



Tips and Best Practices: Understand the needs of the Francophone Community

Key success factor:

1

Engage the community and define health needs and priorities

In the overall context of person-centered healthcare, the offer of French-language services within predominantly English-speaking settings must meet the specific needs of the Francophone community.

This step is intended to gain better knowledge of the local Francophone community, to determine the specific health needs and priorities and the services to implement. For the organization, this is an opportunity to take stock of its current situation and of the desired progress in the offer of French-language services.

Sources of information on the Francophone community

- General establishment statistics
- Client linguistic profiles
- Francophone client satisfaction surveys
- Results of accreditation processes by regulatory agencies
- Review of existing French-language services in the community
- Local Francophone community consultations, focus groups, advisory committee, etc.

Evidence-based data on health and health services

- Regional, provincial or territorial health databases (according to the structure of the local health system)
- Demographic data from Statistics Canada <http://www.statcan.gc.ca/>
- Clinical databases and on health professionals from the Canadian Institute for Health Information <https://www.cihi.ca/en>

Public consultations on population health

- Consultations by Ministries and Health Authorities in order to better understand the needs and plan the organisation and delivery of health services.
- *It is recommended that these consultations take into account Francophone communities and distinguish their needs in public reports.*
- Reliable data sources for local health organizations that want to develop their French-language services offer and identify bilingual human resources to do so.

Francophone community engagement

- Helps to bring together healthcare organizations and the communities they serve and improve service quality.
- Allows the Francophone community to concretely support the efforts of health organizations
- Active offer (reception, communication, information) is important to ensure that Francophones feel comfortable requesting and using the French language to access services.

www.HHRStrategy.ca

This initiative is made possible through funding from Health Canada under the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities