




Jeffery Hale
Saint Brigid's

Une communauté de soins
A Community of Care

**Le guichet d'accès bilingue (GAB) du
Jeffery Hale-Saint Brigid's (JHSB) :
évolution et défis**

**Jeffrey Hale-Saint Brigid's Bilingual Access
Point: Evolution and Challenges**

Presentation to CHSSN
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- *Brigitte Paquette*, Jeffery Hale-Saint Brigid's
 - *Jean-Marc Tanguay*, Jeffery Hale-Saint Brigid's
 - *Lise Côté*, Direction régionale de santé publique
 - *Samuel Legault-Mercier*, Direction régionale de santé publique

OUTLINE

- Origins and context of the Jeffery Hale-Saint Brigid's Bilingual Access Point (JHSB BAP)
- The JHSB BAP model and its evolution
- Evaluation of the JHSB BAP's implementation
- Challenges relating to the implementation of the JHSB BAP within the institution and the network
- Considerations with respect to the transition from implementing the JHSB BAP to consolidating it throughout the region

Timeline

**Origins and
Contexts**

**Model and Evolution
JHSB BAP Evaluation**

**Challenges
Considerations**

Before 2007

2007-2010

2011-2013

2013...

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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- **Creation of Holland Centre**
- Holland Centre 1991 (community development)
- Agreement with Saint Brigid's Home for the day centre in 1992
- Formal agreement with Centre jeunesse de Québec and Haute-Ville des Rivières CLSC in 1996
- A unique formal partnership with the objective of promoting and contributing to the health and well-being of the region's English-speaking population

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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- **Creation of Jeffery Hale-Saint Brigid's (JHSB)**
 - Bringing together services for the region's English-speaking population

- **Provision of JHSB services:**
 - Designated institution for meeting the needs of the National Capital region's English-speaking population
 - Dual roles: "Two roles, two service languages"
 - Provision of community services in English (SCLA)
 - Implementation of social intake service (launch of JHSB BA, etc.)



In keeping with the institution's mission and the needs of the region's population, we want to:

- Improve access to health and social services in their native tongue for English-speaking clients
- Promote the integration of services for the general population of the region within JHSB (emergency, geriatrics, SCLA)

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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English-speaking population of the National Capital region

- Around 15,000 (2%) (2011 census)
- Concentrated within the territories of two of the region's local service networks (RLSs):
Vieille-Capitale (54%) and Québec-Nord (40%)

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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Objectives targeted by implementing the JHSB BAP

Through the provision of bilingual social intake, evaluation, and orientation services delivered by a team of bilingual professionals (nurses, social workers, and receptionist),

we aim to reduce language-related barriers for English-speaking clients

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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Evolution of JHSB's service delivery (from SCLA to the JHSB BAP)

- Approved service delivery
- Partnership agreements with CSSSs
- English-language services access program for the National Capital region's English-speaking population

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Before 2007	2007-2010	2011-2013	2013...
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- 2007-2009: Planning and start of JHSB BAP (development phase)
 - CHSSN: Front-Line Project
- 2009-2010: Transition of social intake to BAP (Phase 1 of implementation)
 - Start of initiative to evaluate implementation of the JHSB BAP

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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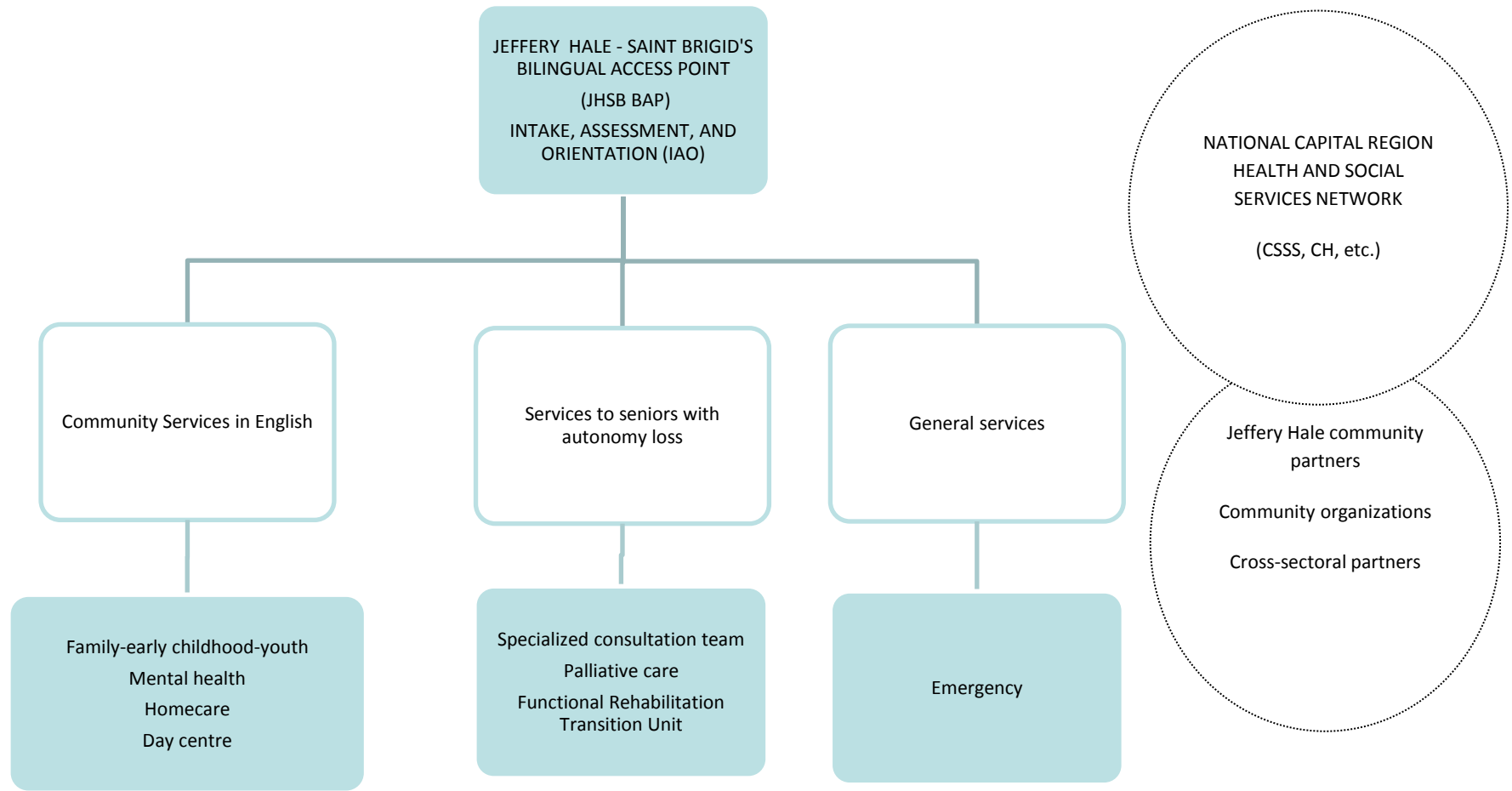
Before 2007	2007-2010	2011-2013	2013...
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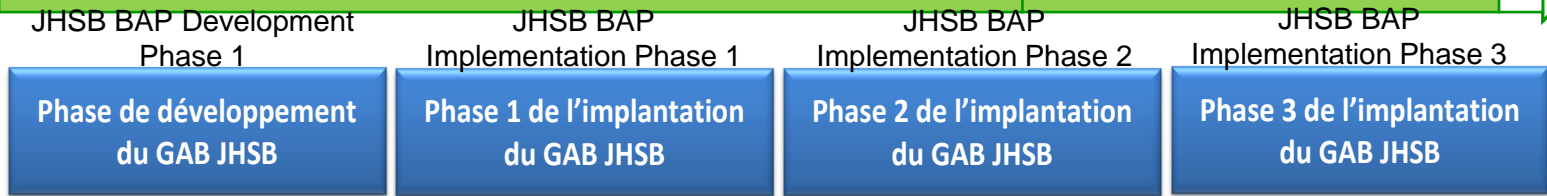
- 2010-2011: Deployment of JHSB BAP (Phase 2 of implementation)
 - Full team (two nurses, two social workers, receptionist, supervisor in charge of AP)

- 2012-2013: Consolidation of JHSB BAP activities (Phase 3 of implementation)
 - End of initiative to evaluate implementation of JHSB BAP and report

Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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Origins and Contexts	Model and Evolution JHSB BAP Evaluation	Challenges Considerations
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May-June 2007
social IAO
First social worker

May 2009 IAO Receptionist	Mai - Juin 2007 AEO social 1 ^{re} Travailleuse sociale	Mai 2009 AEO Réceptionniste	<ul style="list-style-type: none"> ▪ Novembre 2009 Début AEO infirmier (1^{re} infirmière) 	<ul style="list-style-type: none"> ▪ Changement de chef d'équipe du GAB JHSB 	<ul style="list-style-type: none"> - Change to head of JHSB BAP team
	<ul style="list-style-type: none"> - November 2009 IAO nurse begins (first nurse) - April 2010 IAO nurse (second nurse) - October 2010 Social IAO (second social worker) 		<ul style="list-style-type: none"> ▪ Avril 2010 AEO infirmier (2^e infirmière) ▪ Octobre 2010 AEO SOCIAL (2^e travailleuse sociale) 	<p>Adaptation</p> <ul style="list-style-type: none"> ▪ Des rôles et responsabilités ▪ Des pratiques ▪ Des trajectoires 	<p>Adaptation</p> <ul style="list-style-type: none"> - Of roles and responsibilities - Of practices - Of pathways
			Évaluation Temps₀ Nov 2009 - nov 2010	Évaluation Temps_i Nov 2010 - nov 2011	Évaluation Temps₁ Nov 2011 - nov 2012
DÉMARCHE D'ÉVALUATION DE L'IMPLANTATION DU GAB JHSB					

Evaluation Period 0 Nov 2009 – Nov 2010	Evaluation Period i Nov 2010 – Nov 2011	Evaluation Period 1 Nov 2011 – Nov 2012
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JHSB BAP IMPLEMENTATION EVALUATION INITIATIVE



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Evaluation objectives

- To follow and analyze the process of implementing the BAP within JHSB and the region's care and services network

Evaluation oriented toward making use of the evaluation results

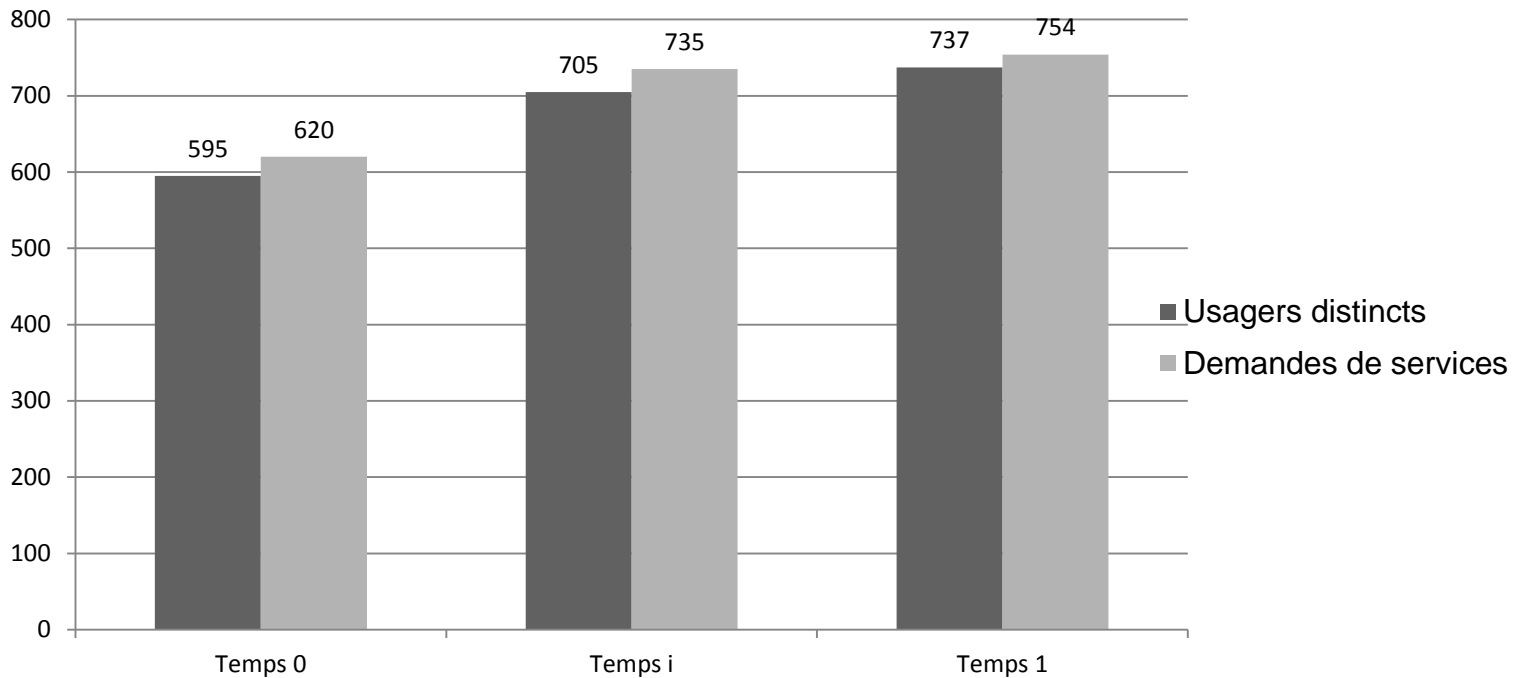
- Learning-based approach



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Unique Users and Service Requests for JHSB AP as a Whole by Evaluation Period (P0-Pi-P1)



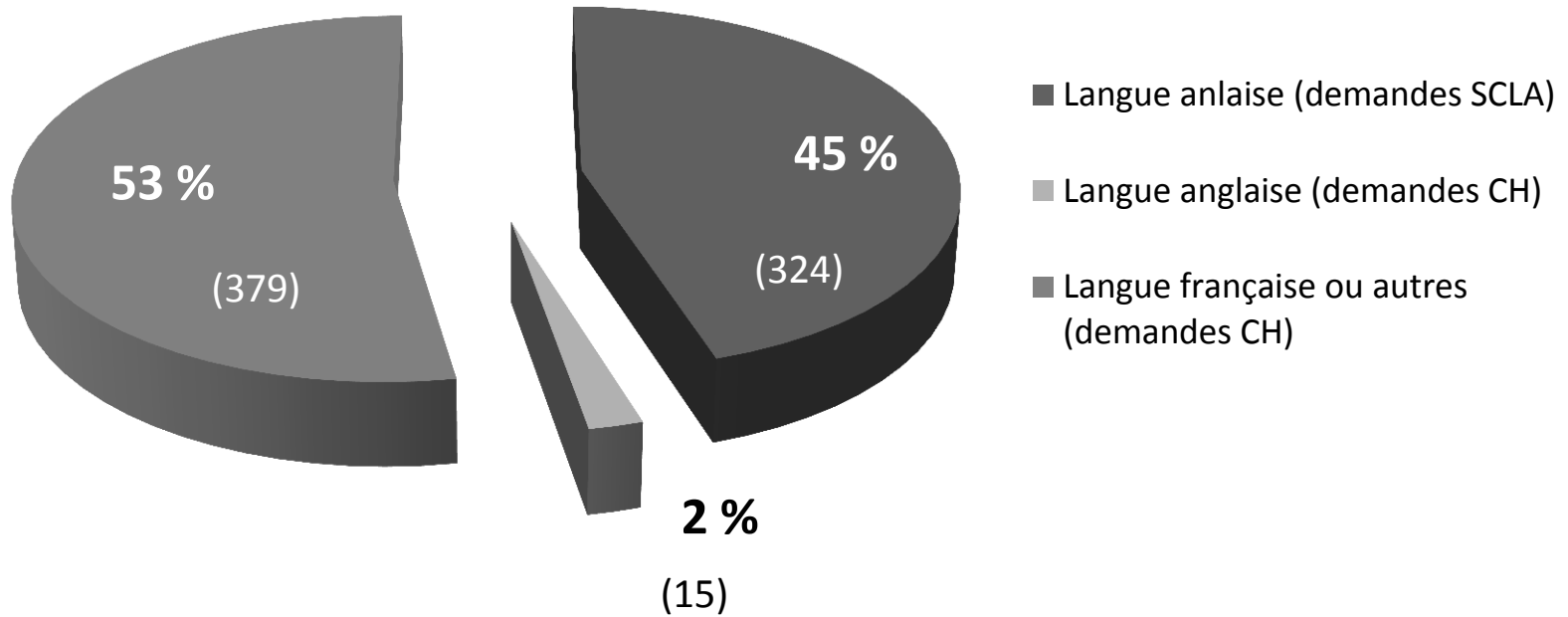
- Gradual increase in number of unique users and number of service requests

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Service Requests to JHSB BAP by Language
(Evaluation Period P1)



- Over half of requests involve English-speaking individuals (47%)
- Demonstrates the dual nature of the JHSB's roles and clientele (SCLA vs. CH)

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For members of the JHSB BAP team

- Implementation level of JHSB BAP estimated at 75% to 100%
- Improvement at the clinical level
 - Intake and evaluation, service pathway, response times, etc.
- Improvement in collaborations
 - within JHSB
 - with partners (CSSSs, community partners, etc.)

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Examples of Challenges

- Recognition from network and partners of the BAP's role as an accessible entryway for the English-speaking population
- Strategic: ensuring a balance between what is expected of the institution and the needs of the population to be served
- Organizational: stable, ongoing provision of resources; developing suitable methods for referrals from network and partners
- Clinical: ensuring the continuity and consistency of services in collaboration with partners

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- Transition from implementation to consolidation of JHSB BAP in the region
- The JHSB BAP model represents added value for:
 - the clients
 - the institution
 - the network...



QUESTIONS?

THANK YOU!