

Sent via email

February 28, 2013

Mr. Jacques Kenny, Executive Director
Erie St. Clair/South West French Language Health Planning Entity
7515 Forest Glade Drive
Windsor ON N8T 3P5

Re: 2012 French Language Entity Advisory Report

Dear Mr. Kenny:

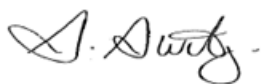
We would like to thank you for submitting the French Language Health Planning Entity's (FLHPE) 2012 Advisory Report. Both Erie St. Clair and South West LHINs remain committed to improving access to, and accessibility of, quality health services in French.

This commitment is highlighted by the integration of the majority of the Entity's recommendations (SW1.1; SW1.2, SW1.3, ESC1.1, ESC1.3, ESC1.4, SW2.1, ESC2.1, ESC2.2, SW3.1, SW3.2, SW3.3, ESC3.1) into the 2013-2014 Joint Action Plan. For some recommendations (ESC1.2 and ESC3.2), the work has already been completed, and a copy of the plans will be sent in a separate email. Finally, regarding recommendations ESC3.3, next steps will be identified during the year and integrated in future work plans, as appropriate.

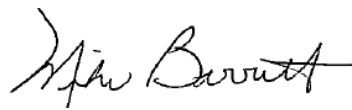
As per your request, you will find an update on the work accomplished to date with respect to the FLHPE's 2011 recommendations.

In closing, we thank you once again for your thoughtful advice. We look forward to our continued collaboration to better serve the needs of the Francophone population in the Erie St. Clair and South West LHIN areas

Sincerely yours,



Gary Switzer
CEO, Erie St. Clair LHIN



Michael Barrett
CEO, South West LHIN

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Encl. Progress Report on Recommendations from the 2011 Advisory Report

c.c. Nil Parent, Interim Chair, French Language Health Planning Entity
Kelly Gillis, Senior Director, Planning, Integration and Community Engagement, South West LHIN
Suzy Doucet-Simard, French Language Services Coordinator, South West LHIN
Ralph Ganter, Senior Director, Health System Design, Erie St. Clair LHIN
Marthe Dumont, French Language Services Coordinator, Erie St. Clair LHIN

Progress Report on Recommendations from the 2011 Advisory Report

Recommendation #1 – Revision of identified health service providers' list

As noted in our initial response, the review of the identified health service providers' list will be initiated in 2013-2014, beginning with services provided to the three identified Francophone priority population groups. It is expected that this work will take place over a number of years with FLHPE's assistance.

Recommendation #2 – Tables and committees, and information sharing protocol

Both the FLHPE's staff and LHINs' French Language Services (FLS) coordinators continue to be involved in a number of tables and committees to ensure the Francophone perspective is shared. Both LHINs will continue to look for opportunities to include either the FLHPE's staff or LHINs' FLS coordinators at other tables and committees, as appropriate.

Regarding the information sharing protocol, a template was jointly developed in late 2012, and is currently in use.

Recommendation #3 – Identification of French-speaking staff

As noted in our initial response, both LHINs' FLS Coordinators are developing a toolkit for providers. Although some delay was encountered in the development of the toolkit, it is nearing completion. It is expected that after receiving feedback from various partners, including the FLHPE, the toolkit should be ready for distribution in April/May 2013.

Recommendation #4 – Human resource plan at Windsor Regional Hospital mental health program

Windsor Regional Hospital submitted a revised human resource plan for the mental health program in January 2013. The Erie St. Clair LHIN is satisfied with this plan as it identifies a sufficient number of bilingual positions in order to serve French-speaking mental health patients. The Erie St. Clair LHIN will continue to work with Windsor Regional Hospital to support the implementation and delivery of health services in French.

Recommendation #5 – CCAC mental health nurses

As you may be aware, the Erie St. Clair CCAC has experienced challenges in recruiting a qualified French-speaking nurse to fill the position. As of February 22, 2013, the position has still not been filled despite several attempts and a wide-scale search. The Erie St. Clair LHIN will continue to monitor the situation. In addition, the Erie St. Clair LHIN will ensure that the Erie St. Clair CCAC understands and follows through on the expectation that this nurse serve the entire school board area (i.e., both within the Erie St. Clair and South West LHINs).

The South West LHIN did encourage the South West CCAC to hire a French-speaking mental health nurse although it wasn't required as part of the Ministry's funding allocation. Unfortunately the CCAC was unsuccessful in its search for a French-speaking mental health nurse.