

**Strategic Plan 2008-2013  
RésoSanté Colombie-Britannique**

**REVISED on 22 September 2011**

<b>AREA OF RESPONSIBILITY : Organisation of services</b>				
<b>Strategic objective(s)</b>	<b>Desired outcome(s)</b>	<b>Term</b>		
<b>1</b> Improve and promote access to health services and programs in French, in particular through the creation of new points of access, and integrate the measures for access into the service plans for health authorities and facilities.	<b>1.1</b> . Based on capacity and potential demand, the programs and services that may potentially be offered in French are identified in each of the administrative regions of the health care sector, and are integrated into the service plans of the health authorities and facilities , including the designation of bilingual employment positions.		M	L
	<b>1.2</b> Primary health care services designated in French are integrated into the service plan of the Pender Community Health Centre (PCHC) within the regional Vancouver Coastal Health (VCH) authority and the approach is put forward as best practice for managers of other points of service in the VCH and the other health authorities, to expand the provision of services in French.	S	M	
	<b>1.3</b> RésoSanté has participated in the implementation of a strategy that improves access to the services of interpreters for all types of clinical consultations and in all regions .		M	L
	<b>1.4</b> The feasibility of a community health centre in French for the metropolitan Vancouver region has been evaluated.		M	
<b>2</b> Collaborate in relevant research initiatives for British Columbia.	<b>2.1</b> The provincial network has contributed to the elaboration of key indicators and basic data to facilitate an evaluation of the improvement of access to services and the health condition of francophones living in a minority environment.		M	L
	<b>2.2</b> RésoSanté has contributed to the involvement of researchers in British Columbia in health-related research projects in French.		M	L
	<b>2.3</b> RésoSanté has facilitated the communication of relevant research findings on improving service access to interested partners in B.C., in particular by taking part in the development of strategies to improve the publication capacity for francophone researchers.	S	M	L

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<b>3</b> Provide francophones with the tools for preventive health and health education, as well as the resources to help them assume better management of their health.	<b>3.1</b> Nutrition programs offered in French in the schools are integrated into the service plans of the Vancouver Island Health Authority (VIHA) and the approach is put forward as best practice to the managers of other programs within the VIHA and other health authorities, as well as to other RésoSanté partners, in order to expand the provision of services in French.	S	M	L
	<b>3.2</b> The resources for health education integrated into the Grade 10 curriculum in the CSF are put forward as best practice to decision-makers in the education sector, to expand the development of health education resources to other grade levels.	S		
	<b>3.3</b> Services provided in French on the telephone help line "BC HealthLink" (8-1-1) have been improved.		M	
	<b>3.4</b> RésoSanté and its partners have taken part in the evaluation and the updating of the <i>Guide-santé – Colombie-Britannique</i> published by the Ministry of Health and the other francophone components of the <i>BC Health Guide</i> program.		M	L
	<b>3.5</b> RésoSanté has facilitated the development of francophone initiatives for the Healthy Schools portion of the province's Healthy Families program.	S	M	
<b>4</b> Implement an interdisciplinary and intersectoral strategy for intervention in mental health and addiction, in collaboration with francophone health professionals and social workers in the province.	<b>4.1</b> Initiatives for interdisciplinary services in French in the mental health sector have been implemented in the Vancouver and Victoria region.	S		
	<b>4.2</b> A regional strategy has been developed for the metropolitan Vancouver region to support interdisciplinary collaboration on mental health in French, in collaboration with the regional Vancouver Coastal Health and Fraser Health authorities and with the provincial authority.			L

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<b>AREA OF RESPONSIBILITY: Development and mobilization of human resources</b>							
<b>Strategic objective(s)</b>		<b>Desired outcome(s)</b>			<b>Term</b>		
<b>5</b>	Increase the number of francophones and francophiles who make a career in health services and who participate in the active provision of health care services in French	<b>5.1</b> The cultural and systemic barriers that could hamper the integration of francophone health care professionals in anglophone working environments have been identified.			S	M	L
<b>6</b>	Facilitate access to training programs and/or continuing education activities to provide training or upgrading of qualifications to service providers and managers capable of working in French.	<b>6.1</b> Health care professionals, students and managers of the administrative regions of the health care sector have access to training programs and activities for upgrading clinical or linguistic competencies that are offered in French and are recognized by the professional associations and health authorities of the province, which results in a greater number of professionals who are capable of providing services in French.			S	M	L
		<b>6.2</b> Aspects of cultural competency that are relevant to the francophone population of B. C. are integrated into the training programs of health professionals. N. B.: Study published in October.				M	L
		<b>6.3</b> Criteria on the linguistic competency required for the provision of health care services in French are defined in collaboration with the managers, professionals and training facilities.				M	

<b>AREA OF RESPONSIBILITY: Communication</b>							
<b>Strategic objective(s)</b>		<b>Desired outcome(s)</b>			<b>Term</b>		
<b>7</b>	Develop strategies to ensure that health care professionals and students know more about health resources available in French and francophone community resources.	<b>7.1</b> Health care professionals direct more of their clientele toward francophone health care and community resources.			S	M	L
		<b>7.2</b> Students and professionals who speak French have been made more aware of francophone community resources and of the needs of the francophone community.			S	M	L

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**AREA OF RESPONSIBILITY: Communication**

<b>Strategic objective(s)</b>		<b>Desired outcome(s)</b>			<b>Term</b>		
<b>8</b>	Increase the visibility of RésoSanté with its five types of partners by using the existing communication channels for each type.	<b>8.1</b> Information or results related to RésoSanté or to the health care services offered in French are published twice yearly in at least one industry publication for managers or professionals in B.C.	S	M	L		
		<b>8.2</b> Representatives of RésoSanté and its partners in British Columbia have taken part in relevant national and interprovincial activities.	S	M	L		
<b>9</b>	Inform francophones of the health care services and resources provided in French and of the importance of language in the sphere of health care, to encourage them to ask for services in their language.	<b>9.1</b> The RésoSanté website has been restructured so that the public, professionals and other partners can find the health care information they are looking for more easily.	S				
		<b>9.2</b> RésoSanté communicates information on the provision of health care in French at major francophone community events and sends representatives to events held in the administrative regions of the province's health care sector every two years.	S	M	L		
		<b>9.3</b> RésoSanté has collaborated with the regional health authorities, the institutions and the players involved, helping them develop strategies for the active provision of their services in French.		M			
		<b>9.4</b> A greater proportion of media content related to health care is circulated in French in the province.	S	M	L		

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<b>AREA OF RESPONSIBILITY: Partnership and networking</b>			
<b>Strategic objective(s)</b>	<b>Desired outcome(s)</b>	<b>Term</b>	
<b>10</b> Mobilize new partners to improve access to health care services in French.	<b>10.1</b> The health authorities are represented on the RésoSanté Board of Directors. The other directors and members come from the various administrative regions of the health care sector.		M
	<b>10.2</b> A provincial meeting is organized annually on various issues of health care in French, to help mobilize the interested players and facilitate the sharing of best practice.	S	M L
	<b>10.3</b> The players and advocates of health care services in French (both francophone and non-francophone) have been identified in the health care system and in the training sector, so that they can contribute to raising awareness and mobilizing their respective circles.		M L
<b>11</b> Strengthen ties with the five types of partners of the provincial network.	<b>11.1</b> RésoSanté is officially recognized as an interlocutor in the health care sector by the Ministry and by the health authorities of B.C.		M L
	<b>11.2</b> Every two years, the players and decision-makers of the health care sector take part in activities and events in the francophone non-profit sector on the provincial level and in the administrative regions of the health care sector.	S	M L
	<b>11.3</b> Networking activities for French-speaking health care professionals and students are organized in the administrative regions of the health care sector at least once a year.	S	M L

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<b>AREA OF RESPONSIBILITY : Administration and management</b>				
<b>Strategic objective(s)</b>	<b>Desired outcome(s)</b>	<b>Term</b>		
<b>12</b> Ensure the viability of British Columbia's health care network in French and provide effective management for the decision making bodies of the network and the resources needed to implement its objectives.	<b>12.1</b> RésoSanté is legally constituted as a non-profit society under the provincial <i>Society Act</i> and has put administrative policies in place in accordance with its new legal status.	S		
	<b>12.2</b> RésoSanté has fulfilled its statutory and administrative obligations as a non-profit society.	S	M	L
	<b>12.3</b> A productive relationship is maintained with existing financial partners and new sources of financial support and support through donations in kind have been identified.	S	M	L
	<b>12.4</b> RésoSanté has the human resources and the administrative partnerships it needs to carry out its mandate.		M	L
<b>13</b> Ensure the participation of British Columbia in the expansion of the national movement advocating the provision of health care in French	<b>13.1</b> RésoSanté is represented at the statutory meetings of the <i>Société Santé en français</i> (Board of Directors, AGM, executive committees, etc.) and participates in national task forces whenever possible and relevant, including those that have a mandate to supervise planning and evaluation.	S	M	L
<b>14</b> Measure results, evaluate interventions and provide a planning framework for RésoSanté's work.	<b>14.1</b> An independent evaluation of the work done by RésoSanté has been carried out and divided into two sections : a formative evaluation at the end of the 2009-2010 fiscal year and a summative evaluation at the end of the 2012-2013 fiscal year.		M	L
	<b>14.2</b> The requirements of the financial partners regarding reports and the communication of results have been met.	S	M	L