

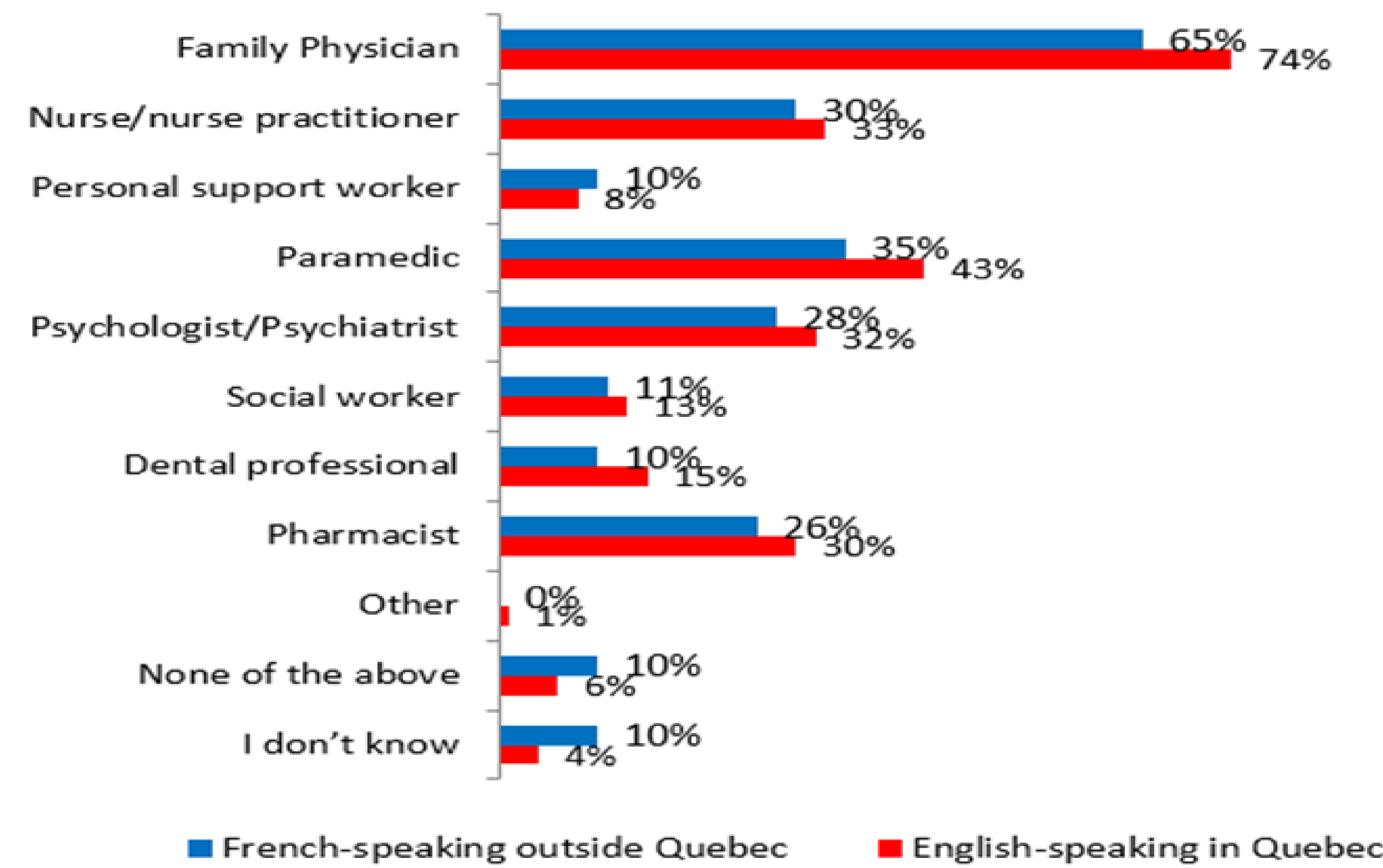
CONTEXT AND OBJECTIVES:

The Official Language Minority Communities (OLMC) members often experience barriers that negatively affect their ability to access health services in the official language of their choice. This communication challenge has a direct impact on timely access to appropriate care, can diminish the quality of such care and can jeopardize the safety and security of both patients and providers and, ultimately, lead to poorer health outcomes. To document this issue, the Official Language Community Development Bureau commissioned Leger Marketing Inc. in 2020 to undertake a quantitative and qualitative data collection project to better understand the barriers that OLMCs may encounter in accessing health services in the official language of their choice, as well as enablers that facilitate or could facilitate this access in order to strengthen health systems across Canada.

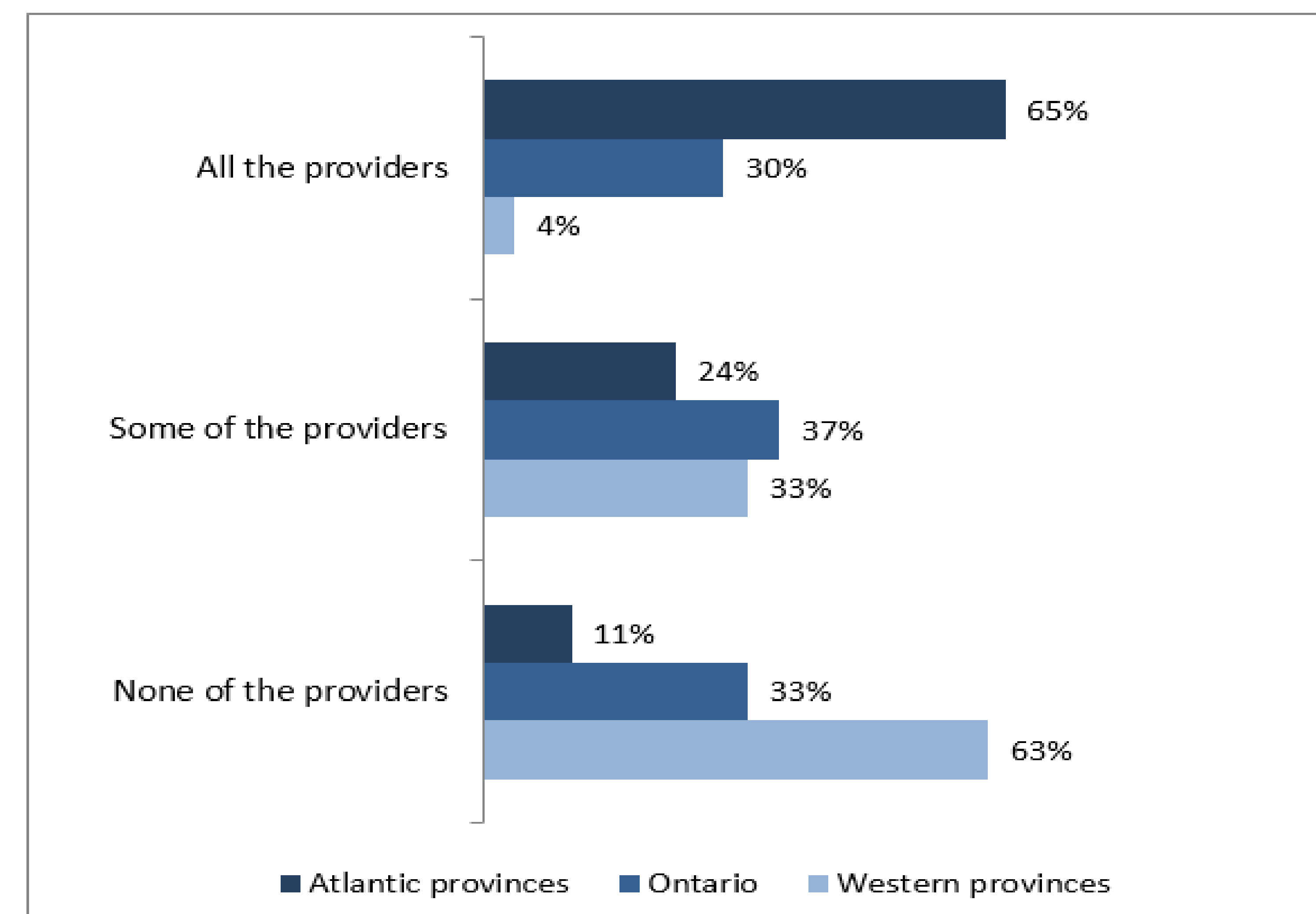
MÉTHODOLOGIE:

La recherche sur l'opinion publique comprenait un sondage quantitatif en ligne auprès de 1 125 membres des CLOSM et quatre séances de discussion en ligne auprès de 26 répondants résidant dans les provinces de l'Atlantique, du Québec, de l'Ontario et de l'Ouest. Les résultats du volet de recherche quantitative ont été pondérés en fonction de l'âge, du sexe, de la région, de la langue (langue maternelle) et du niveau de scolarité basé sur le recensement national de 2016 du Canada.

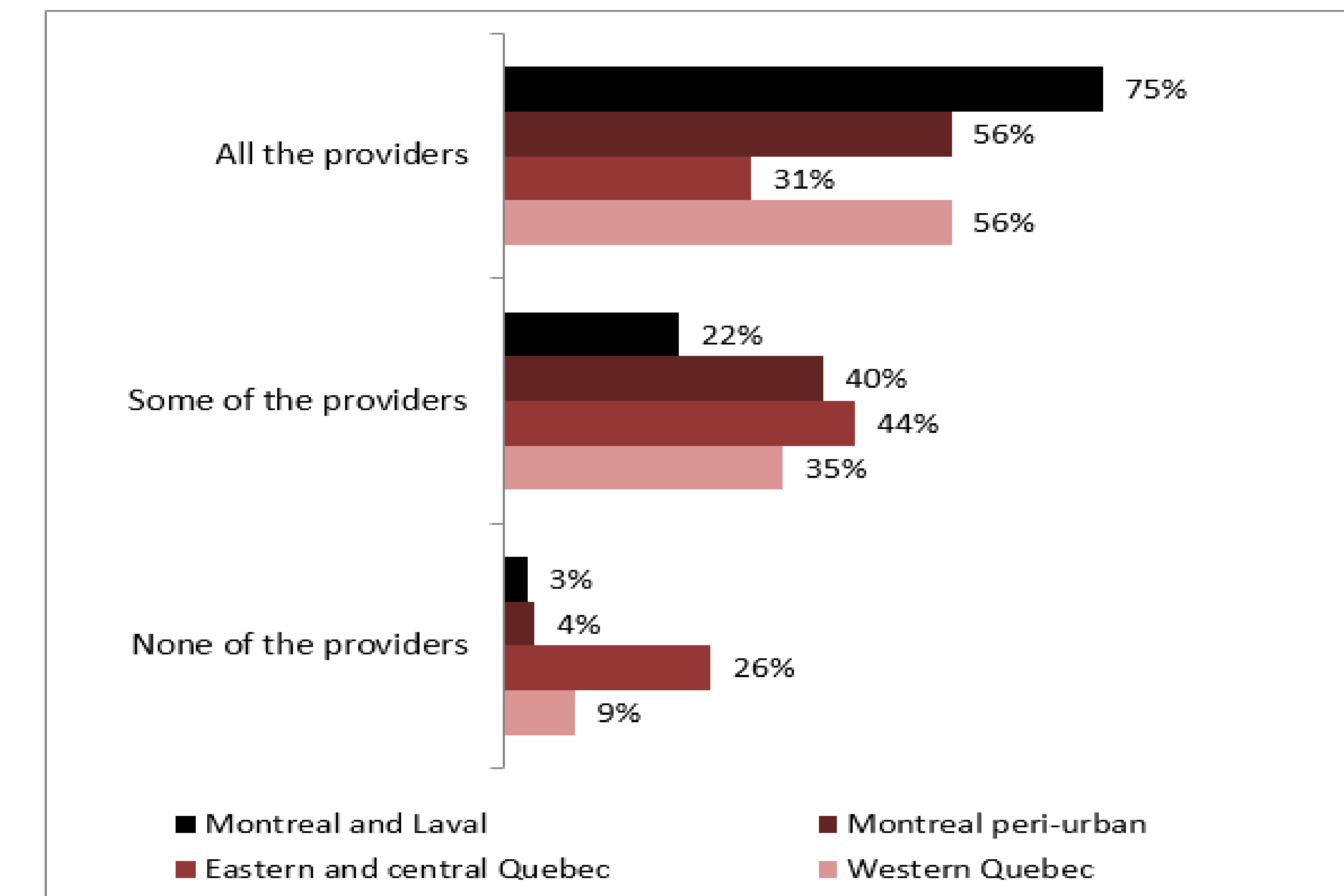
Services that should be provided in the first official language spoken



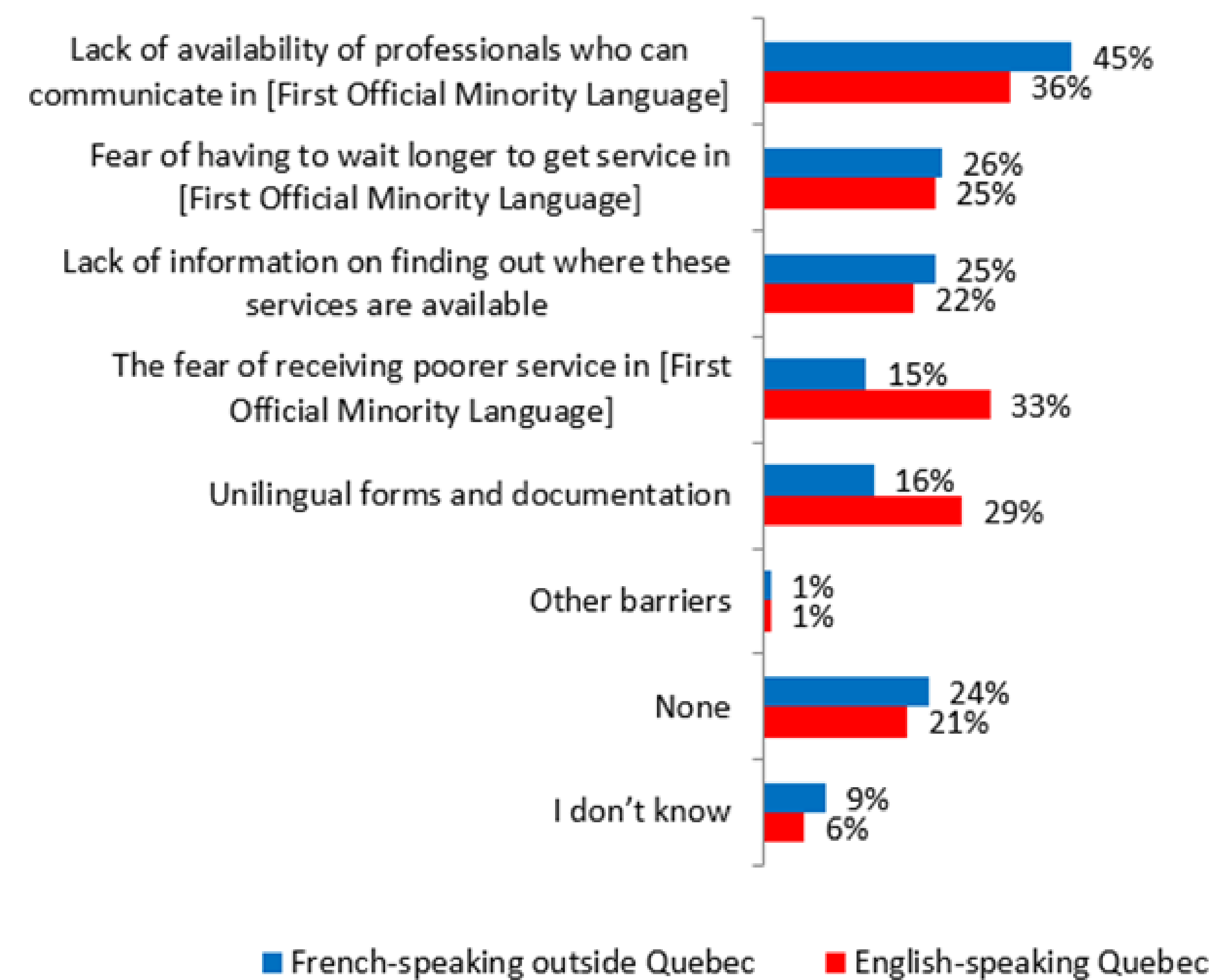
Health care providers outside Quebec giving services in French



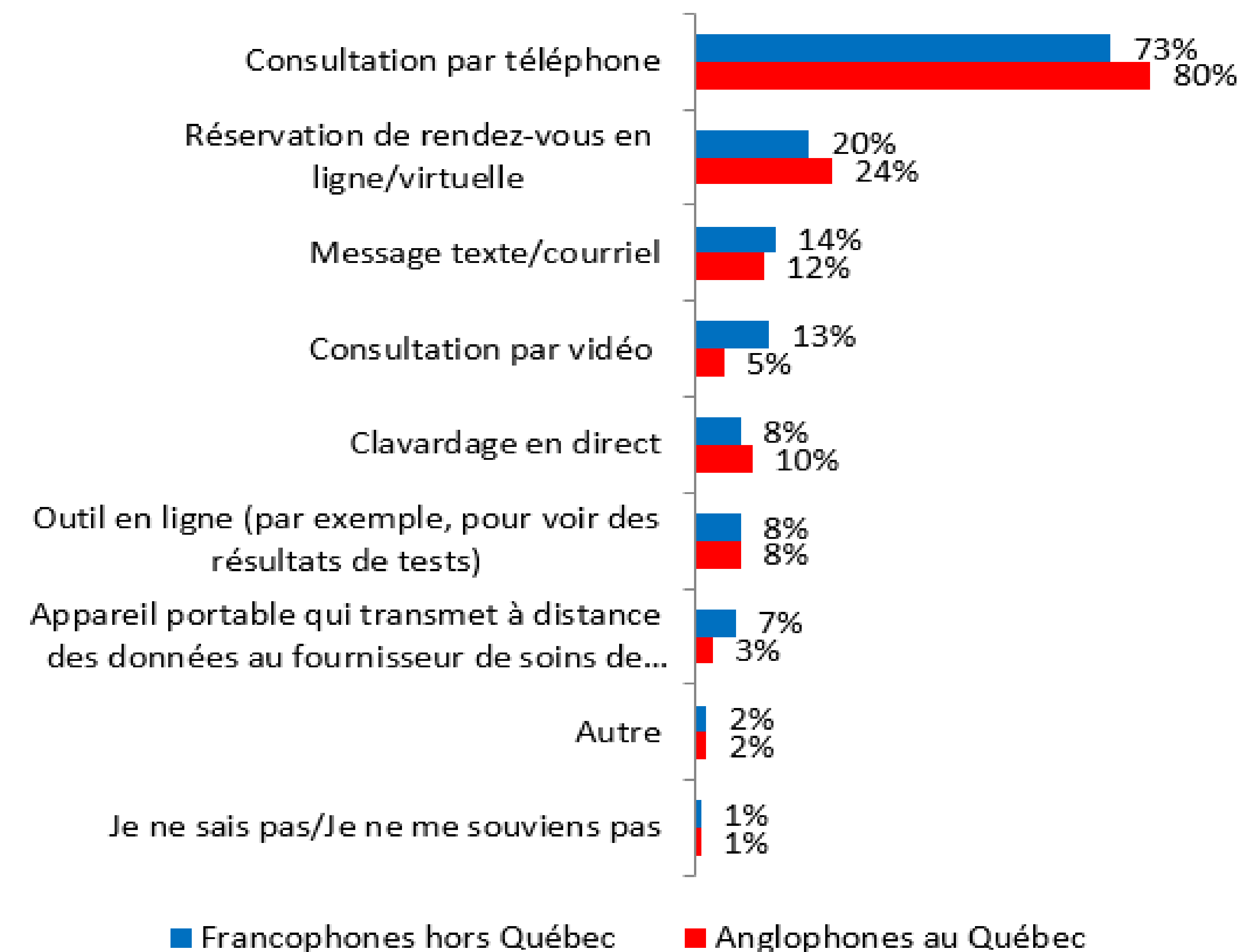
Health care providers in Quebec giving services in English



Main barriers in obtaining health services in the first official language spoken



Types de soins virtuels ou téléphoniques obtenus



Suggestions pour améliorer l'accessibilité aux services de santé dans les deux langues officielles

