

# AT ISSUE

## French-language Health Care

### ACTIVE OFFER

*We all have a part to play!*



Member of la francophonie 

French-language health care has been a shared responsibility for more than 10 years. With the support of volunteers and in partnership with our community, health care professionals, the health care system and the government of Alberta, the RSA informs, influences, mobilizes and brings people together to improve access to French-language health services across the province where it matters most.



### Why: ACCESSIBILITY, QUALITY, EQUITY & SAFETY

Active offer of health services in French is much more than just speaking the language. It means being proactive, not waiting for someone to ask for health services in French.

From the first contact, patients can easily see, hear and recognize that health services are offered in French.

Access to services, quality of care, equity in order to reduce health disparities as well as patient safety – these are the factors that motivate health care professionals to actively offer services in French in all areas of the health system.

Active offer leads to:

- ✔ More precise evaluation of the patient's health;
- ✔ Better understanding of the needs, the diagnosis and the treatment;
- ✔ Lower risk of error;
- ✔ Greater compliance with treatment;
- ✔ Better health outcomes overall;
- ✔ And greater satisfaction for both health professional and patient.

#### Information

Paul Denis, Director, 780-466-9816 or [direction@reseausantealbertain.ca](mailto:direction@reseausantealbertain.ca)

#### Resources

 [www.reseausantealbertain.ca](http://www.reseausantealbertain.ca)  
 [offreactive.com](http://offreactive.com) (CNFS)  
 [santefrancais.ca](http://santefrancais.ca)

#### Réseau santé albertain

8627 Marie-Anne-Gaboury Street.  
Suite 304A Edmonton, Alberta  
T6C 3N1 — (780) 466-9816

## Active offer is everybody's business

As with all health services provided by clinics, health centers, emergency services and others, French-language health services must also be centered on the needs of patients, focused on results and integrated into the existing service delivery model. The offer of such services needs to be visible and audible, promoted in a proactive way and available on a permanent basis.

Active Offer is particularly relevant in a context where people don't know:

- ✓ Which establishment can offer health services in French;
- ✓ What services are offered in French and where to find them;
- ✓ Where to find health professionals who speak French.

Most Francophones would never think of asking for services in French, especially in the health care system, because they fear the consequences this could potentially have on their treatment as a patient.

This is the very reason why an Active Offer is necessary.



## Fact

The Active Offer of French-language health services cannot succeed unless we make it everybody's business. It requires engagement, acceptance of responsibility and ongoing collaboration among all stakeholders.



### Government

*Alberta Health Services\** (AHS) recognizes that the Francophone population is a vulnerable group requiring tailored health programming. The Alberta government has adopted a French Policy which states in part: "... the government is committed to enhancing services in French to support the vitality of the Francophonie in Alberta in a targeted and sustainable manner as resources allow." The Association canadienne-française de l'Alberta (ACFA) considers French-language health services a priority for action.



### Health Care Administrators

Their engagement is key, a must-have for success. Given their responsibility to ensure the provision of quality services, administrators can take steps to create a positive environment for an Active Offer of health services. They can do this by adopting policies, procedures and practices as well as recruiting and hiring linguistically competent health care professionals.



### Health Care Professionals

In clinics and other health care settings such as Primary Care Networks (PCN) and community health centers, health care professionals can provide leadership simply by signaling their ability to speak French. Their leadership can have a huge impact in their practice, encouraging front line staff to actively provide patient-centered care in French as required.



### Postsecondary Educational Institutions

Postsecondary educational institutions play a key role by preparing new generations of health care professionals to better understand the linguistic and cultural needs of patients and provide ever more responsive patient-centered care.



### Francophone Organizations

Francophone organizations will include health care as a priority in their respective action plans. Many already work in partnership with Réseau Santé Albertain (RSA) to support initiatives seeking to develop French-language health services and improve access.



### Francophone Population

Active Offer involves both health care providers and patients. Asking for health services in French demonstrates the need. Francophone communities must also be engaged in health care planning and a part of the governance of organizations responsible for providing health care services. We are in this together.

Source : Patient-Centred Care Framework and Action Plan, 2012\*