

PEI Association for Newcomers to Canada



IEHP PROGRAM



IEHP Atlantic Connection

"IEHP Atlantic Connection is a consortium of the Departments of Health of the Atlantic Provinces. The mandate of the IEHP Atlantic Connection is to attract, integrate and retain internationally educated health professionals to Atlantic Canada. Production of this presentation/program/ report has been made possible through a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada or the Provinces."

Bringing People and Communities Together



The PEI Association for Newcomers to Canada (PEI ANC) is the sole community-based immigrant support organization.

We are designed to meet the inclusion and integration needs for newcomers to Canada



What Do We Do?

Programs:

- Immigrant Settlement Assistance Program (ISAP)
- Refugee Assistance Program (RAP)
- Canadian Life Skills Program (CLSP)
- Employment Assistance Service (EAS)
- Internationally Educated Health Professionals (IEHP) Project
- Immigrant Student Liaison (ISL) Program
- Multicultural Education Program (MEP)
- Programme d'établissement des francophones
- Host Program

What is the Internationally Educated Health Professionals (IEHP) Project?



- A Health Canada funded initiative to address the First Ministers' commitment to decrease wait times across Canada
- The PEI IEHP project began in January 2007



The IEHP Project



Goal of the Project:

To help IEHPs overcome barriers and find employment within healthcare

Major Objectives:

- ▶ Offer an ESL class to help with English health and medical terminology
- ▶ Offer one-on-one career counseling to help with foreign credential recognition and with the job search process
- ▶ Offer group classes on the “Introduction to the Canadian/ PEI Health Care System”



Programs and Services Provided to IEHPs



- ▶ One-on-one career counseling
- ▶ Help with credential recognition
- ▶ Advocacy and support throughout the licensure process
- ▶ ESL classes to help with English Health and Medical Terminology
- ▶ Group classes on an “Introduction to the Canadian/PEI Health Care System”
- ▶ Support groups/ Mentorship program
- ▶ MCC/ CRNE Exam study resources
- ▶ Assistance with applications for exams and residency programs
- ▶ Help creating professional resumes, CVs and personal statements
- ▶ Interview preparation

The Focus...

- ▶ Immediate employment
- ▶ To become licensed to work in healthcare
- ▶ English training, specific to healthcare professionals
- ▶ A Support Network
- ▶ Exam preparation
- ▶ Interview preparation



Employment...

- ▶ One-on-one career counseling
- ▶ Assistance creating professional resumes, CVs, and cover letters
- ▶ Interview preparation



English For The IEHP...

- There are two separate *English for the Health Professional* courses to assist with cultural, linguistic, and professional barriers
- Each course is a 65 - 80 hour multi-disciplinary program delivered over 13 - 16 consecutive Saturdays.



English For The IEHP...

- ▶ The second ESL course, focusing on **Healthcare Communication**, is now in session

- ▶ Topics include:

Connecting with Colleagues

The Language of Management

Healthcare and Patient Interactions

Medical Terminology

Communication is so Important in Healthcare



- Lack of language skills and not understanding the nuances of how we communicate in Canada are barriers to successful integration.
- Non-verbal communication, bedside manner, how we communicate a diagnosis, and even how we communicate with our colleagues are just some of the areas that can be very different in Canada.

The College of Physicians and Surgeons of Ontario reported that when complaints do come to the College, “the most common reason is communication issues”. 12

Considering Healthcare Communication Within a Canadian System ...

Disclosure

Acceptable Coworker Interactions

Eye Contact

Healthcare Jargon

Breaking Bad News

Non Verbal Communication

Canadian Workplace Culture

Persuasive Speaking

Communicating Symptoms

Hidden Agendas

Medical Teams

Verbal Communication

Pathways...

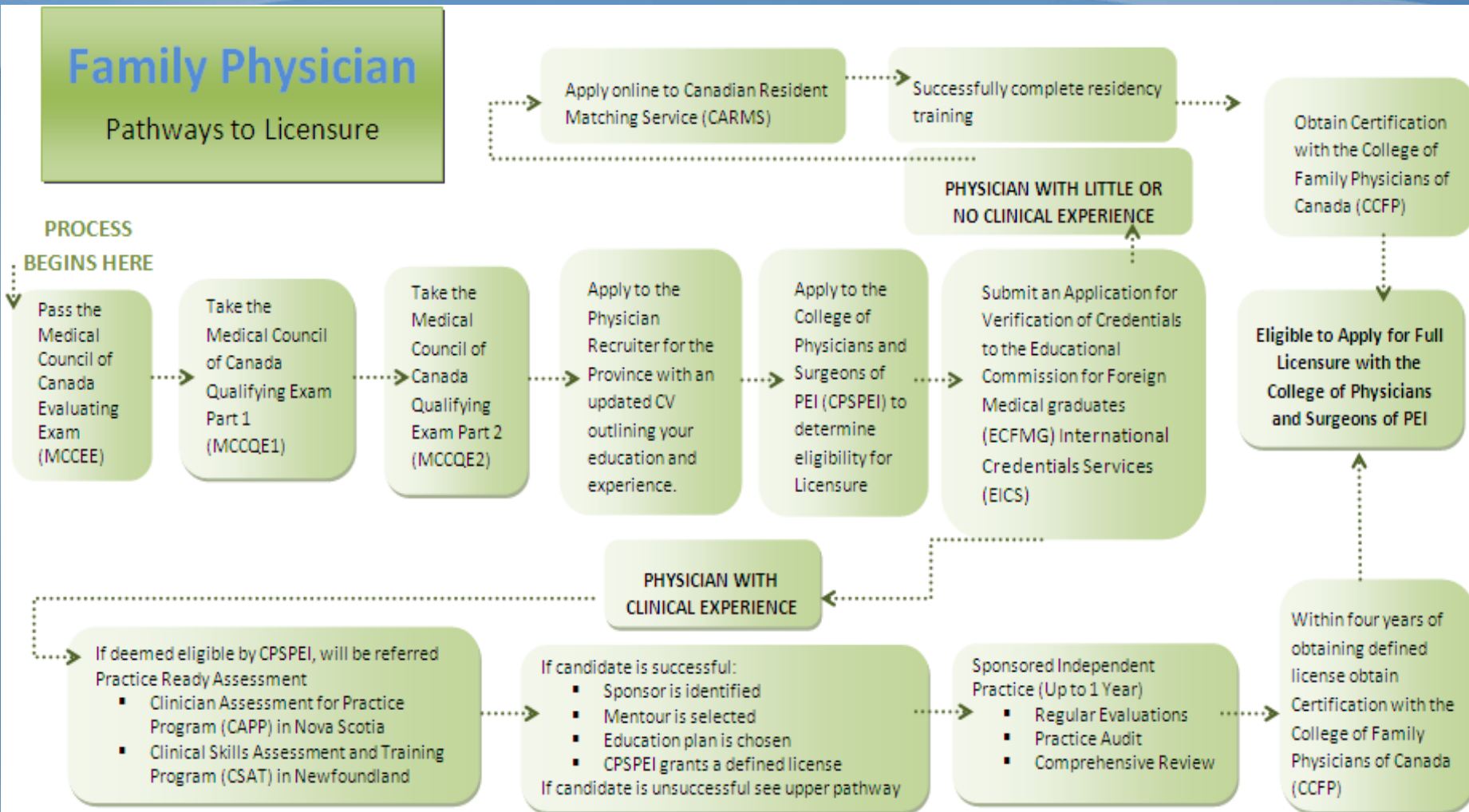


- ▶ Pathways for RN's, Physicians, and Specialists
- ▶ LPN pathway in development
- ▶ Help with credential recognition
- ▶ Advocacy and support throughout the licensure process
- ▶ Assistance with applications for exams and residency programs

Sample Pathway...

Family Physician

Pathways to Licensure



Exam Preparation...

- ▶ MCC/ CRNE Exam study resources
- ▶ Various medical and healthcare textbooks on location
- ▶ Practice exams held at the Association for Newcomers
- ▶ 7 IMGs actively practicing for exams



Support Network...

- ▶ IMG network in place
- ▶ RN network being developed
- ▶ Student network
- ▶ Class members network



New Initiatives Underway...

- ▶ English class curriculum development, *Orientation to the Healthcare system*, with a PEI context
- ▶ Reviewing the feasibility of adopting and teaching the national *Orientation* program
- ▶ Microcredit research and development model
- ▶ A PEI ANC cultural awareness presentation is underway, to voice cultural sensitivity and understanding for IEHPs already in the workforce



To Whom are These Support Services Provided?

General Practice Physician	13
Radiologist	4
ObGyn	3
Surgeon	1
Cardiologist	1
ENT Specialist	1
Pediatrician	1
Nurse	15
Midwife	1
Nurses Aide / RCW	2
Dentist	4
Social Worker	1
Medical Lab Tech	1
Traditional Chinese Medicine Doctors / Naturopaths	3
Physiotherapist	2
Emergency Medical Technician	1
TOTAL OF ALL IEHPs REGISTERED FOR SERVICES	54

The number of clients fluctuates continually as new clients arrive for services, join our courses, or move out of province

What is the loss?

3 IEHPs have moved and 2 more will move this summer.

2 more are considering moving to where they can complete their residency and enter a highly compensated rural practice.

Several will need PEI residency program in order to stay.

What have these IEHPs been doing in the last two months?

Employment

- 1 opened a Traditional Chinese Medicine clinic
- 1 began work as a Resident Care worker
- Several began the search for survival jobs

Education

- 3 graduated from UPEI's science program
- 2 are applying for medical school
- 1 was accepted into Dentistry at Dalhousie
- 1 was accepted into UPEI
- 1 was accepted into Holland College's Dental Assisting program
- 2 more are waiting on their application status for RN or LPN studies



Exams

- 1 IMG took the MCCEE in May
- 1 IEN passed TOEFL and is beginning preparation for the CRNE
- 1 Student passed CANTEST and is eligible for Holland College

Issues Faced Today

Employment

So many of our clientele are still unemployed. Issues faced are as follows: length of process, cost of process, credential review, and discouragement.

English (LINC)

The first and most critical step in success and acceptance into the process. However, English training courses through LINC run out in July and August, clients are so desperate for continual English training to help them reach the English level required and move forward on their pathway.

Specialists

Two Doctors with highly developed specialties and both are experiencing difficulties with acceptance, 1. being accepted into research while the medical process begins and 2. a DR with medical degree and studied in a specialty not recognized in Canada. Both are figureheads in their country, in their separate areas of expertise; yet, both are being turned away in PEI. So much potential and ability is sitting by the wayside.

A Final Note

Community

Who are deeply grateful to the community that outreaches to the IEHPs, through their support, many meetings, and advice in their careers.

Education

We have many IEHPs moving in and out of Healthcare programs, with much acceptance and support from both UPEI and Holland College.

Survival Jobs

The number of options for health care related positions as a resident care worker or home support worker is quite encouraging, these are possible first-step positions that could support IEHPs in their integration into healthcare.