



**Jeffery Hale
Saint Brigid's**

Une communauté de soins
A Community of Care

Improving the Spectrum of Services Offered to English-Speaking Seniors

CIUSSS de la Capitale-Nationale's Experience

Implementation Project: 2014-2018

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Anglophone Community Support

CHSSN Exchange Conference
November 23 and 24, 2017

Grouped with
CIUSSS de la Capitale-Nationale



- Background
- Goals
- Key Actions
- Results Achieved
- Lessons Learned



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English-Speaking Seniors: Regional Profile

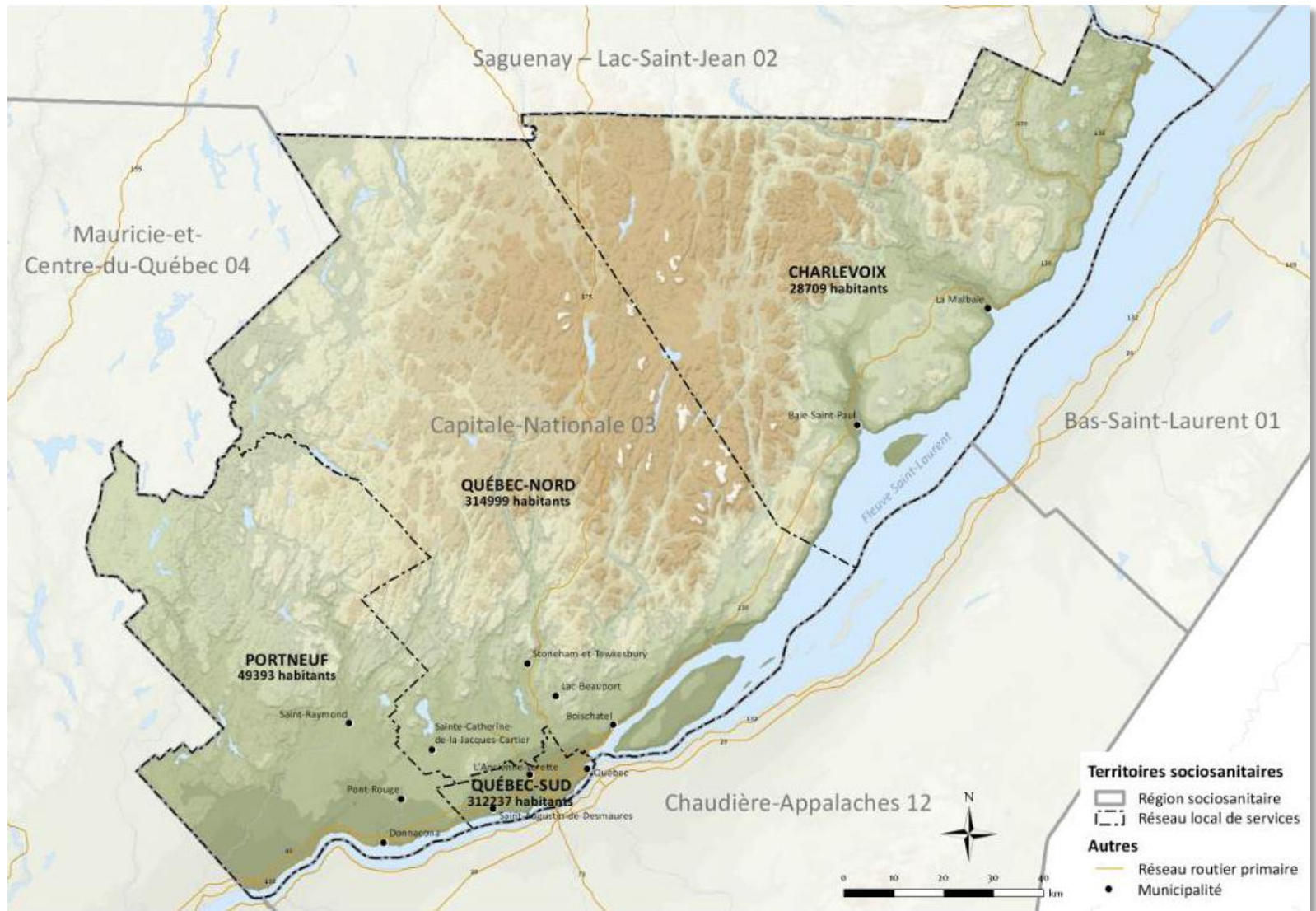
- 2,580 people aged 65 or over
 - Projected to grow by 20% by 2026
- 3 out of 4 people suffer from chronic illness
 - Projected to grow by 19-22% by 2026
- 500 hospitalizations per year; on average, 22 short-term beds occupied
- 28% followed by primary healthcare services (all programs combined)

English-Speaking Seniors: Regional Profile (cont'd)

- Aging of the English-speaking population
 - Diminishing health, increasing need for care and services, isolation
- Organization of services is not optimal
 - Lack of bilingual personnel, level of English-language care varies by site and personnel
 - No intermediate resources
- Need for improved communication between partners



CIUSSS de la Capitale-Nationale



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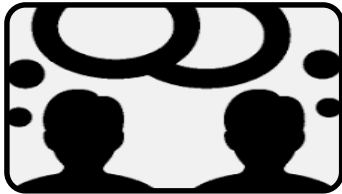
- Bill 10 (April 1, 2015) – significant changes to organization of services
 - Merging of 12 institutions
 - Integration of Jeffery Hale – Saint Brigid’s
 - New directions for various programs and client groups, including “Supporting the Autonomy of Seniors”



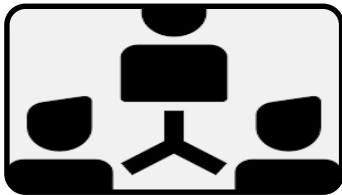


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Project Goals



Increased **understanding** of English-speaking seniors' current and projected needs



Increased **collaboration** between all stakeholders



Identification of **priorities for action**



Implementing practical **methods** for improving the spectrum of services



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Increased Understanding



Profile of current
and projected
needs

Discussion groups

Profile of Current and Projected Needs



- Studies by CIM (2015 and 2017)
 - Current and projected socio-demographic profile
 - Profile of current and projected service use
 - Long-term accommodation, intermediate resources, in-home support, day centre



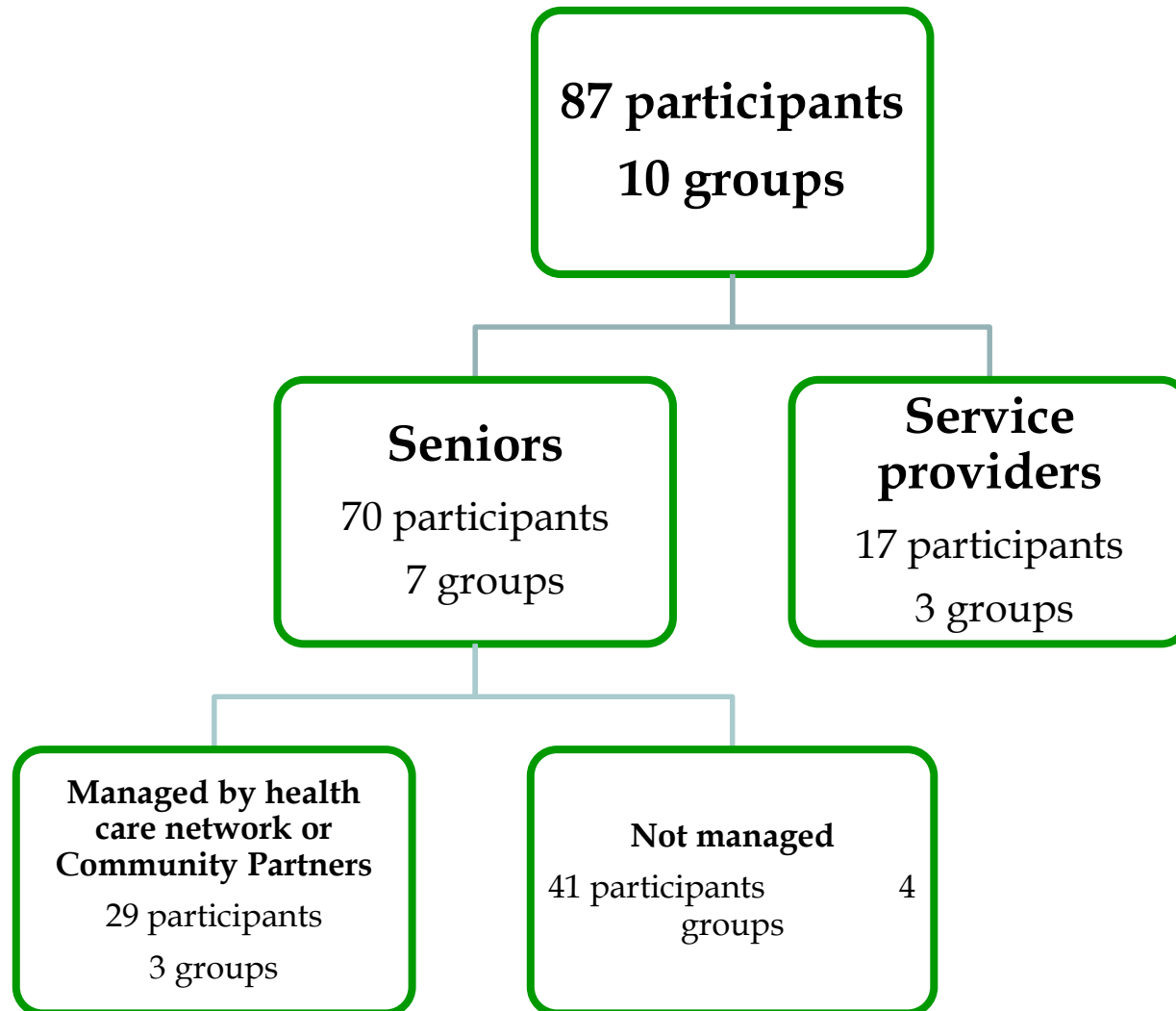
Profile of Current and Projected Needs



Increased need among English-speaking seniors between now and 2026

Resource	Current Situation	Future Needs (2026)
CHSLDs	Growing needs in terms of both quantity and quality of care	+12 to 25 places
Intermediate resources	Total absence of services for English-speaking seniors	+25 to 44 places
In-home care	Significant increase in number of clients requiring follow-up	+61 to 361 clients
Day centre	Slight increase in usage	+39 clients

Discussion Groups



Discussion Groups

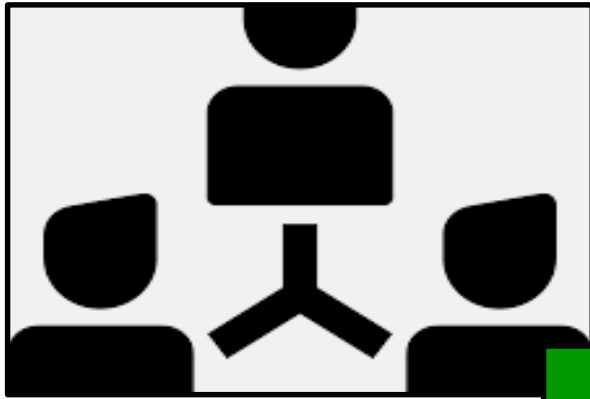


- **Key takeaways**

- Significant need for English-language services, especially for assistance with daily living/domestic help, transportation, and alternate housing
- Participants have a strong desire to receive English-language services
- Experiences with English-language care and services vary significantly (depending on the site, department, and professional)

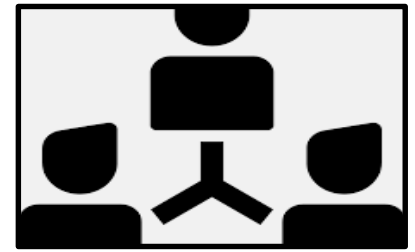


Increased Collaboration Between Stakeholders



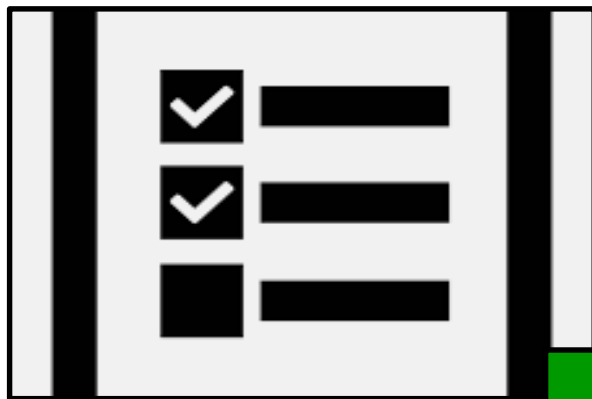
Strategic Committee
on Spectrum of
English-Language
Services for Seniors

Strategic Committee



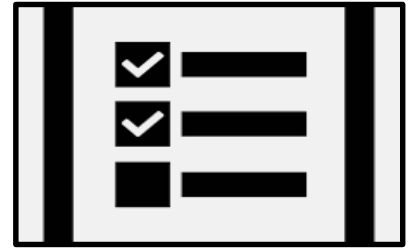
- **Members**
 - Decision-makers from CIUSSS de la Capitale-Nationale and Jeffery Hale Community Partners
- **Goals**
 - **To recommend directions and define and implement strategies** aimed at improving the spectrum of services for English-speaking seniors
 - **To establish partnerships and share** relevant information in order to facilitate optimal approaches

Identification of Priorities for Action



Strategic
Priorities

Strategic Priorities



Improving provision of regional English-language health and social services for English-speaking seniors

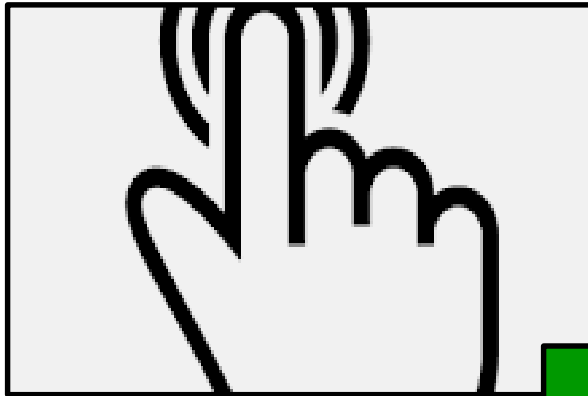
Revising the housing spectrum and housing access mechanism for English-speaking seniors

Constructing a residence as an alternative to accommodation in CHSLDs (type 2 clients)

Initiative to improve provision of bilingual domestic support services, particularly by exploring potential partnerships with social enterprises providing domestic help services (EÉSADs)

Improving collaboration mechanisms to support English-speaking seniors within the organization and involve them in the community

Implementation Methods



Policy on the language of service

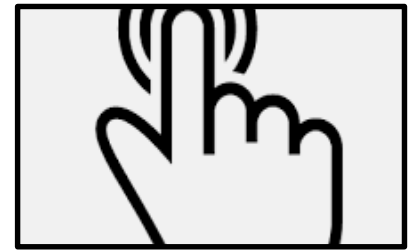
Retaining and recruiting
bilingual personnel

In-home care

Intermediate resources

Involving English-speaking
seniors in the community

Policy on the Language of Service

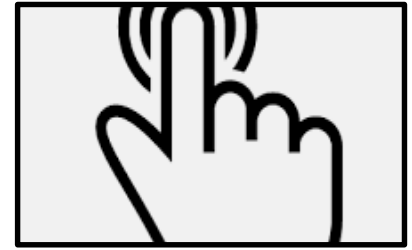


- Language is a determinant of health
 - Quality and safety
 - Right to receive services in English
-
- Adoption of Jeffery Hale – Saint Brigid’s Hospital’s “Policy on the Language of Service”



Service Language Policy

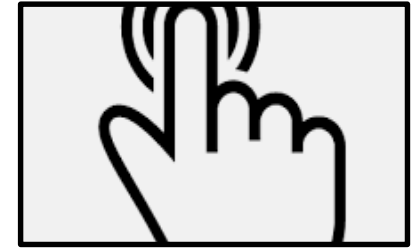
Impacts



- Recognition by CIUSSS de la Capitale-Nationale that it is important to offer care and services adapted to clients' cultural and linguistic needs
- Policy expected to be applied across all of CIUSSS de la Capitale-Nationale



Bilingual Personnel

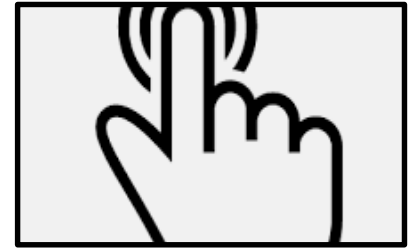


- Labour shortage
- Best practices to be integrated
- Bilingual personnel recruitment, staffing, and retention committee
 - Representatives of the community and education/health networks



Bilingual Personnel

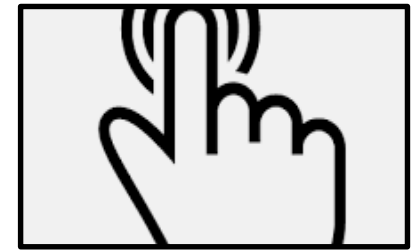
Outcomes



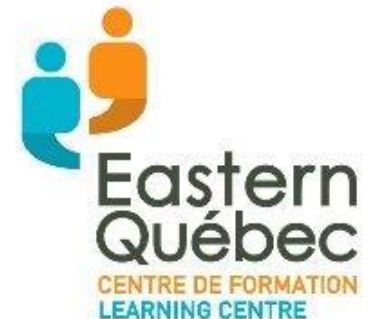
- Identifying organizational priorities
 - Identifying language skills required of candidates applying for a position
 - Evaluating personnel's language skills when hired
 - Improving employment offers in order to attract bilingual personnel
- Improving provision of bilingual services



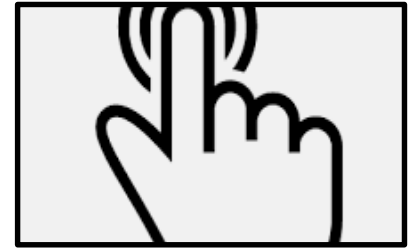
In-Home Care



- Bilingual health and social services assistants and orderlies
- Collaboration with social enterprises providing domestic help services (EÉSADs)
- Partnership with the Eastern Quebec Learning Centre
- Call for tenders from EÉSADs



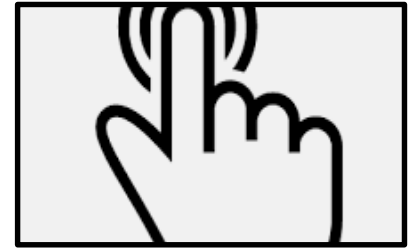
In-Home Care *Impacts*



- Training of bilingual orderlies able to handle work in English
- Modification of criteria for calls for tenders from EÉSADs issued by CIUSSS de la Capitale-Nationale
 - Inclusion of a clause covering provision of English-language care (bilingual personnel)



Intermediate Resources

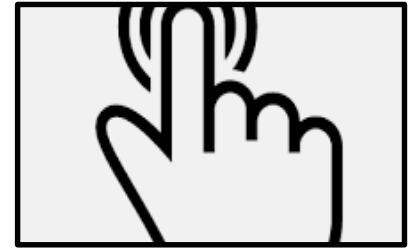


- In Quebec, the availability of services between domestic help and CHSLDs is an issue for English-speaking seniors
 - No intermediate resources
- Development of an intermediate resource or alternate housing for English-speaking seniors



Intermediate Resources

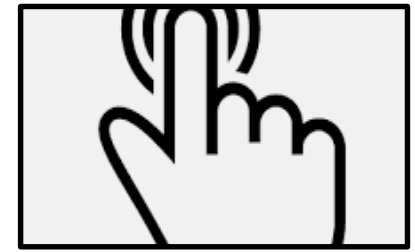
Retained Solutions



- Broadening access criteria for Saint Brigid's Home CHSLD (transitional phase)
- Considering major functional renovation of Saint Brigid's Home



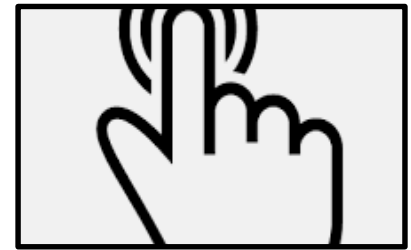
Involvement in the Community



- The English-speaking community at Jeffery Hale – Saint Brigid’s has a long history of involvement in volunteering and organizing recreational activities
- In recent years, this community has become less visible
- Development of a formal partnership agreement/framework between Jeffery Hale Community Partners and the CIUSSS



Involvement in the Community - *Impacts*



- Making it an organizational priority to support the role of the English-speaking community within the institution
- Formalizing the provision of integrated services for English-speaking seniors
- Supporting community activities at Saint Brigid's Home





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Improvement of the Care and Service Spectrum

- ✓ Increased knowledge
- ✓ Recognition of specific needs and concerted effort to address them
- ✓ Establishment of alliances and partnerships between the public sector and the community
- ✓ Improvement of the quality and safety of care and services





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Lessons Learned

- Having a long-term strategic vision
- Aiming for structural changes
- Understanding needs and adapting services based on this understanding
- Progressing by building consensus
- Adapting within an evolving landscape





Thank you

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