

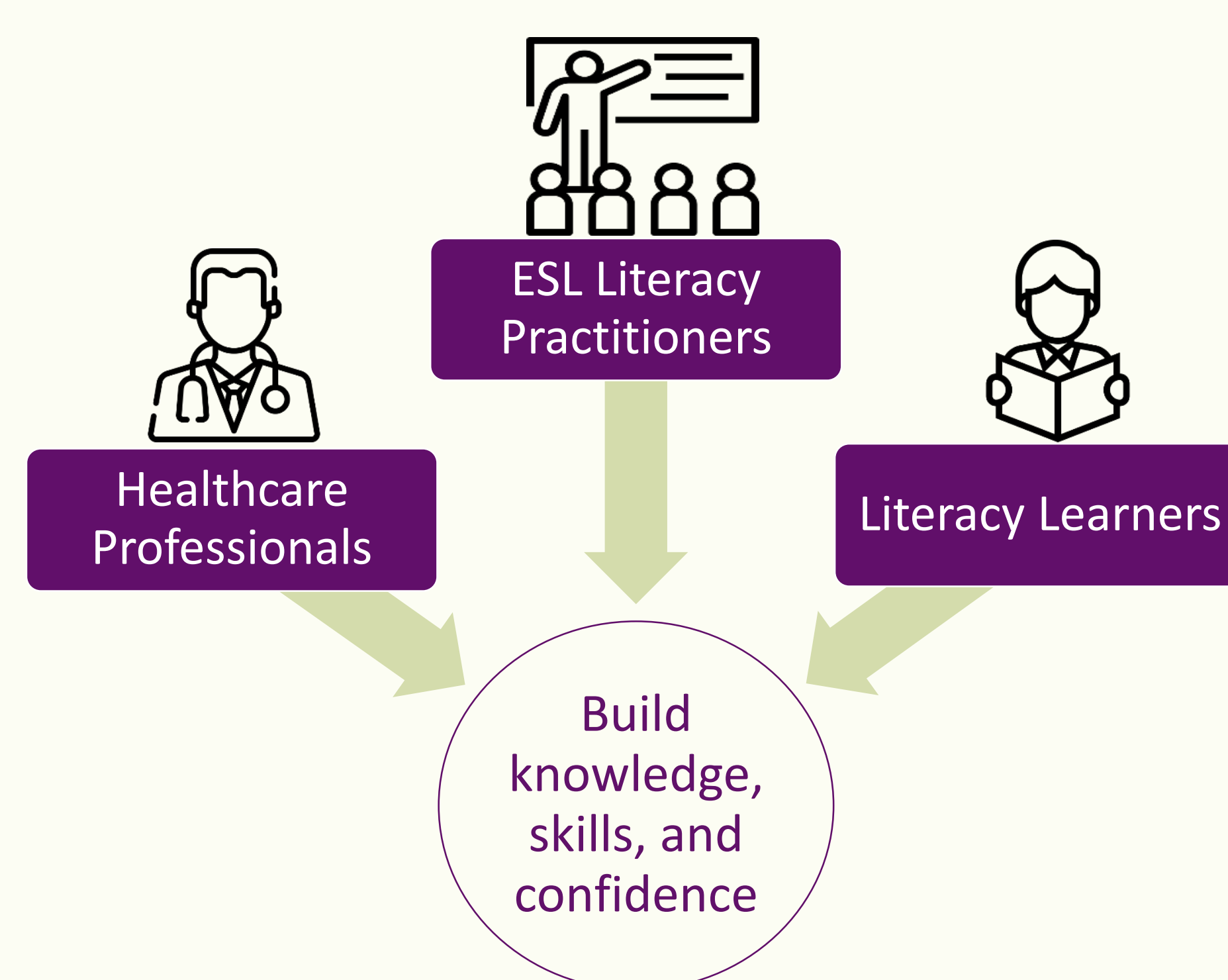
Customized Supports through Innovative Partnerships: Facilitating settlement and integration for newcomers

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Introduction

Partnerships between different organizations in health care and social services prove to help better understand the gaps in addressing health inequality in immigrants and refugees. They are key to creating better resources for immigrants and refugees with lower levels of education and schooling. Thus, in partnership with Mosaic Refugee Health Clinic, the Health Literacy Partnership (HLP) project brings together key stakeholders: health professionals, adult literacy education practitioners and adult literacy learners.



Objective

The Health Literacy Partnership Project aims to develop targeted interventions for multi-barriered immigrant women to navigate the health system, reduce barriers to accessing health services and improve health literacy outcomes. The objective is also to create resources that will improve communication between healthcare providers, literacy professionals and beginning literacy learners from immigrant and refugee backgrounds.

Methods

Identify Needs and Strengths of Participant Groups

- Attend focus groups with beginning literacy learners
- Survey health professionals and literacy teachers

Provide Shared Learning Experiences

- Learners and teachers tour various healthcare clinics
- Health professionals visit literacy classes

Develop Training and Resources

- Create simple tools and healthcare access videos for learners
- Create guides for literacy teachers and health professionals

Training and Piloting of Tools

- Offer workshops and training sessions for three participant groups

Follow up and Evaluation

- Evaluate impact and effectiveness of resources created

Results

Participant Needs:

Healthcare Professionals

To understand & communicate better with patients

Literacy Practitioners

Need more resources & navigational tools to mediate with learners

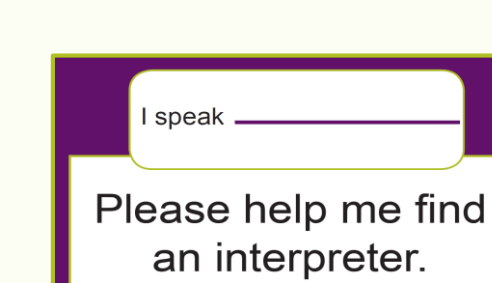
Literacy Learners

Need supports to communicate & understand health services

Main takeaways suggest critical importance of:

- First language support
- Family and community support
- Explaining processes
- Connection to services and resources
- Visual aids and simple presentations

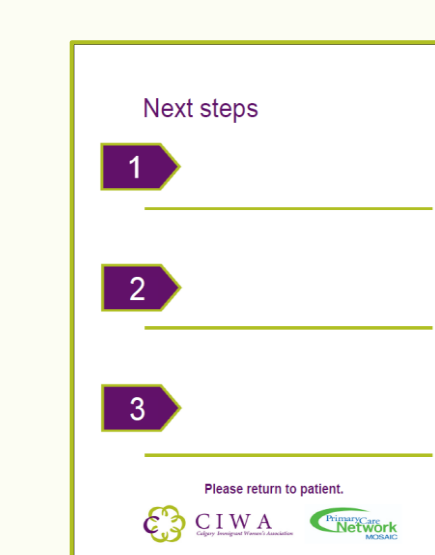
Tools Created:



My Language Card: lists the person's language and requests help to find an interpreter



My Health Passport: keeps health information organized, in one place, and easily accessible



Next Steps Notepad: keeps track of the next steps they need to do to manage their health and appointments

Guides Created:

Guidebook for Healthcare Professionals:

Offers support for serving multi-barriered patients from immigrant and refugee backgrounds
Shares insights from adult language and literacy classrooms.

Guidebook for Literacy Professionals:

Offers package of materials to support the use of the videos and tools in beginning literacy classrooms

Health Service Access Videos Created:



These videos show the process of accessing health services in a culturally appropriate way and with built-in support specifically for beginning literacy learners. Videos have been interpreted in 7 languages for first language support.

Summary and Next Steps

This project set out to help immigrants and refugees navigate the health system, and improve their health literacy outcomes. It was found there is a need for resources for communication support, healthcare process explanation and connection to family and community supports. The project will be piloting the tools and resources generated in classroom settings and gaining feedback from all three participant groups.

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