

Official Languages' Report

March 2014



Overview

Horizon recognizes that delivery of care must be aligned with the needs, desires, beliefs and cultural sensitivities held by our patients and their family members. To do this, Horizon is shifting its focus from meeting the needs of a system or financial constraints, to meeting the needs of patients, their families and the community.

As part of this shift in focus on patient centered care, Horizon is committed to providing patients, their family and all members of the public with quality health care in the official language of their choice. As a basic principle in accordance with the New Brunswick Official Languages Act, Horizon will use increased vigilance to ensure access to services for both linguistic communities.

Accomplishments

Acute care setting

- In our December 2013 report, we introduced our “Café de Paris” initiative at the Saint John Regional Hospital as a pilot project. The objective was to provide an informal setting in which employees could interact with a qualified French language educator. The intent was to offer individual employees the opportunity to acquire the specific language skills needed to provide services in both official languages within their department. These needs vary from simply wanting to provide a solid active offer to the desire to gain enough language skills to allow them to provide services to Francophone patients themselves.

This initiative has sparked attention from many other facilities. Already, we have been able to expand this program to St. Joseph’s Hospital as well as the Mercantile Centre in Saint John. In a few instances, our qualified educator is working directly with staff on units within our facilities.

Horizon Learning will be joining our efforts and will be extending the pilot to the Dr. Everett Chalmers Regional Hospital following the same model.

- Audits of the active offer of services in both official languages have been conducted in person and over the phone. This exercise has allowed us to measure the frequency of the active offer at the point of first contact only and is not a representation of the whole continuum of care.

Results of the audits of the active offer

	Facility	Active offer	Ability to continue in French or go get someone who can speak French	No service in French
In person	Saint John Regional Hospital	7%	65%	35%
	The Moncton Hospital	14%	59%	41%
	Dr. Everett Chalmers Regional Hospital	12%	56%	44%
	Miramichi Regional Hospital	20%	68 %	32%
Telephone	Saint John Regional Hospital	52%	76 %	24%
	The Moncton Hospital	63%	71 %	29%
	Dr. Everett Chalmers Regional Hospital	82%	88 %	12%
	Miramichi Regional Hospital	6%	57 %	43%

Mental Health and Community Health

In Fredericton and Saint John, our efforts to eliminate gaps in mental health and community health for the Francophone population continue.

- In the Fredericton area, we have so far offered training in Mental Health First Aid, Roots of Empathy, and Mindfulness as well as intervention training for youth suffering from addictions. The support for addictions remains an active initiative. Until recently, the referral form for Addictions Services was only available in English and our Francophone youth were slipping through the cracks. By working together, the Centre for mental health and addictions in Fredericton, the youth centre acAco, the Noreen-Richard Health Centre as well as the staff at École Sainte-Anne have worked together to establish a referral process for our Francophone youth. At this time, a youth worker assists once a week in ensuring that Francophone youth have a venue for help and assistance in coordinating services with the school, the Centre for Addictions and any other persons needing to be involved in the process, all while respecting individual privacy and confidentiality rights.

Official Languages is also contributing to the efforts of the Association des aînés de la région de la Capitale to offer training in suicide prevention to our Francophone seniors. This activity is then anticipated to lead to an intergenerational exchange with youth.

- Saint John's minority population has also benefited from some training in mental health. So far, initiatives put forth have been Mindfulness, Roots of Empathy, SafeTalk and Frères et soeurs sans jalousie ni rivalité. We have also been able to acquire urgently needed patient information tools in French.

Recruitment

- Official Languages has contributed to the participation of Francophone community representatives from both Saint John and Fredericton to two physician recruitment events, one which took place at Université de Moncton and the other, in Quebec. Official Languages has also helped fund a nurse recruitment activity with the NB Heart Centre and Université de Moncton. This activity, which is coordinated by the NB Heart Centre, is scheduled to take place early March 2014.

Official Languages Complaints Process

No formal complaints were received in the last quarter. However, we continue to take measures to improve access to services in both official languages.

- A memo was sent to all staff to communicate expectations with regard to the active offer. All employees who interact with patients or members of the public are required to provide an active offer.

For more information contact:

Horizon Health Network
155 Pleasant Street, Miramichi, New Brunswick E1V 1Y3
Tel.: 506-857-5926 or OfficialLanguages@HorizonNB.ca