

Ici on parle!

How to Actively Engage Francophone Patients
Tools for French and English-Speaking Physicians

The Center for Rural and Northern Health Research (CRaNHR) in collaboration with the Northern Ontario School of Medicine invite you to participate in a unique continuing education and professional development (CEPD) opportunity which aims to help improve the Francophone patient experience within your office.

OBJECTIVES

This program aims to:

- Better understand services rendered by family physicians practising in Northern Ontario.
- Identify gaps in the “active offer” of French language services and understand the impact of language concordance on patient satisfaction.
- Encourage patient centered care through the ‘active offer’ of French language services while evaluating its impact on practice.

BENEFITS

- FREE CEPD program
- Opportunity to earn up to 22 certified Mainpro+ credits
- Participate at your own rate
- Participate in as much or as little of the program as you chose
- Education tailored to your needs
- Contribute to research on health care in Northern Ontario

CERTIFICATION

This program meets the certification criteria of The College of Family Physicians of Canada and has been approved by the Continuing Education and Professional Development Office at the Northern Ontario School of Medicine.

FOR MORE INFORMATION, CONTACT:

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EARN FREE MAINPRO + CREDITS

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POSSIBLE MAINPRO+ CREDITS EARNED

Activity		Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6	Scenario 7
Assessment Phase	Complete Physician Survey & coordinate Receptionist and Patient surveys	1 Non-certified credit (1 hour)	1 Non-certified credit (1 hour)	1 Non-certified credit (1 hour)	2 Certified credits ¹ (1 hour)	2 Certified credits ¹ (1 hour)	2 Certified credits ¹ (1 hour)	2 Certified credits ¹ (1 hour)
	Review survey results and read literature		1 Non-certified credit per hour ²	1 Non-certified credit per hour ²	2 Certified ¹ credits per hour ²	2 Certified ¹ credits per hour ²	2 Certified ¹ credits per hour ²	2 Certified ¹ credits per hour ²
Education Phase	Do Linking Learning to Assessment activity			5 Certified credits	5 Certified credits	5 Certified credits	5 Certified credits	5 Certified credits
	Participate in Workshop ³ & complete Reflective exercise				4 Certified credits	4 Certified credits	4 Certified credits	4 Certified credits
Post-education & Reflective Phase	Complete Physician Survey & coordinate Receptionist and Patient surveys					2 Certified ¹ credits (1 hour)	2 Certified ¹ credits (1 hour)	2 Certified ¹ credits (1 hour)
	Review final report						2 Certified ¹ credits per hour ²	2 Certified ¹ credits per hour ²
	Do Linking Learning to Practice activity							5 Certified credits
Total Mainpro+ credits earned		1 Non-certified	2+ Non-certified	2+ Non-certified 5 Certified	13+ Certified	15+ Certified	17+ Certified	22+ Certified

1. All *Non-certified* self learning credits earned will be eligible for *Certified* group learning credits upon attending the workshop, otherwise they will remain *Non-certified*.
2. These credits are earned on an hourly rate, 1 *non-certified* credit can be claimed for every hour of work.
3. This workshop meets the certification criteria of the College of Family Physicians of Canada and has been approved for 4 Mainpro + *certified* group learning credits.

EARN FREE MAINPRO + CREDITS