Multicultural Health Navigator Program

Hosted by Somerset West Community Health Centre

Funded by Champlain LHIN
Evidence

Immigrants and Refugees

- disproportionately exposed to social determinants of health
- tend to access services less
- face numerous barriers when they do access services

Mental Health Commission of Canada
The Case for Diversity, 2016
Evidence

Immigrants and Refugees

- Lack of health information is a barrier to accessing health care
- Health care professionals are sources of health information
- General Practitioners - most used health care service by refugees

Background:
Multicultural Health Navigator

- Implemented at OLIP discussions
- Permanent funding received in 2015
- Regional program
- Navigation services for newcomers to Ottawa (primarily seeing refugees)
  - Basic health system education
  - System navigation and referral
- 9 language communities
Multicultural Health Navigator program

– Priorities:
  • Educate and empower clients
  • Bridge gap between client and community services/service providers
  • Advocacy at the individual and systemic levels

– Roles
  • Conduct home visits
  • Linking clients to PHCP in the community
  • Refer to other services (reduce duplication)
Challenges

– Takes more time to teach vs doing it for them

– Limited resources

– Not everyone learns the same way or at the same pace

– Balancing act between doing and empowering

– Shortage of staff time, and accessibility to services
Educating/Empowering Clients

– Health and mental health promotion - *mental health navigator*
– Meet clients where they are at (home visits)
– One-Note internal resource directory (tool)
– Education modules
  • Appointment management
  • Role of health services providers including interpreters
  • Rights and responsibilities
  • Informed Consent and Confidentiality etc
Educating Service Providers

– Educate about role and scope of navigator

– Outreach and collaborate with clinics, pharmacies, and other organizations

– *Use internal tools like our website to be a main source of resources and connection point*

Questions?

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GRACIAS!