

Panel Discussion: Cross-Cultural Health Care in Practice

October 19th 2018
Antoine Roussel, rsw msw.
Clinical Social Worker

SOINS CONTINUS
Bruyère
CONTINUING CARE



ÉQUIPE DE SANTÉ FAMILIALE UNIVERSITAIRE
BRUYÈRE
ACADEMIC FAMILY HEALTH TEAM

Work Context



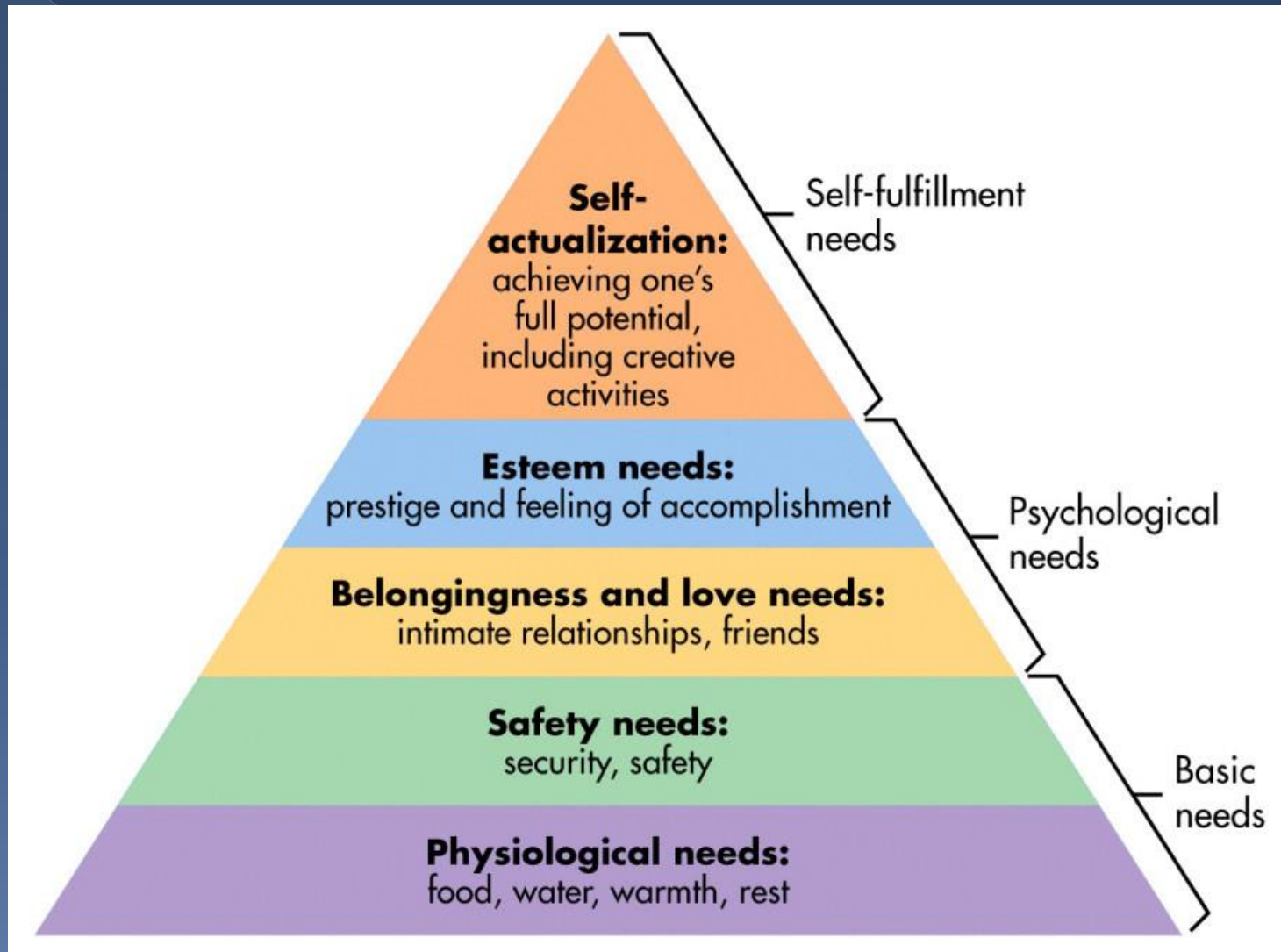
○ Bruyere Family Health Team

- > Complex demographic and geographic reality. Non homogenous population
- > Proximity of community services:
 - Reception House
 - Catholic Immigration Centre
- > More than 10 000 patients with various needs
- > Focus on patient-centered care
 - Multi-disciplinary approach
 - Patient is part of care plan. Helps with compliance and trust building.

Social Determinants of Health (SDOH): a clinical focus overview

- What are social determinants of health?
 - > The social determinants of health are the conditions in which people are born, grow, live, work and age. [...] The social determinants of health are mostly responsible for health inequities - the unfair and avoidable differences in health status seen within and between countries (World Health Organisation (WHO))
- The SDOH is at the core of social work practice;
- Knowledge of SDOH helps us understand the key components for better health;

Basic Needs First: Maslow's pyramid as a reference point..





WHAT MAKES CANADIANS SICK?

50%

YOUR LIFE

- INCOME
- EARLY CHILDHOOD DEVELOPMENT
- DISABILITY
- EDUCATION
- SOCIAL EXCLUSION
- SOCIAL SAFETY NET
- GENDER
- EMPLOYMENT/WORKING CONDITIONS
- RACE
- ABORIGINAL STATUS
- SAFE AND NUTRITIOUS FOOD
- HOUSING/HOMELESSNESS
- COMMUNITY BELONGING

25%

YOUR HEALTH CARE

- ACCESS TO HEALTH CARE
- HEALTH CARE SYSTEM
- WAIT TIMES

15%

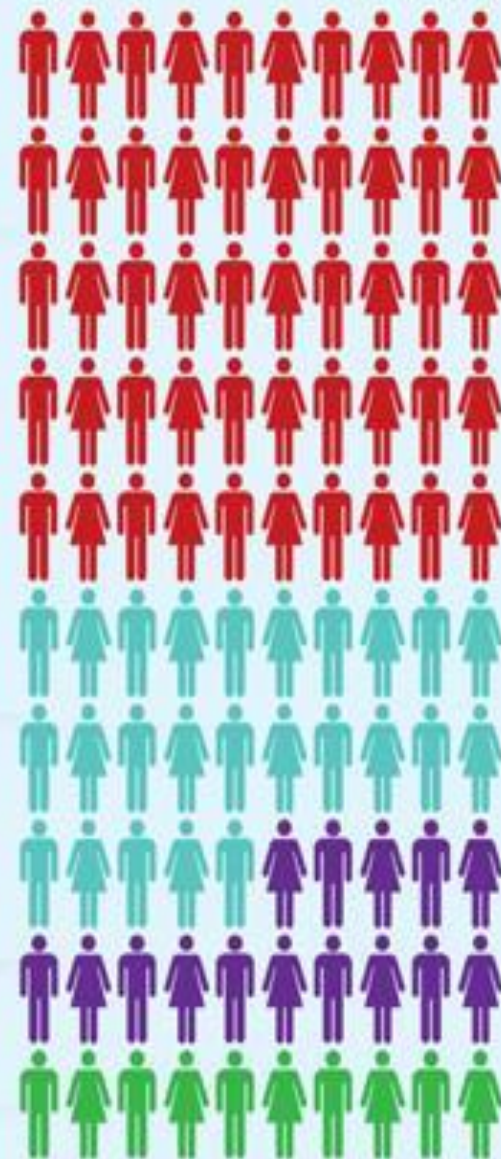
YOUR BIOLOGY

- BIOLOGY
- GENETICS

10%

YOUR ENVIRONMENT

- AIR QUALITY
- CIVIC INFRASTRUCTURE



THESE ARE CANADA'S SOCIAL DETERMINANTS OF HEALTH #SDOH

Mental Health and Cultural Sensitivity...

- Interpretation services and the related challenges:
 - > My role as a social worker;
 - > The challenges of having a third party to communicate.
- Stigma of sharing about mental health;
- Differences in gender when it comes to sharing openly
- Time is needed: Allowing trust to build and importance to go slow.
- Being sensitive to my own values, biases, beliefs and personal history.

A patient story

“Pierrette had to flee Congo 3 years ago. She was constantly threatened and to save herself and her 2 daughters from danger, she had to leave her home country. Things were complicated and she had to come on her own without her daughters (being 9 and 13 years old at the time). She arrived to Canada as a government assisted refugee and had no choice but to try and live her life on her own without any kind of indication as to when and if she would see her daughters again. She lived fearing for her daughters lives and constantly worried about them. She would have some phone conversation with them but at times not more than once a month given the poor telecommunication service or lack of money to call. Over time, she had noticed her daughters sounding discouraged and distant. Both patient and her daughters felt powerless as the days went on without each other’s presence. As a social worker, all I could do was to reach out to her immigration lawyer and get updates on the family reunification request; pushing for this to move quicker... The lawyer was hopeful but concerned as the wait time exceeded by far what is usually expected.

Today, after numerous sessions spent together, she came to see me in follow-up. She appeared different and the smile on her face upon entering my office was wonderful.

She then shared what has been the culmination of her one and only hope... After being separated 3 years, her daughters arrived to Canada on September 26th at Montreal airport. It has only been two weeks since they’ve arrived and this has provided her with a sense of peace and an ability to finally envision settling-in Canada with her daughters. I just thought of sharing this wonderful story as we rarely hear about successful family reunification stories of this kind. The work done by her immigration lawyer made this possible, including patient’s incredible resiliency. She never gave up believing this could happen, despite the numerous ups and downs she experienced”.