

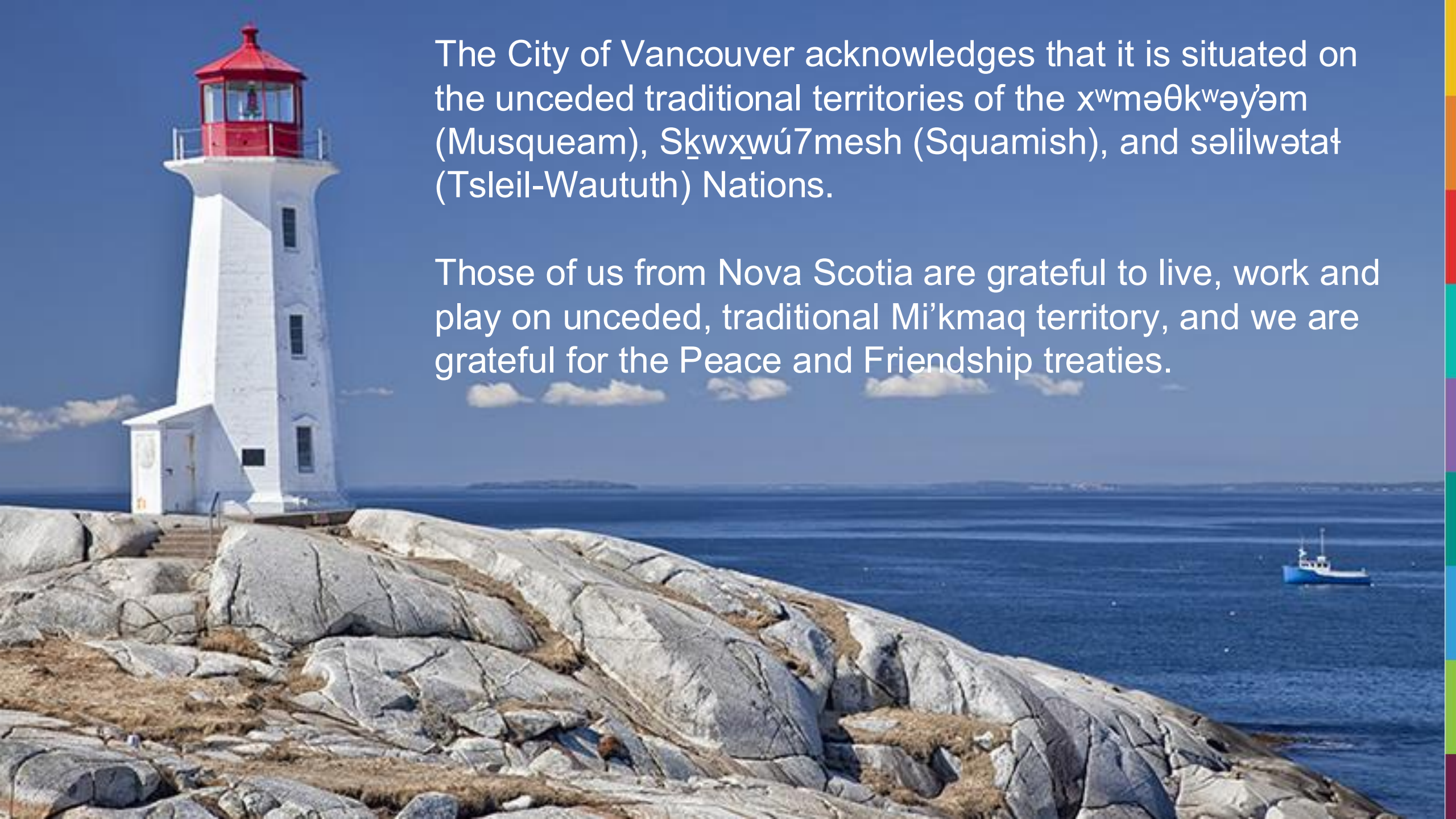
Inclusive Collaboration in the Economic Integration of Internationally Educated Healthcare Professionals (IEHP) and the Collective Impact on the Labour Market

Pathways to Prosperity, Vancouver, November 26, 2024
Tanja Matthews, ISANS



Shannex™





The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x^wməθk^wəy'əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

Those of us from Nova Scotia are grateful to live, work and play on unceded, traditional Mi'kmaq territory, and we are grateful for the Peace and Friendship treaties.

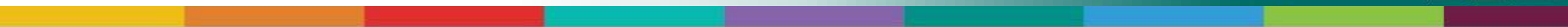


Mission & Vision

Helping immigrants build
a future in Nova Scotia

A community where all
can belong and grow

Empowering a stronger
Nova Scotia together



Who we are

400+ Staff who are dedicated, diverse, highly professional, and experienced in their fields, serving immigrants for 44 years

PATHWAYS TO
**EMP
OWER
MENT**



How we work



We are a multi- service agency that uses a wrap around and empowerment approach in all program delivery



Employment and Bridging

- Nova Scotia and Atlantic
- Focus on job readiness and employment retention
- 2,539 new Employment and Bridging
- 60% of clients require certification/license to practice in Canada
- 87% employment retention after the competency assessment
- 1,316 Employed (fiscal year)
- 70% Employed in the Field or Related Field



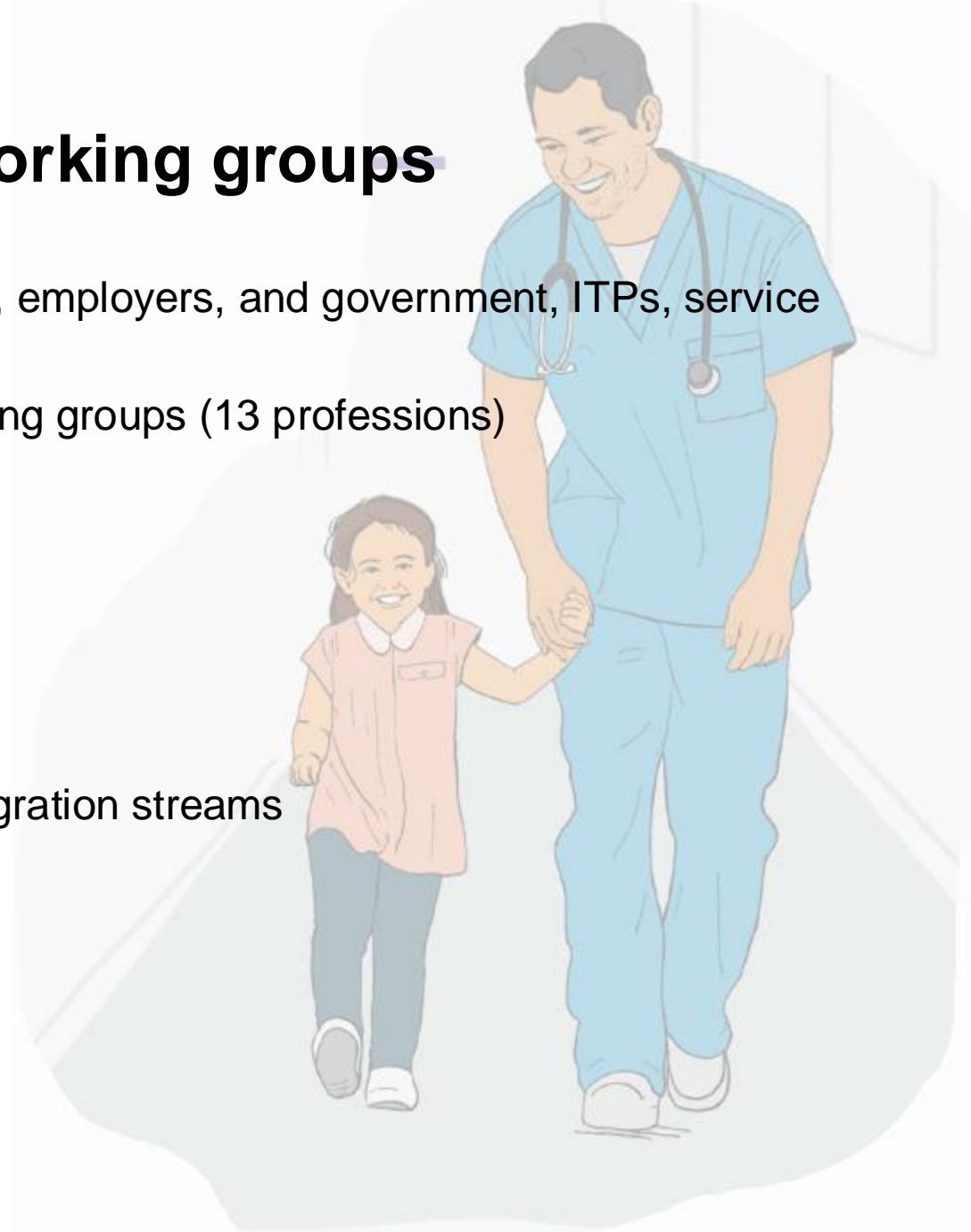
Common barriers to employment in regulated fields:

- Recognition of prior learning
- Successfully obtaining a license to practice
- Financial challenges to pay for the expensive certification process
- Understanding the professional scope and cultural competency in the fields
- Profession-specific communication skills
- Difficulty building professional networks in their fields
- Presenting competencies to the employer
- Difficulty identifying meaningful alternative careers without guided support



Profession-specific multi-partner working groups

- Regulatory bodies, professional associations, schools, employers, and government, ITPs, service providers
- Started in ISANS and grew to form multi-partner working groups (13 professions)
- These partners work together to:
 - ✓ Develop clear pathways to licensure
 - ✓ Identify barriers and propose solutions
 - ✓ Make systemic changes
 - ✓ Bridging Programs
 - ✓ Identifying labour market needs – proposals to immigration streams



Bridging Programs

Medical Graduates

Nurses

Pharmacists

Dentist

Medical Lab Technologists

Physiotherapists

Long Term Care (CCA)

Disability Support Worker

Engineers

Architects

Financial Professionals

Accountants

Early Childhood Educators

Trades

- Assessment - PLA
- Information about the pathway to licensure
- Weekly educational sessions
- Exam preparation / practice / simulation
- Communication courses
- Practical / lab
- Resources
- Information about alternative careers
- Financial support
- Competency assessments
- Observership
- Culture



Good Practices

- Working collaboratively with:
 - Employers
 - Regulatory bodies
 - Educational institutions





Tanja Krajcinovic Matthews (she/her)
Supervisor, Employment &
Bridging at Immigrant Services A...





NATIONAL HEALTHCARE
LANGUAGE PROGRAM



Communication Programs for Internationally-Educated Healthcare Professionals (IEHPs)

- Communication Strategies for Patient Interactions (for doctors and pharmacists)
- Strategies for CELBAN (for nurses)
- Professional Communication Skills for Nurses

National Partners



Nova Scotia, Prince Edward Island, New Brunswick,
Newfoundland and Labrador



Ontario



Alberta, Saskatchewan, Manitoba



British Columbia, Yukon, Northwest Territories, Nunavut

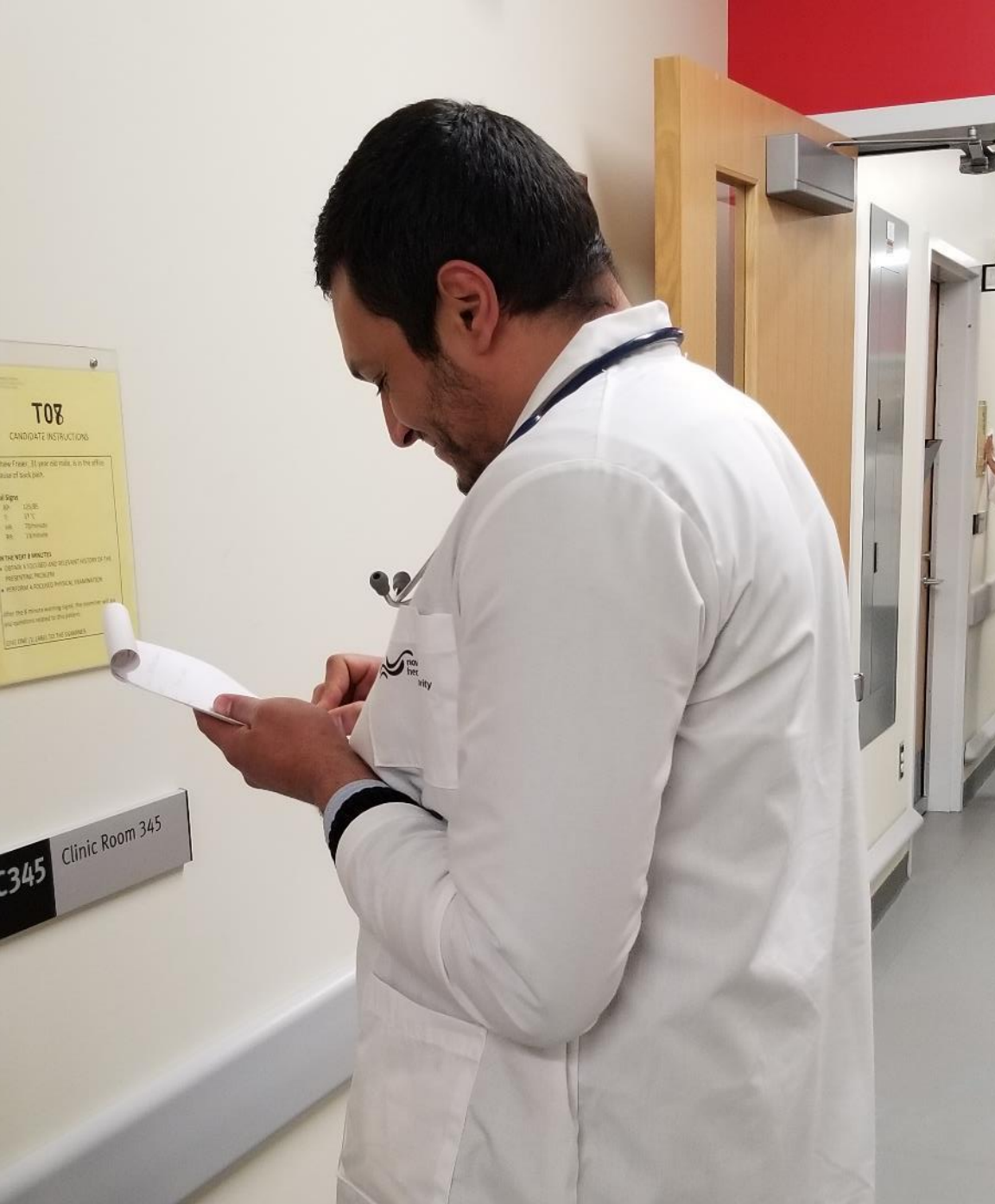
Funder



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada





Program Structure

Online

Synchronous and asynchronous

Length varies by course 8 - 16 weeks

Facilitated by professional EAL instructors

Regularly scheduled classes

Free to eligible clients

Good Practices

- Meeting client needs
- Developing curricula based on:
 - Sector competencies
 - Canadian Language Benchmarks (CLB)
 - Skills for Success
 - Adult Education Principles
 - Task-based teaching
- Working collaboratively with:
 - Employers
 - Regulatory bodies
 - Educational institutions



Communication Strategies for Patient Interactions (CSPI)



For International Medical Graduates (IMGs) and International Pharmacy Graduates (IPGs)



Improve communication skills for OSCEs



Focus on patient communication



Opportunity to participate in a Communication Practice Session with simulated patients



8 weeks with asynchronous coursework and online evening classes twice a week



Minimum Canadian Language Benchmark (CLB) 6/6/6/6

Topics Focus on Patient-Centered Communication for the OSCE

Building Rapport

Conducting Patient Consultations

Understanding Patient Concerns

Showing Empathy

Offering Advice

Ethics and Patient Recovery

Breaking Bad News

Dealing with Angry Patients





CSPI Communication Practice Sessions

- Simulated patients
- Multiple cases for each profession
- Video recording of the interactions
- Debriefing sessions

CSPI Testimonials

“I just wanted to let you know that I did very well on my NAC OSCE! I especially did well in my communication. I want to thank you once again for the CSPI course, as it played a big part in my success in this exam.”

~ IPG Client

“I just wanted to let you know that the NAC OSCE results were released yesterday and my result was a Superior Pass. I am really grateful for your help during the preparation process. If only we could get more funding to keep this program running smoothly and FOREVER!”

~ IMG Client

Strategies for



Internationally
Educated
Nurses



Improve
strategies
to help pass
CELBAN



Improve
communication
skills for the
workplace



4 modules

- Listening
- Speaking
- Reading
- Writing

Strategies for CELBAN Modules



Listening for CELBAN

CLB 7+

16 weeks

Asynchronous coursework



Speaking for CELBAN

CLB 7+

16 weeks

Asynchronous coursework



Reading for CELBAN

CLB 7+

10 weeks

Asynchronous coursework



Writing for CELBAN

CLB 6+

10 weeks

Asynchronous coursework

PATHWAYS TO

Strategies for CELBAN Testimonials

“I am writing to you to give you an update on my CELBAN exam and result... Now the good news is that I have achieved my required score in the CELBAN test... I have scored 10 in listening, 9 in speaking, and 8 in reading and writing.”

~ IEN Client

“Thank you so much for all your support and guidance during CELBAN writing course. I improved a lot after taking this course.”

~ IEN Client

Professional Communication Skills for Nurses (PCSN)



For Internationally Educated Nurses



Improve communication skills for the workplace



Focus on speaking and listening to patients



8 weeks of asynchronous coursework



Minimum CLB 6/6/6/6



Topics Focus on Patient-Centered Communication

Starting Patient Interactions

Taking Patient Histories

Understanding Patients

Showing Empathy

Giving Instructions and Advice

Educating Patients

Ending Patient Interactions

Exchanging and Sharing Information



Arina Tanase

Senior Manager at ISS Language and
Career College of BC



Carol Derby

Educational Consultant | Adult
Educator | Program Manager | Fa...



Thank you!

Shannex™

LEADING THE WAY TO BETTER LIVING™

Supporting Newcomers to Canada:

A Roadmap to Inclusive Collaboration for Collective Impact.
An Employers Perspective on the Challenges and Successes of IEHP
Integration into the Workforce.



Agenda

- Shannex & Economic Impact
- Challenges for Employers of IEHPs
- The Importance of a Collaborative Approach for Successful Integration
- Our Partnerships & Success Stories



Shannex

Overview

Our Economic Impact:

- Employment
- Community Investments
- Sustainability Efforts, and
- Healthcare Support

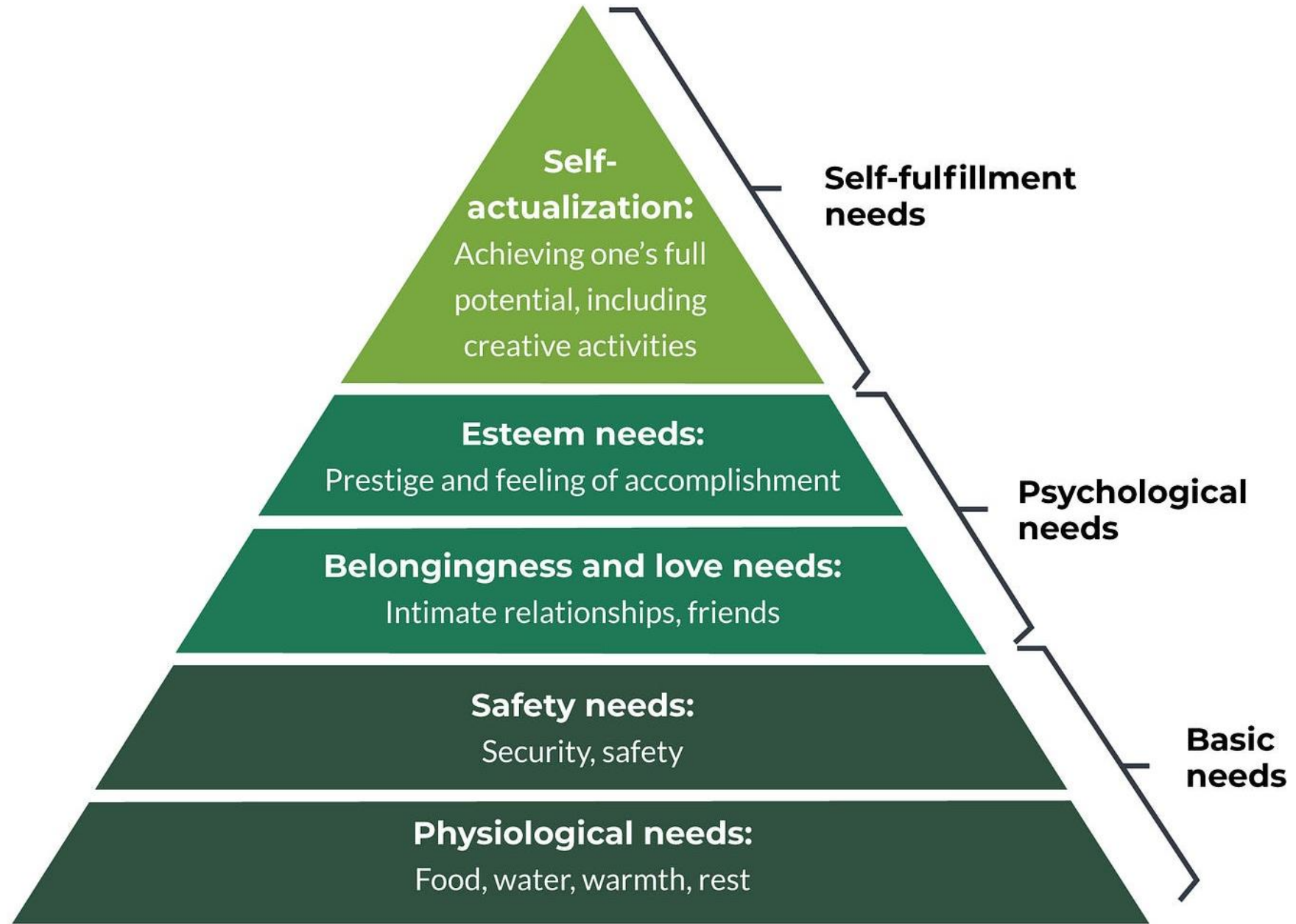


Challenges for Employers

- Licensing and Credential Recognition
- Immigration Status and Work Permits
- Settlement Support Systems/Services
- Language Proficiency
- Cultural Integration
- Retention



Integration & the Whole Person



Maslow's Hierarchy of Needs

“It Takes a Village”

The Importance of a Collaborative Approach

- The Recognition of Value
- The Knowledge
- The Skills
- The Expertise
- The Time



Our Partnerships & Success Stories

- Minister's Round Table on Immigration and Population Growth
- Bridging Programs:
 - Work & Learn (CCAs & PCWs)
 - NSCC / NBCC
 - LPN Enhanced Orientation
 - ISANS
 - Sea Change CoLab
- Diversity & Inclusion Advisory Committee
 - Ashanti Leadership & PDS
 - Dalhousie University
 - Immigration Consultants
 - YMCA Reach Program
 - Rainbow Refugees
- Lead Blue – Leadership Development

CONTACT ME



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Great
Place
To
Work®

Certified

OCT 2024-OCT 2025

CANADA™

The CPSNS Welcome Collaborative



Kris Lane, Director of Programs & Allied Health Professionals, CPSNS
George Mbara, Program Manager, Welcome Collaborative, CPSNS

Why the Welcome Collaborative?

Purpose

The Welcome Collaborative, funded by the Labour, Skills, and Immigration Department from 2023-25, aims to support physicians trained outside of Canada (PTOCs) through orientation, continuing education, and mentorship.

Intentions

- Provide a multifaceted introduction to health care in Nova Scotia (NS)
- Improve retention of PTOCs achieving long-term licensure in Nova Scotia
- Enhance confidence of supervisors and physicians working with PTOCs
- Decrease the number of complaints against PTOCs through cultural understanding

What is the Welcome Collaborative?



Program Overview

An accredited for CME quarterly three-day education/orientation session designed to equip PTOCs with the knowledge needed to start their practices successfully.

Session Topics

Resources and Supports for Physicians
Cultural Humility
CPSNS Professional Standards
Patient Care
Billing
Interprofessional Collaboration
Communication Skills

Virtual Hallway
OHPR Recruitment
2SLGBTQ Patient Interaction
Controlled Substances
Medical Record Keeping
CMPA Overview
NSH Medical Affairs

Partners

Immigrant Services Association of Nova Scotia, Department of Health & Wellness, Nova Scotia Health, MSI, Doctors NS, Dalhousie, CMPA, and other key participants

Program Impact



Attendance

122 PTOCs have attended the Welcome Collaborative sessions, with consistent participation since its inception.



Specialties

62 Family Physicians and 63 other specialists including 14 Internal Medicine Specialists and 13 Psychiatrists have benefited from the sessions.



Adaptability

Presentations and session offerings are adjusted based on participant feedback in conjunction with an Advisory Council.

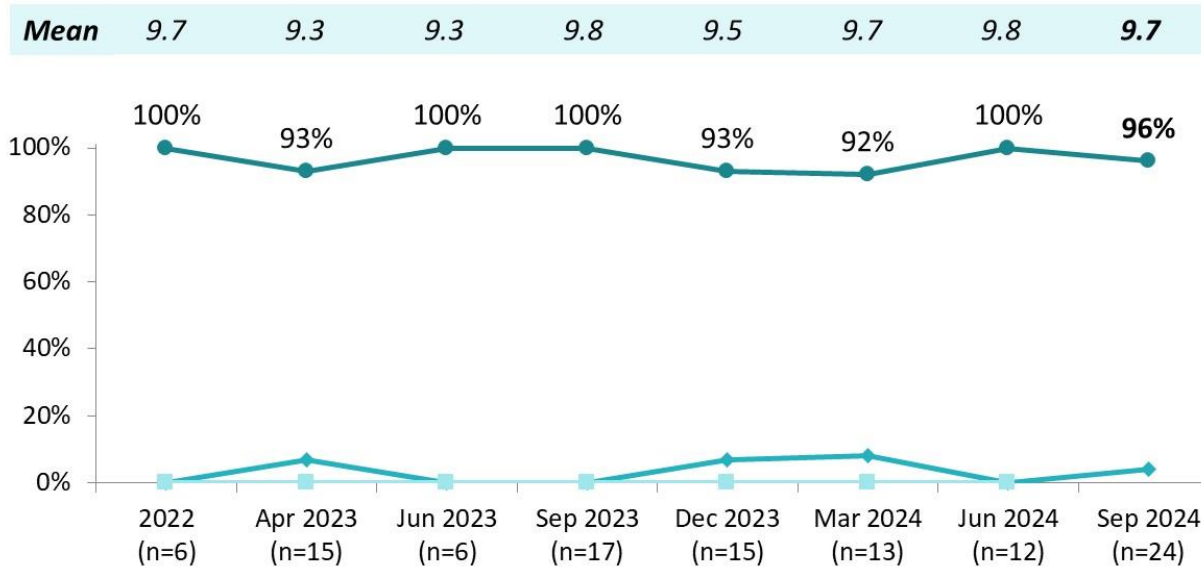
Participant Feedback

Importance of the Physician Orientation Event

Among Participants

Ratings on a 10-pt Scale: 10=Extremely important and 1=Not at all important

● Top Box (8-10) ● Middle Box (4-7) ■ Bottom Box (1-3)



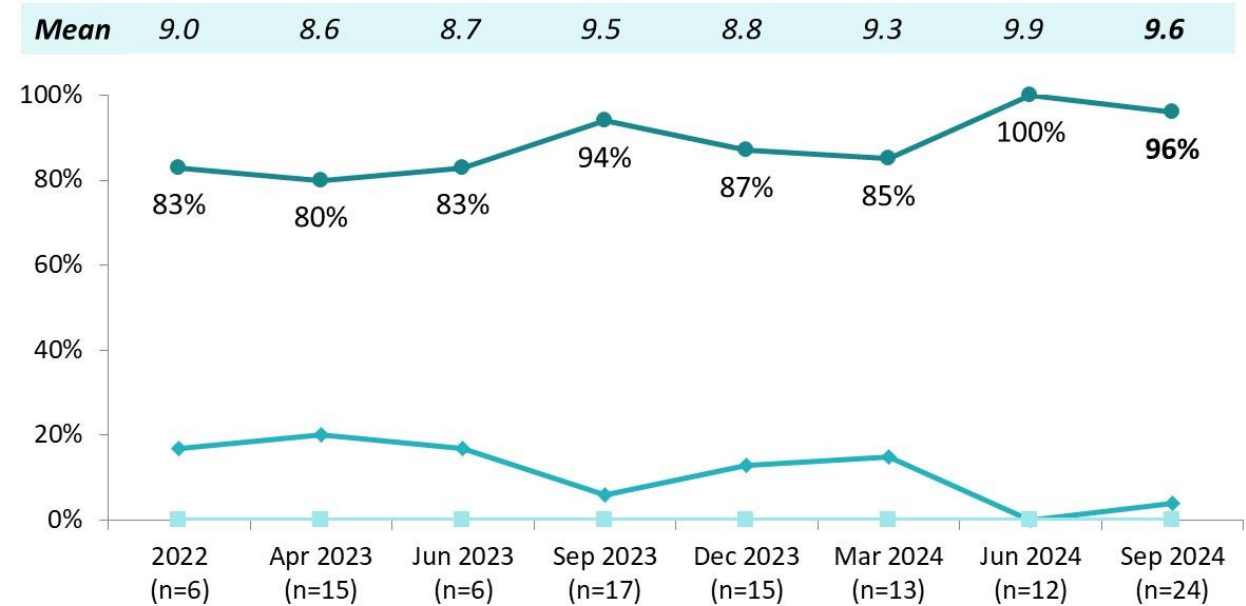
Q.1: [PARTICIPANTS] Overall, how important was the Physician Orientation event that was held at the College of Physicians and Surgeons of Nova Scotia (“the College”) on [Oct 18-20, 2022/Apr 11-13, 2023/Jun 14-16, 2023/Sep 13-15, 2023/Nov 29-Dec 1, 2023/Mar 6-8, 2024/Jun 5-7, 2024/Sep 11-13, 2024]?

Satisfaction with the Physician Orientation Event

Among Participants

Ratings on a 10-pt Scale: 10=Completely satisfied and 1=Completely dissatisfied

● Top Box (8-10) ● Middle Box (4-7) ■ Bottom Box (1-3)



Q.2: [PARTICIPANTS] Overall, how satisfied or dissatisfied were you with the Physician Orientation event held at the College on [Oct 18-20, 2022/Apr 11-13, 2023/Jun 14-16, 2023/Sep 13-15, 2023/Nov 29-Dec 1, 2023/Mar 6-8, 2024/Jun 5-7, 2024/Sep 11-13, 2024]?

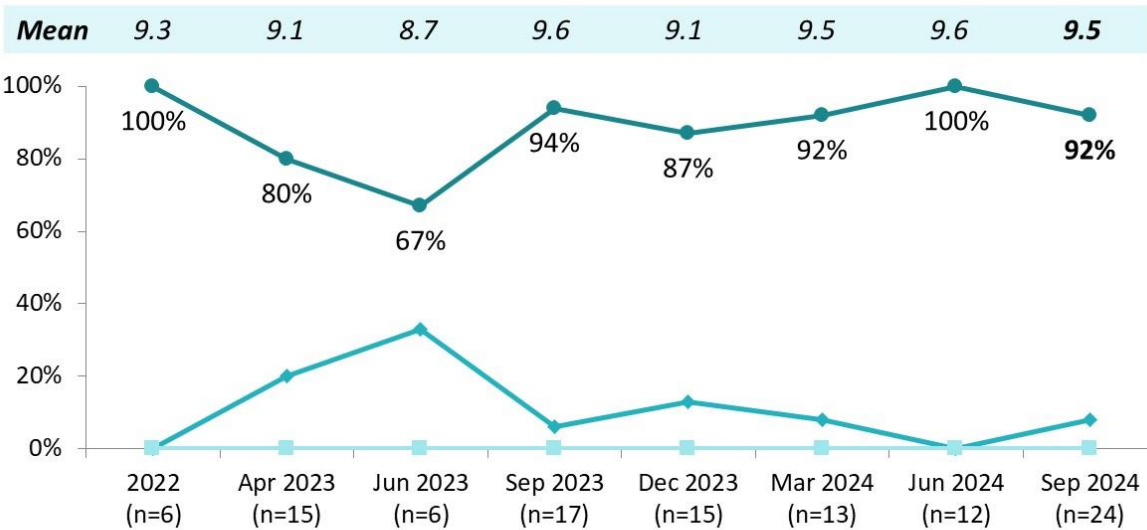
Participant Feedback

Usefulness and Practicality of Information from Orientation Event

Among Participants

Ratings on a 10-pt Scale: 10=Extremely useful and practical and 1=Not at all useful and practical

● Top Box (8-10) ● Middle Box (4-7) ● Bottom Box (1-3)

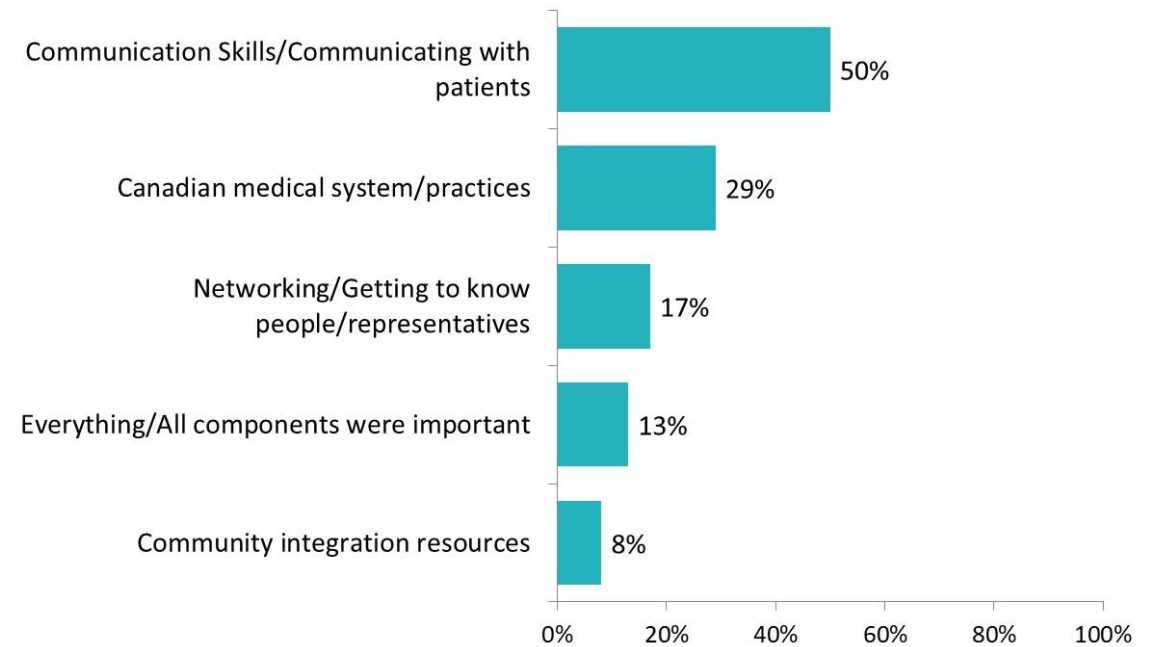


Q.6: [PARTICIPANTS] Overall, how useful and practical to you personally was the information you received at the Orientation event?

Most Important Thing Learned During Orientation Event

Among Participants

Total Unaided Mentions



Q.32: [PARTICIPANTS] And what would you say is the single most important thing that you learned during the Orientation event this week? (n=24)

Participant Feedback

Consistently, more than 8/10 participants have expressed high satisfaction with the sessions.

"I went there a little reluctantly but ended up loving it. Great quality presentations and presenters."

"I think having the group together in person for multiple days strongly builds a sense of community."

"Everything that I have learned would affect my practice."

"Sharing our experiences with other foreign-trained physicians was great and comforting."

"I think everything I learned will contribute towards improved patient care and practice and smoother running of my clinic."

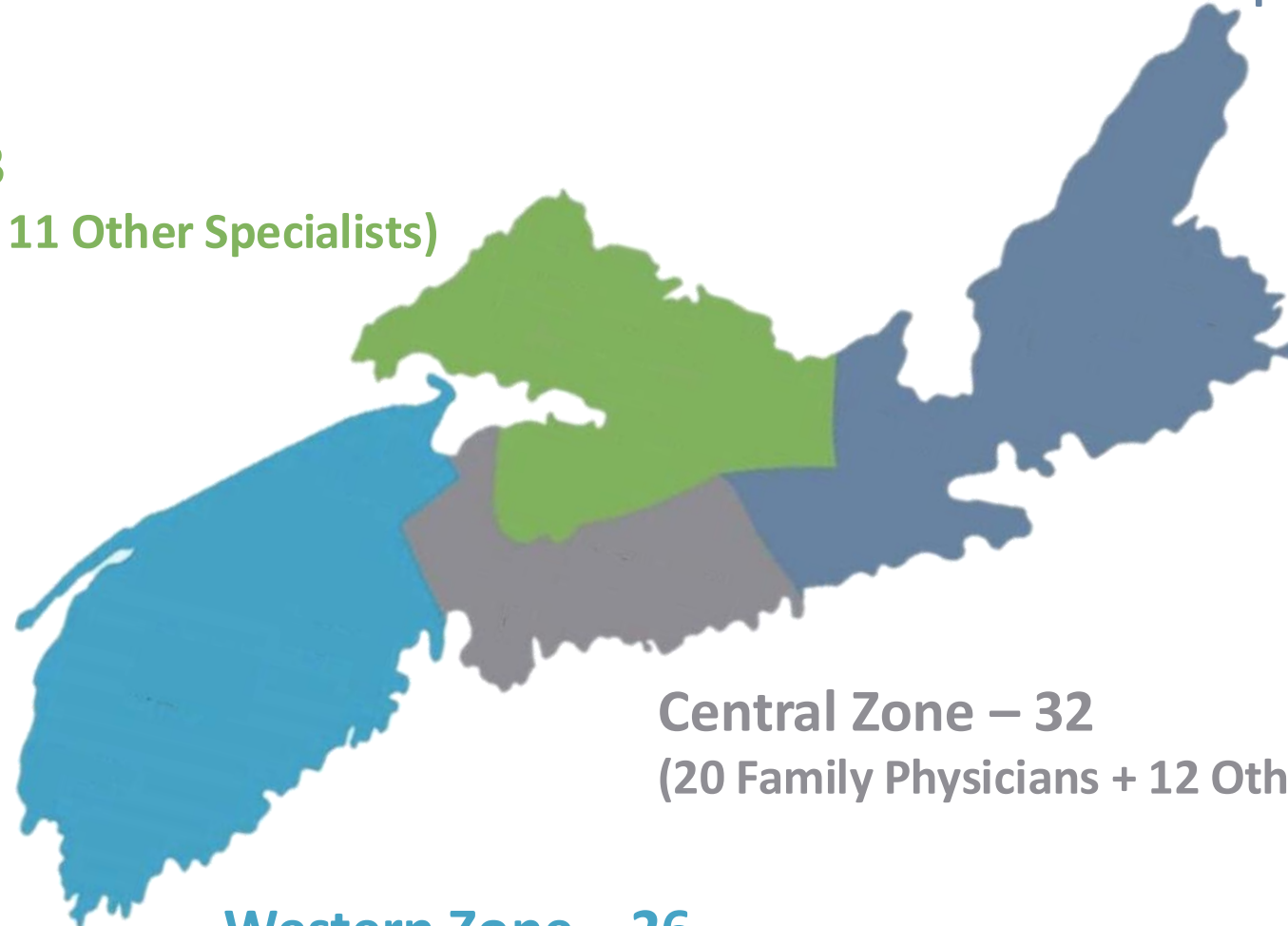
"I cannot pick [a favourite presentation] from how many things I have learned – there was not one session where I could say I already knew this."



Practice Locations

Northern Zone – 23
(12 Family Physicians + 11 Other Specialists)

Eastern Zone – 40
(10 Family Physicians +
30 Other Specialists)



Central Zone – 32
(20 Family Physicians + 12 Other Specialist)

Western Zone – 26
(20 Family Physicians + 6 Other Specialist)

**One of the 122 physician participants has not yet started to practice*

Future State



- Longitudinal component with connectedness beyond the sessions
- Plans for an association for Welcome Collaborative alumni
- Yearly symposium



Thank You

Questions?

