



OTTAWA NEWCOMER
HEALTH CENTRE

CENTRE DE SANTÉ POUR
NOUVEAUX ARRIVANTS D'OTTAWA

Ottawa Language Access



www.onhcc.ca

Overview

- ❑ Creation of Ottawa Language Access (OLA)
 - Why the need for interpretation services
 - Implementation of Service
 - Growth of Service/Increase in Demand
- ❑ Innovation to Meet Challenges
- ❑ What is Social Enterprise (SE)
- ❑ OLA SE Objectives

The Cost of Not Providing Access to Interpretation

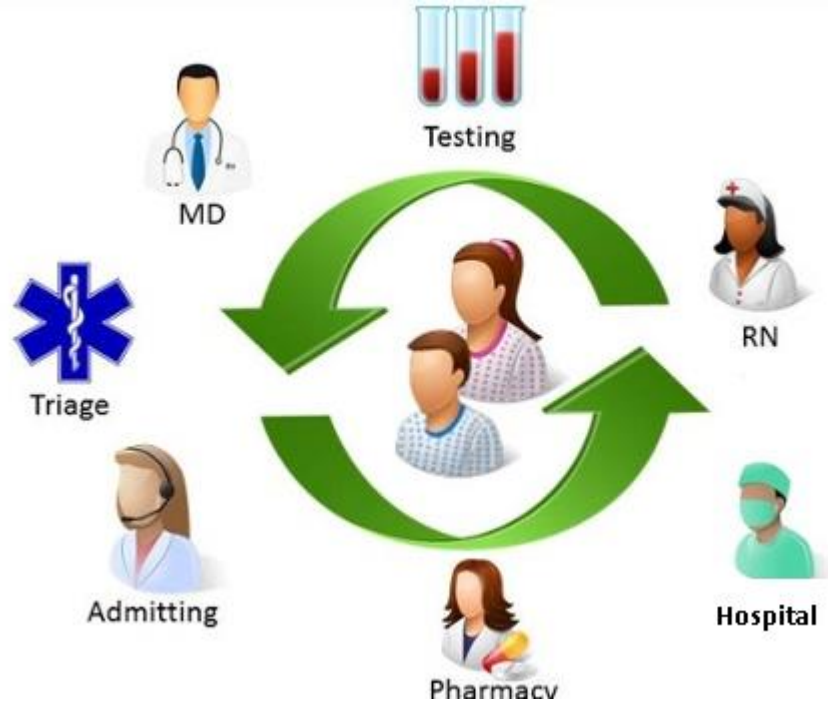
- LEFP clients have a 63% greater chance of readmission to hospitals when interpretation is not provided
- Typical hospital stay is 3.5 days longer for LEFP clients
- Misdiagnosis and wrong treatment is also high due to language barriers

“Having professional medical health interpreters present within the healthcare system can significantly improve LEFP clients understanding, help establish diagnosis and treatment plans which reduces disparities”

Why The Need For Professional Interpretation Services

- LEFP clients have a lower rate of participation in healthcare programs in comparison to general population
- Language barriers and limited literacy capacity
- Safety concerns (lack of training for ad hoc interpreters, lack of familiarity understanding of specialized medical terminology)
- Equity concerns (quality of services provided)
- Client compliance
- Confidentiality
- Burden on family and community to provide interpretation

Creating a Pathway of Access for Clients



Implementation

- Language identified as area of concern at Ottawa Local Immigration Partnership (OLIP)
- Champlain LHIN funded regional program
- Became operational in 2016
- Objective to increase access to professionally trained healthcare interpreters for vulnerable LEFP population
- Provide a platform for enhancing the coordination, continuity and transition of care in the community for LEFP population
- Train service providers about the need for interpretation services

Ottawa Language Access (OLA) Services

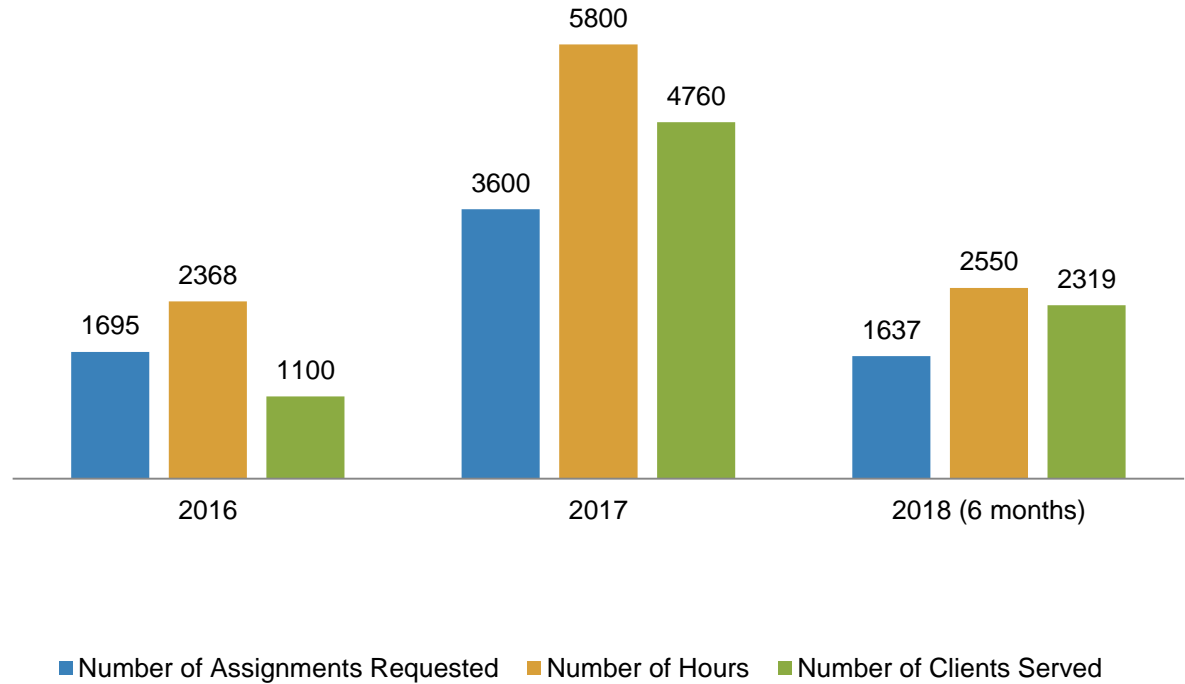
- Our social mission provide quality medical interpretation service to community organizations
- Promote culturally appropriate and linguistically sound service delivery
- Enable equitable access to health services support better health outcomes for this population
- Provide employment opportunities for newcomers
- Create a sustainable program that is efficient, fiscally responsible

Growth and Progression

- Support 28 Regional Community Health Programs
- 10,000+ hours of interpretation provided
- Offered training to 230+ service providers
- 8000+ clients supported
- 50+ interpreters trained in over 27 languages
- Increase in demand from community

Trends

Usage Trends



Why the Need for Social Innovation

- Increase in demand for interpretation from community
- Increase in range of required languages
- No base funding increase
- Limited capacity of staff to:
 - Manage increased demand
 - Provide more training opportunities
 - Increase outreach and education

Creative Solutions for Innovation & Long-term Success



Social Enterprise Definition

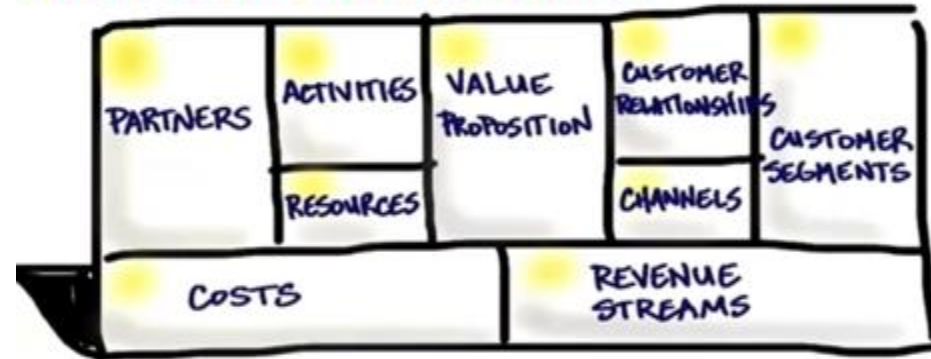
“A social enterprise is an ongoing organization or venture that incorporates earned income strategies to achieve a social mission.”

Strategic Development for Long-term Sustainability

In collaboration with CSED OLA underwent a series of sessions to plan out our social enterprise:

- Supporting non-profits to increase access to community based services
- Cost neutral plan, profit generated from social enterprise reinvested into program growth

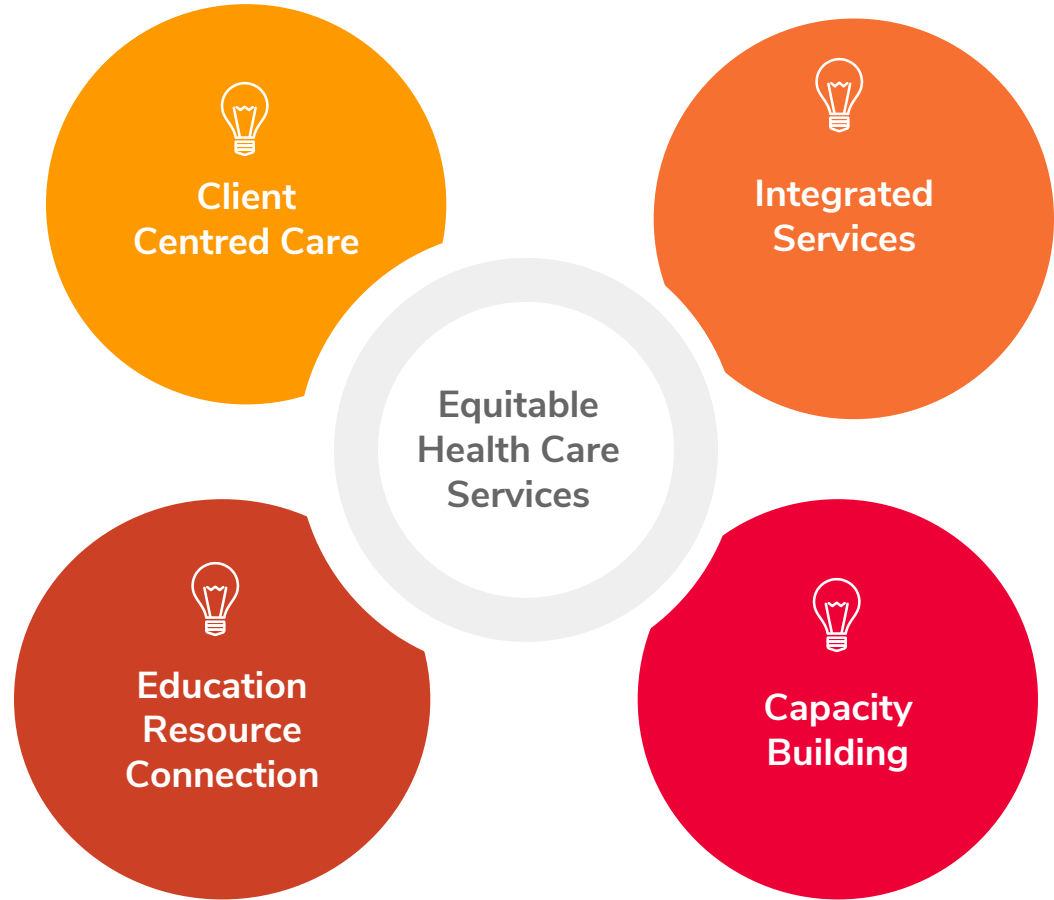
BUSINESS MODEL



What's Unique About OLA

- ❑ We are embedded in the healthcare sector (part of SWCHC)
- ❑ Our model includes subsidy support for programs
- ❑ We provide subsidized interpretation training program, crucial to quality of service delivery
 - CILISAT/ILSAT Certified
 - Core Community Interpreter Training
 - Medical Terminology Training
- ❑ Our interpreter are covered under errors and omissions insurance
- ❑ We continue to provide the lowest rate to ensure equitable access to interpretation services

Holistic Approach



Thank you

Presenter:

Nimo Farah

Program Administrator



Ottawa Language Access

