DEVELOPMENT AND EVALUATION OF A HEALTH LITERACY PROGRAM FOR IMMIGRANTS: FROM DEVELOPMENT TO TESTING

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INTRODUCTION

- Immigrants face language, informational, and cultural barriers to access health care services in Canada.¹ These barriers are limiting immigrants' ability to stay healthy.¹
- Upon arrival to Canada, immigrants are in relatively better health than Canadians; however, immigrant health has been shown to decline overtime to native Canadian levels.²
- Immigrants reported that finding information about the health system is hard and confusing.³

OBJECTIVES

- 1. Explore access barriers for immigrants.
- 2. To develop the Accessing Canadian Health Care for Immigrants: Empowerment, Voice, and Enablement (ACHIEVE) program to improve health knowledge and skills in a sample of immigrants to Canada.
- 3. To validate and evaluate the ACHIEVE program in a sample of immigrants to Ontario.

METHODS

- 4 databases were searched.
- 35 papers were found and reviewed.
- Main health access barrier found was lack of knowledge about how the healthcare system works.

Scoping review

Qualitative study

- Conducted interviews with immigrants and internationallytrained professionals.
- Importance of immigrants' education on health was highlighted.
- Barriers of understanding the healthcare system were highlighted.

Using information from the literature and the qualitative study.

ACHIEVE Program was developed

Program Validation

- Several stakeholder groups (Immigrants, ESL teachers, settlement officers and healthcare professionals) reviewed the program.
- Revisions were made to the ACHIEVE program based on suggestions.
- The program was delivered to two groups of immigrants as a part of their English as second language class (n=24 immigrants).
- Program content, consent form, and survey questions were simplified based on the feedback from the English teachers and the participants.

Pilot test

language for immigrants.

Pre-test posttest study

- Currently, the program is being delivered to 24 participants.
- We are aiming to collect data from 60 participants.



RESULTS – Accessing Canadian Health Care for Immigrants: Empowerment, Voice, and Enablement (ACHIEVE)

✓ Who is my family doctor? What ✓ Ontario Health Insurance Plan does he/she do for me?

(OHIP)

Week 1

Introduction to Ontario Health Care

✓ Ambulance services

✓ Emergency Visits

Week 2

Family doctor

- ✓ How do I find my family doctor?
- ✓ Rights and Confidentiality

Week 3

Communication

- ✓ How do I describe how I'm feeling?
- ✓ Improving communication with my family doctor
- Language and Communication, use of interpretation services

Week 4

Overcoming Specific Barriers

- ✓ Prevention
- ✓ Cultural Differences
- ✓ Looking for Information

FUTURE DIRECTIONS

The ACHIEVE program is in the process of being further tested in a sample of immigrants in Kingston, Ontario.

REFERENCES

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