

# **FLS HAPS 2008-2010**

*Towards Equitable Access to Services in French*  
*September 2007*

# Introduction

**Purpose: to provide answers to common questions regarding FLS section in HAPS:**

- **What is the FLS section in HAPS or FLS HAPS?**
- **Who has to prepare the FLS Report?**
- **What is equitable access to quality professional services in French?**
- **How is the FLS HAPS used?**
- **How do we complete the FLS HAPS?**
- **Equity Index**
- **Integration Index**
- **Setting Targets**

# What is the FLS section in HAPS or FLS HAPS?

- The FLS HAPS is the planning tool to be used by hospitals identified and designated for the provision of services in French
- Used to inform their decision-making process towards equitable access and accessibility of quality professional services in French on a permanent basis for Francophone clients in their respective catchment area.

# What is FLS Report?

- The FLS report is the report prepared by hospitals, completing the forms in the WERS.*re* FLS HAPS.
- The report is integrated into the 2008-2010 HAPS.

# Who has to prepare the FLS Report?

- As stated on page 14 of the 2008-2010 HAPS Guidelines, all hospitals that are **designated** under *the French Language Services Act* and those **identified** to provide services in French, **must** complete the integrated French Language Services Report.
- For these hospitals, patient-centered care includes providing **equitable access to quality professional services in French on a permanent basis.**

# What is equitable access to quality professional services in French?

- Equitable access to quality professional services in French means that services are available in French and that these services are actively provided by health professionals and made available to French-speaking clients and their families on a permanent basis.

# How is FLS HAPS Report used?

- As part of the whole HAPS, FLS HAPS should focus on service in French planning and the measurement and evaluation of hospital services in French and organizational performance.
- The data submitted by identified/designated hospitals is used to calculate hospital FLS Equity Index, an indicator that helps in measuring access and accessibility of its services in French for Francophone clients.
- This indicator can be used to determine targets and to monitor the achievement of set targets.
- It is therefore a strong candidate to be considered in the H-SAA process.

# How Do We Complete the FLS HAPS?

- Comprised of 5 forms:
  - Access Form (required)
  - Accessibility Form (required)
  - Integration Form (required)
  - Narrative (optional)
  - Summary (provides results)
- Completion Guide included in WERS
- Regional FLHS Consultants can also assist by providing advice on how to complete the forms.

# Accuracy of Data

- Accuracy of data collected through the FLS HAPS is essential to the Hospital Equity Index and the Integration Index, that measure access, accessibility, coordination and integration of services in French.
- These measures will be used to plan, monitor and report on French Language Services as part of the local health system planning process.
- If current information systems do not capture or track the information required, hospitals may need to look at a short-term strategy to collect data, such as staff surveys, and, subsequently, develop a process to capture the information for regular monitoring of the Equity Index.
- *Until formal tracking processes are in place, the information provided in the FLS HAPS will be a best estimate, obtained through your knowledge of how French language services are provided within your facility or through a short-term data collection strategy, such as a staff survey.*

# What is FLS Equity Index

- Measure for access and accessibility of FLS
- Developed by FLHS (MOHLTC)
- Used to report to LHINs

## How is the Index Calculated

- Based on information provided in FLS HAPS
- Uses the % of time spent by FS HHR providing FLS (direct patient care) to calculate FS FTEs
- Uses catchment area population (total and Francophone)
- Compares access to services by the general population to access to services in French by the Francophone population

# FLS Equity Index

- Index of 1 = Equitable Access to FLS
- Index of 0 = No FLS Access
- Baseline then used to set a target

# FLS Integration and Coordination Index

- Provides information on:
  - The level of integration and networking with other health service providers for the improvement of the provision of services in French.
  - Will use information provided in FLS HAPS (Integration Form)

# Next Steps: Setting Targets

- Setting a target for Equity Index
- Setting a target for Integration and Coordination Index
- Targets should be realistic and achievable
- Developing strategies to achieve targets
- Monitoring against targets

*"The great thing in this world is not so much where we stand, as in what direction we are moving"*  
*Oliver Wendell Holmes*

# Questions

