

# FLS Planning and Reporting for Health Service Providers

Towards Equitable Access to Services in French  
December 2009

# What Are the FLS Requirements for Health Service Providers?

- Designated and identified health service providers (HSPs) are required to submit a report on their implementation of French Language Services as part of the HAPS, CAPS and LAPS process.

# What Is the FLS Report?

- The FLS Report is a planning and monitoring tool to be used by health care providers identified and designated for the provision of services in French
- It is used to inform their decision-making process towards equitable access to, and accessibility of, quality professional services in French on a permanent basis for Francophone clients in their respective catchment area.
- Consists of:
  - A series of 3 forms found in WERS and or FIM-DATA: Access, Accessibility, Integration/Coordination
  - A HSP FLS Implementation Plan (to come)

# FLS Forms

- Access Form: Access is defined as the proportion of a defined Francophone population that can access a service in French from a HSP within reasonable reach, which may be measured by distance, time, costs, or social and cultural factors.
- Accessibility Form: Accessibility is defined as the extent to which the Francophone population in need can use the services.
- Integration/Coordination form: Integration/Coordination is defined as the extent to which HSPs currently work with other HSPs that provide French language services to help their French-speaking clients navigate through the system more easily.
- *Note: these forms have been revised thanks to the feedback received during the last HAPS exercise*

# HSP FLS Implementation Plan

- A FLS implementation plan based on the following FLS key results areas:
  - Knowledge and awareness of FLS requirements (staff and public)
  - FLS Capacity
  - Francophone community engagement
  - Integration/Coordination

## Who Has to Prepare the FLS Report?

- All health service providers 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 health service providers, patient/client-centered care includes providing **equitable access to quality professional services in French on a permanent basis.**

# Definitions

- **Designated Agency:**
  - A designated HSP, program or service has been officially designated under the French Language Services Act by regulation.
- **Identified Agency:**
  - An identified HSP, program or service has been identified by the former district health council, the LHIN or the Hospital Services Restructuring Commission to provide some or all of its services in French.

## Definitions (cont.)

- **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 the FLS Report Used?

- As part of the HAPS, CAPS or LAPS, the FLS Report can be used to help in planning, measurement and evaluation of hospital services in French and organizational performance.
- The data submitted by identified/designated HSPs is used to calculate FLS indicators that help in measuring access and accessibility of its services in French for Francophone clients.
- These indicators can be used to determine targets and to monitor the achievement of set targets, as part of the health service provider's accountability for FLS.

## FLS Indicators

- Accuracy of data collected through the FLS Report is essential to calculate FLS indicators.
- 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, HSPs 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 indicators.

## How Do HSPs Complete the FLS Report?

- FLS Report on WERS and FIM-DATA includes detailed instructions on how to complete the forms.
- Regional FLHS Consultants can also assist by providing advice and guidance.

## For More Information

- For additional information or assistance with the FLS Report, please contact your FLHS Regional Consultant:

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