of Resources in Community Health (ENRICH – OHSSN)
- Métis-sur-Mer**  
Heritage Lower Saint Lawrence
- Québec**  
Jeffery Hale Community Partners
- Theftord Mines**  
Megantic English-Speaking Community Development Corp. (MCDC)
- Rouyn-Noranda**  
Neighbours Regional Association of Rouyn-Noranda
- Baie-Comeau**  
North Shore Community Association (NSCA)
- Sherbrooke**  
Townshippers' Association
- Cowansville**  
Townshippers' Association
- Gaspé**  
Vision Gaspé Percé Now
- Vaudreuil-Dorion**  
Vaudreuil-Soulanges (C3S C3SS)
- Saint-Lambert**  
Assistance and Referral Center (ARC)
- Rawdon**  
English Community Organization of Lanaudière (ECOL)



## THE POPULATION HEALTH TEMPLATE: Key Elements and Actions that Define A Population Health Approach



*(please see reverse for details)*

See the Population Health Template at [www.population-health.com](http://www.population-health.com)

## ***Passif***

Les résidents et les organismes locaux sont informés des enjeux par des organismes extérieurs

## ***Réagir/ Réaction***

Les résidents et les organismes locaux apportent leur contribution aux priorités et à l'utilisation des ressources des organismes extérieurs

## ***Participation***

Les résidents et les organismes locaux ont une influence sur les priorités et les ressources des organismes extérieurs

## ***Empowerment***

Les résidents et les organismes locaux travaillent et planifient les mises en action avec les organismes extérieurs

## ***Leadership***

Les résidents et les organismes locaux amorcent et dirigent les enjeux avec un soutien extérieur

***Niveaux d'engagement***

# PROCESSUS DE DÉVELOPPEMENT COLLECTIF PLANIFIÉ



## NPI Community of Practice

We are a network of community leaders who share common concerns and passions for what we do.

We explore together in finding creative and innovative ways to meet the needs of our English-speaking community members.

We value our peer relationships as they provide support during challenging times and are great sources of information and inspiration.

We reflect on how things are going and seek feedback from others as a way to improve and make change in our communities.

We are resourceful, we choose not to reinvent the wheel, and we share resources and best practices.

When required we come together to address common issues.

<b>Problem Solving</b>	<i>Can I run a few things by you? I'm stuck and need someone who can relate and listen.</i>
<b>Requests for Information</b>	<i>Does anyone know where I can get information on that funding program?</i>
<b>Seeking Experience</b>	<i>Has anyone dealt with this similar situation? What did you do?</i>
<b>Sharing Resources</b>	<i>We created a health resource directory. I can send it to you and you can easily tweak it for your region.</i>
<b>Coordination and Synergy</b>	<i>Maybe we should apply jointly to this grant opportunity and coordinate our efforts.</i>
<b>Discussing Developments</b>	<i>What does this change mean to how we work in the future?</i>
<b>Informal Mentoring</b>	<i>Sure, I don't mind helping them out a bit while they are getting started.</i>
<b>Training</b>	<i>I need to improve my skills, who might have expertise in this area?</i>
<b>Celebration</b>	<i>Wow, I am so happy for what they just accomplished. I will phone to congratulate them.</i>
<b>Relationships &amp; Fun</b>	<i>Let's meet up for supper and have a few laughs.</i>

# MODÈLE DE MOBILISATION COMMUNAUTAIRE POUR L'AMÉLIORATION DE LA SANTÉ ET DE LA VITALITÉ DES COMMUNAUTÉS D'EXPRESSION ANGLAISE AU QUÉBEC

**CHSSN**

Community Health  
And Social Services Network  
Réseau communautaire de santé  
et de services sociaux



# Collaborative Partnerships

*An alliance among people and organizations from multiple sectors working together to achieve a common purpose.  
(Roussos and Fawcett, 2000)*

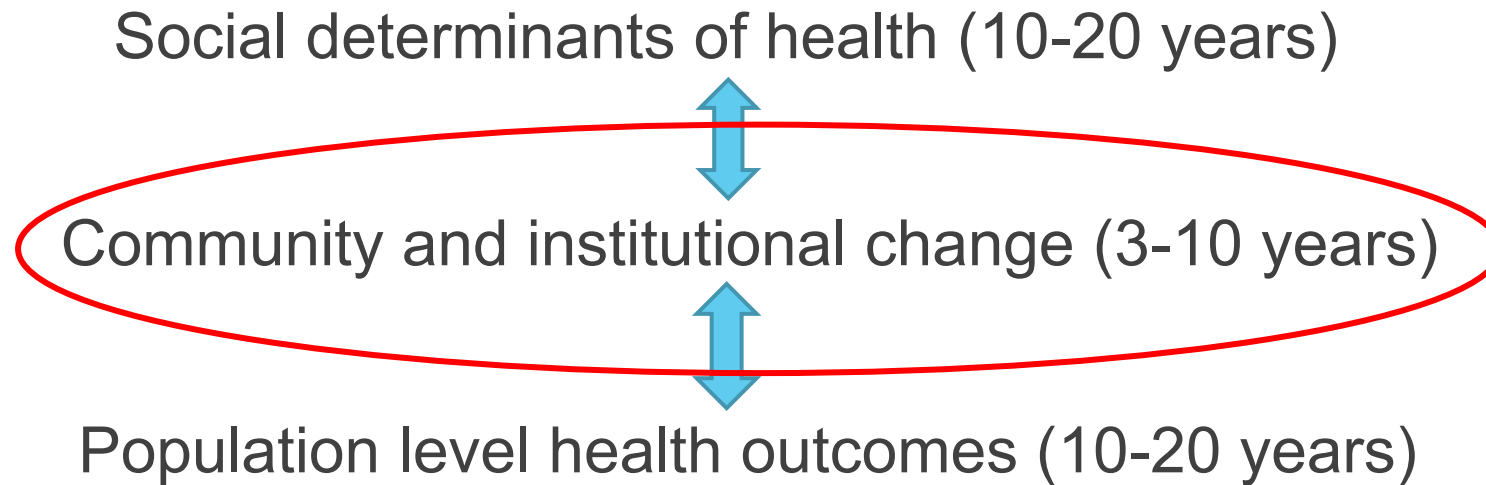
**In health**, collaborative partnerships world-wide attempt to improve conditions and outcomes related to health and well-being of entire communities.

- Community and systems change.
- Community-wide behaviour change.
- Population-level health outcomes.

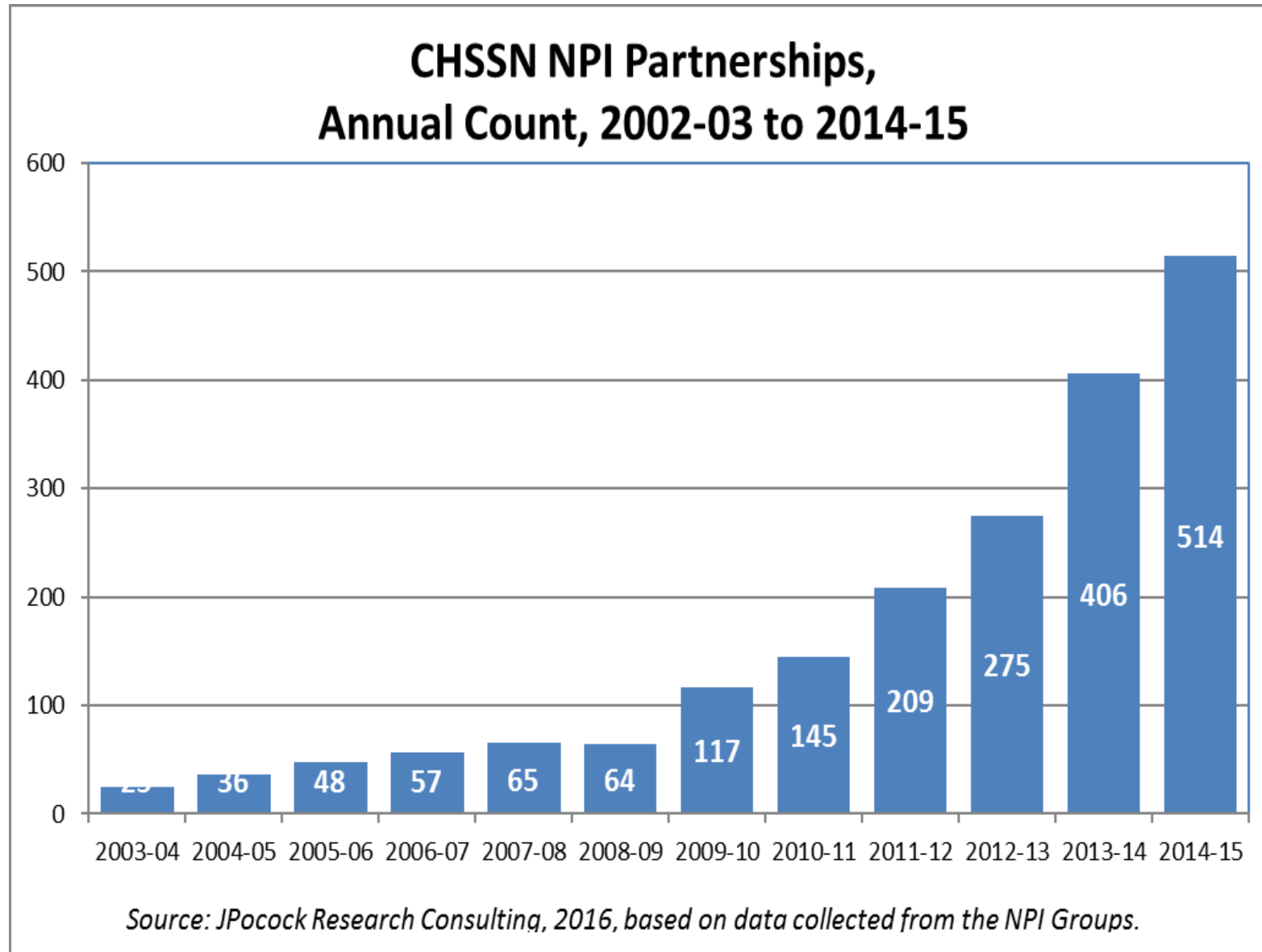


## CHSSN and Quebec's English-speaking Minority

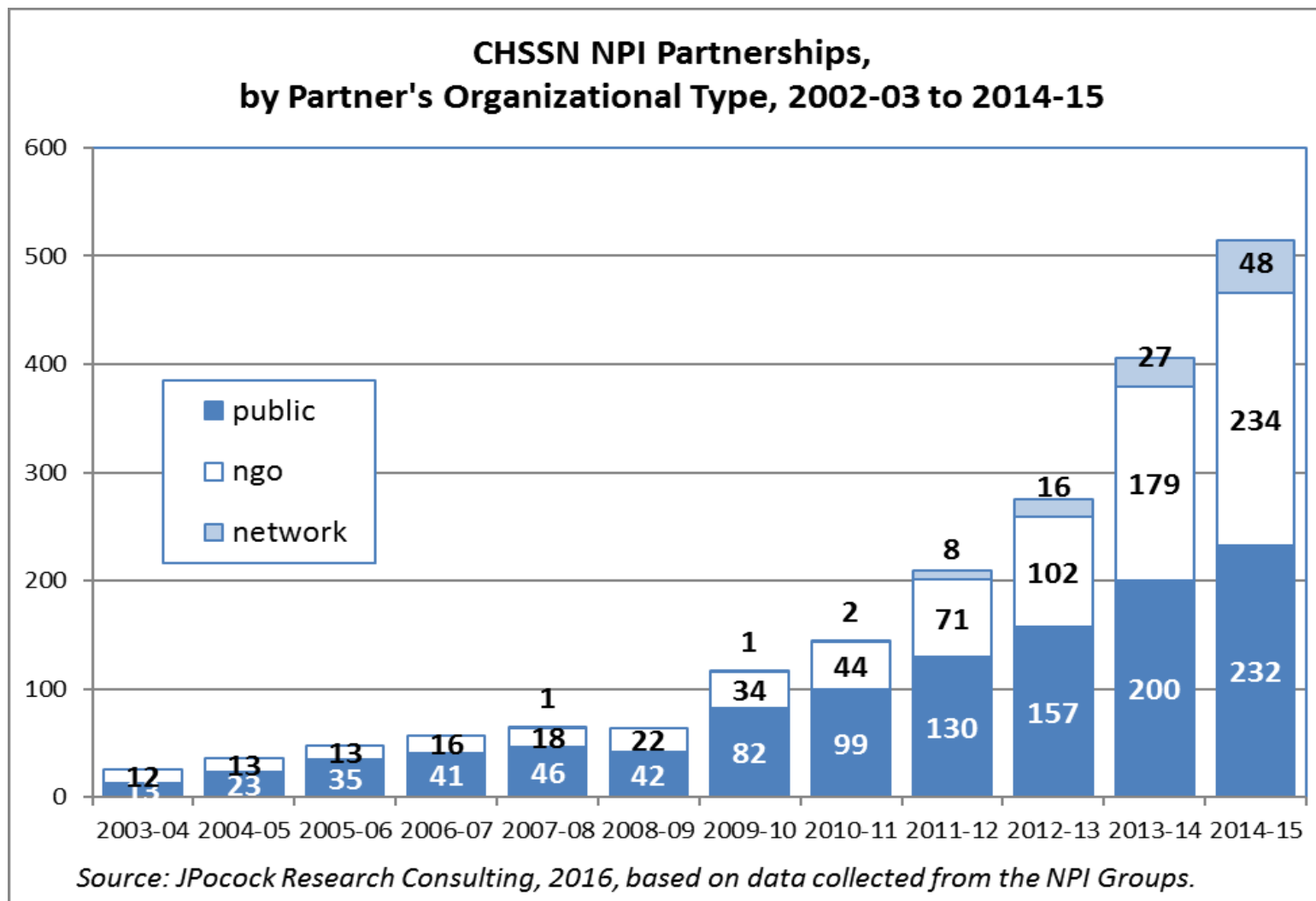
- ▶ Networks and partnerships are a primary means for *improving access to health and social services* for Quebec's English-speaking communities.



# Annual Count

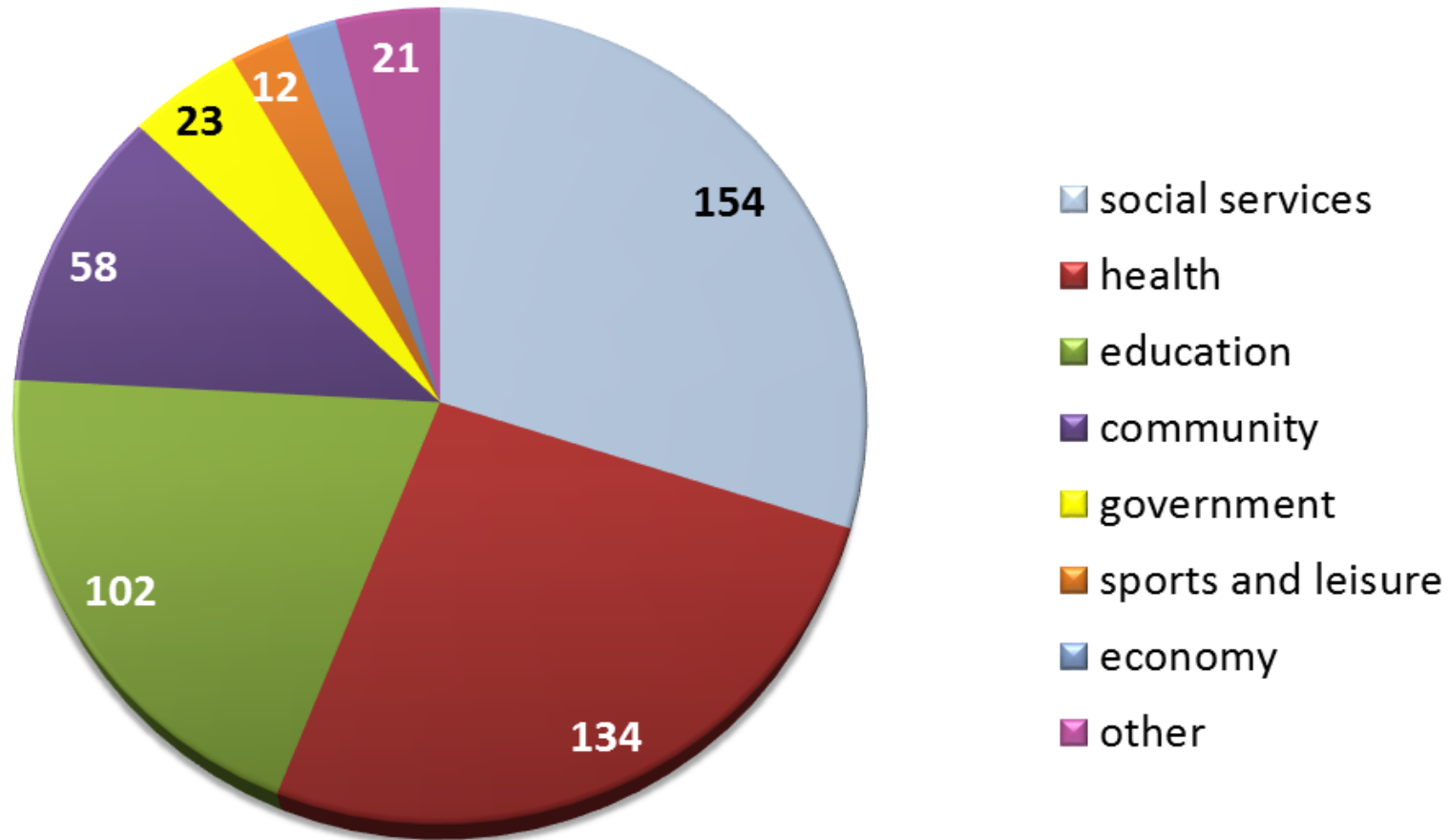


# Partner's Organizational Type



# Partner's by Sector

**CHSSN NPI Partnerships Overview,  
by Partner's Sector, 2014-15**

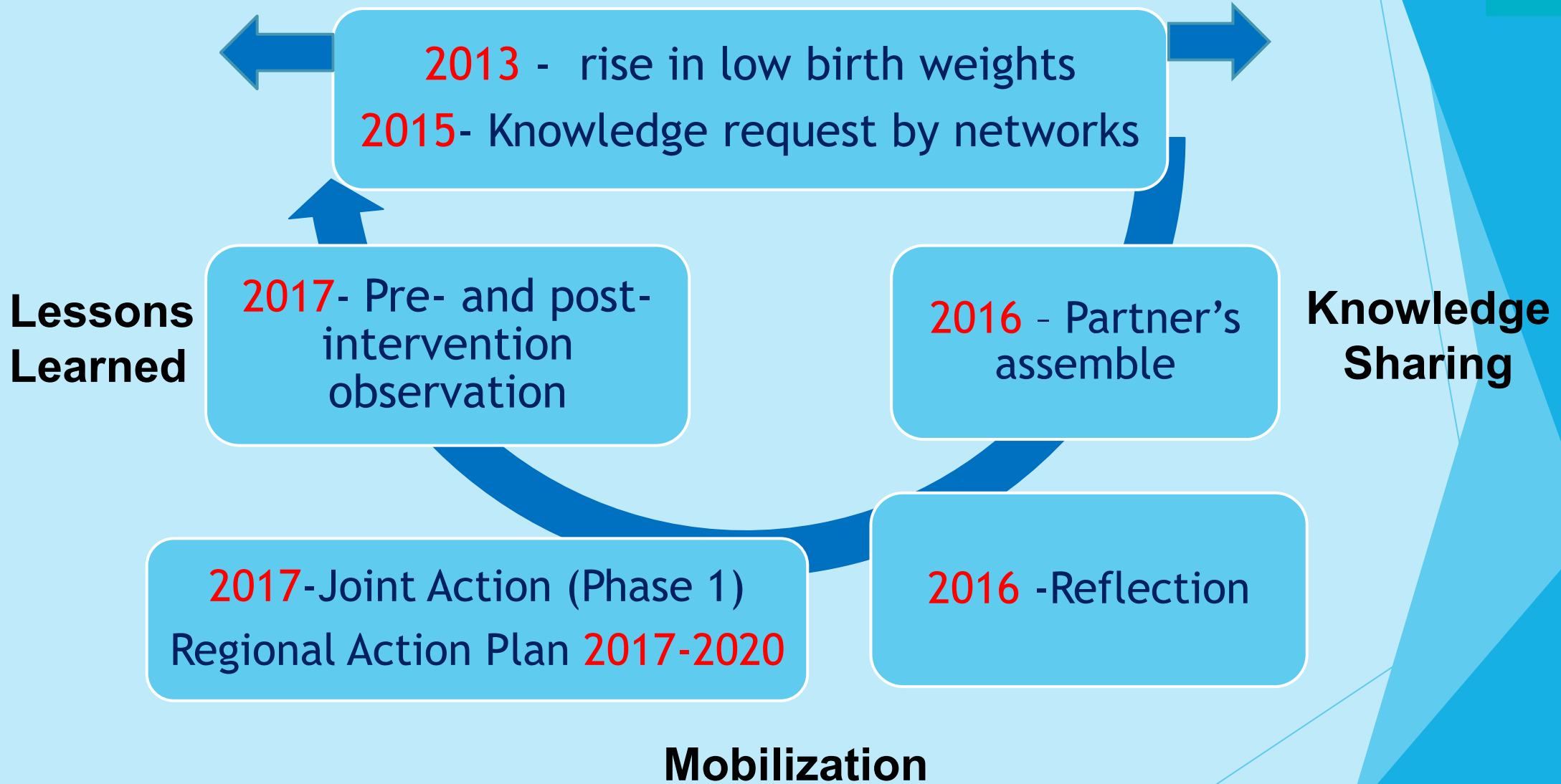


Source: JPocock Research Consulting, 2016, based on data collected from the NPI Groups.

# Developing Experts in Partnership

“True expertise is based on intimate experience with thousands of individual cases and the ability to discriminate between situations, with all their nuances of difference, without distilling them into formulas or standard cases”. (Flyvbjerg,2006)

## Network Readiness



# References

- ▶ Auger, Park and Daniel, 2013. “Contribution of Local Area Deprivation to Cultural-linguistic Inequalities in Foetal Growth Restriction: Trends over Time in a Canadian Metropolitan Centre.” *Health Place*, July 22:38-47.
- ▶ Auger, Park, and Harper, 2012. “Francophone and Anglophone Perinatal Health: Temporal and Regional Inequalities in a Canadian Setting, 1981-2008”. *International Journal of Public Health*, Dec.57 (6):925-34.
- ▶ Berg, 2004. *Qualitative Research Methods for the Social Sciences*. Pearson Education: Boston.
- ▶ Flyvbjerg, 2006. “Five Misunderstandings about Case Study Research”, *Qualitative Inquiry*, Vol.12, Number 2: 219-245.
- ▶ Roussos and Fawcett, 2000. “A Review of Collaborative Partnerships as a Strategy for Improving Community Health”, *Annual Review Public Health*, 21:369-402.

Thank-you! Merci!  
[www.chssn.org](http://www.chssn.org)

