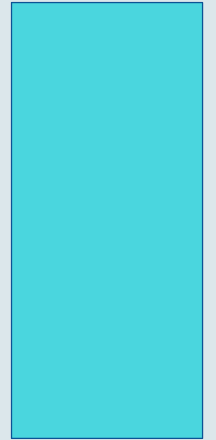


Adaption Gaspésie-Les-Îles 2014-2018

Improved access to inter-regional health and social services for the
English-speaking population of Gaspésie-Îles-de-la-Madeleine



BACKGROUND

2006 EXTRA-REGIONAL STUDY


In 2006, CASA, with community partners CAMI, Coaster's, NSCA and Vision, conducted a survey on access to extra-regional health and social services, funded by the Department of Canadian Heritage.

Key recommendations:

- Create directories for out-of-region travel
- Help patients find lodging when travelling
- Work in partnership with hospital liaisons
- Provide English documentation, especially follow-up care and signage in institutions
- Increase information regarding travel subsidies
- Institutions with limited bilingual staff should make use of bilingual accompaniment/volunteers/professional interpreters

2015 INTER-REGIONAL SURVEY

Centre intégré
de santé
et de services sociaux
de la Gaspésie

Québec 



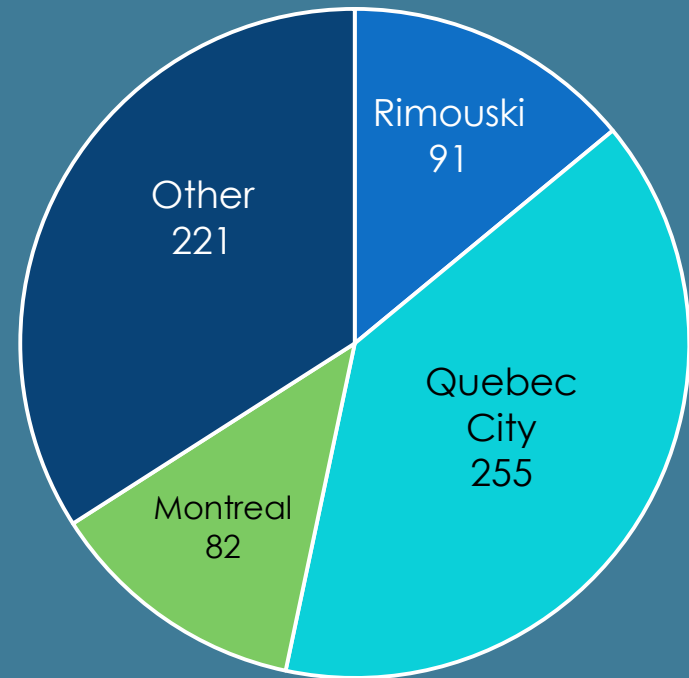
Partenaires communautaires
Jeffery Hale
Community Partners

CASA



2015 INTER-REGIONAL SURVEY

- 847 respondents throughout eastern Quebec
- 75% of those surveyed were not proficient enough in French to understand medical terms
- In GIM, 40% of those surveyed speak only English
- Overall , the largest number of respondents travelled to Quebec City.
- Cancer, cardiology and pediatrics were the most common reasons for transfers.



2015 INTER-REGIONAL SURVEY

- **Language barriers** exist between patients and health care staff; greatest communication challenges are faced at reception and with nursing staff.
- **Written information** in English is inconsistent; follow-up care information was in French only about 33% of the time.
- **Interpretation issues exist**; residents of eastern Quebec depend on a family, friend or neighbour to interpret/translate for them.

2015 INTER-REGIONAL SURVEY

- **Unfamiliarity with surroundings** - Many people travelling from the eastern regions are unfamiliar with Quebec City and its hospitals.
- **Costs can be significant** for people who need services out of region.
- **Transfer protocols** can generate additional stress.
- **Not only a question of language** - Patients of any language travelling outside of their region can experience some of these difficulties.

COMMUNITY SOLUTIONS

2016-17
Travelling for
HealthToolkit

2017
Launch of
Travel4health
website

2017-18
Launch of
Health and
Harmony

2017-18
Launch of
Cancer
Gaspésie
website

2017-18
Health Liaison
Quebec City



BILINGUAL TOOLKIT 2016

- 1,500 copies were distributed in GIM
- **The Lower North Shore, North Shore and Bas St. Laurent now have versions for their communities.**





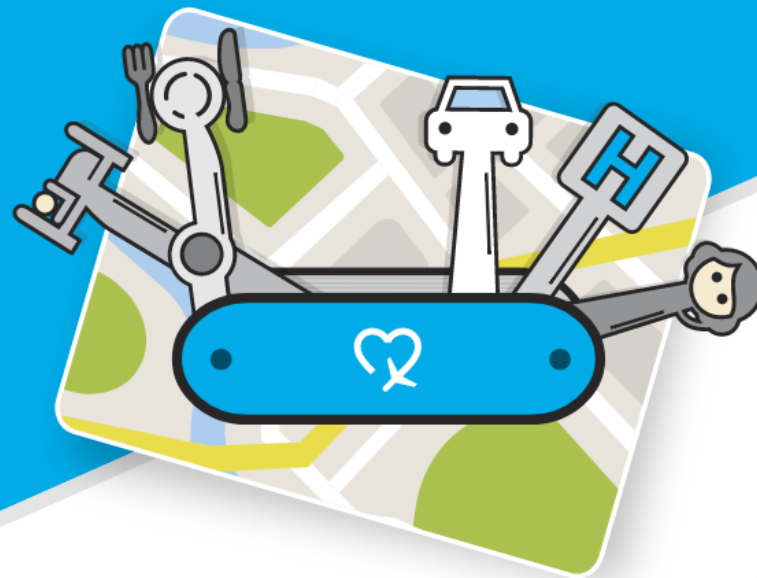
Travel4Health

TRAVELLING FOR HEALTH PURPOSES?

The Travel4Health information guide was created to provide useful information to English speakers from the Eastern regions of Québec when they travel out-of-region for health services.

The information you find here will help you and your loved ones to prepare as best you can and to make the process as smooth as possible.

[GET STARTED](#)



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HOME

TO BETTER PREVENT

FOR BETTER HEALTH CARE

TO BETTER SUPPORT

ACTIVITIES



- Program to recognize health professionals who offer bilingual services.

- Based on *Étoile-Santé* program in PEI.



NEW CARLISLE: - Recruiting bilingual health professionals and accessing English health services remains a challenge on the Gaspé. It is crucial to ensure that bilingual professionals are more accessible and visible in the community.

Chantal Horth, is a medical secretary, assigned to archives who has worked in the health system for 29 years. "It is my eighth year at the CLSC in Caplan. I worked for eight years at the Centre d'accueil in New Carlisle. There were cuts in the health system and I transferred to Paspébiac, where I worked for 14 years at the CLSC there. I switched to Caplan to be closer to where I live, in Saint-Siméon."

Chantal doesn't consider herself completely bilingual, but while working at the Centre d'accueil, some members of the staff were Anglophones, so she decided to take an English conversation course. "I took a conversation course in Hope Town with Shirley Chapados. I went for an hour, once a week. We spoke English. As the years passed, I picked up a bit more. I am no longer shy. I make mistakes sometimes but English-speaking people understand me. I use signs sometimes.

Chantal Horth

Medical Secretary



When asked why she decided to become a medical secretary, Chantal answered, "I am the sixth of seven children in my family. I didn't want to be a burden for my parents, so I decided to study at a local school. I decided to study close to home. So I attended Paspébiac Polyvalente to become a secretary. At first I wanted to be a social worker. I wanted to work with children. I have always loved children. Now, with the position I have at the CLSC, I am in touch with what I wanted to do." She finds working in archives means having a lot of contact with the public. She notes that "sometimes people are quite worried, almost in crisis at times, when they arrive here. We can do a lot to calm them down." Chantal says her work at the Centre d'accueil in New Carlisle made her aware of a lot of things, "I used to take all my breaks with elderly people, listening to their fascinating stories. The rules changed at one point and I was not allowed to spend my breaks with them anymore. I lost something."

Chantal says in her line of work she encounters a lot of English clients, "I have to use English every day, sometimes twice or more. We serve New Richmond at the Caplan CLSC, and Cascapédia-St-Jules, as well as Gesgapeagiag. People from as far east as Shigawake come here as well.

Personal notes about Chantal Horth

Chantal loves to dance to country music and accompany her daughter, Cathia-Marie Bujold, when she plays music in seniors residences, such as the Gilker Residence in New Carlisle and Lady Maria in Maria. "My daughter sings and I encourage people to dance, sometimes in their wheelchair," she points out.

LIAISON AGENT

- The study proved the need for an on-the-ground person who could assist users in accessing specialized health and social services in Quebec City.
- Quebec Community Health and Social Services Foundation (QCHF) will lead the project.
- Multiple funding support- Foundations, Community, Quebec/Canada Agreement
- Startup in December 2017



ADAPTATION PROJECT KEY STRATEGIES

PROVIDE A KNOWLEDGE BASE



ADAPTATION PROJECT KEY STRATEGIES

COLLABORATE



ADAPTATION PROJECT KEY STRATEGIES

BE PART OF THE LONG-TERM SOLUTION