



**COMMUNITY MATTERS TORONTO**  
neighbours helping neighbours

**CA LEVEL -1**

**TRAINING SESSION 4**

**CANADIAN HEALTH CARE SYSTEM**

# OVERALL CA TRAINING OBJECTIVES

- ✘ Understand the meaning of grass roots community work.
- ✘ Understand the skills and knowledge needed to perform the Community Assistant role and feel better equipped to be a CA.
- ✘ Have increased awareness of the terminology related to Community Work.
- ✘ Be more familiar with CW employment opportunities and the current labour market as well as Canadian work expectations/norms.
- ✘ Have had an opportunity to build connections between participants (networking) and learn together.

# SESSION 4 OBJECTIVES

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- ✘ To discuss key elements of the Canada Health Act and understand consumer rights
- ✘ To discuss the core features of the Canadian healthcare system
- ✘ To discuss promoting consumer access of the healthcare system
- ✘ To understand and discuss important guiding processes and procedures that CAs need to follow when supporting participants

# SESSION 4 AGENDA

- ✘ Welcome
  - + Objectives and Agenda
  - + Working Arrangements
- ✘ The Canada Health Act components
- ✘ Consumer Rights
- ✘ Accessing the healthcare system
- ✘ The Canadian healthcare system vs other healthcare systems in the OECD
- ✘ Access Exercise
- ✘ Wrap up



# CANADA HEALTH ACT

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- ✘ ....is a federal legislation that puts in place, conditions by which individuals, provinces and territories in Canada may receive health care or funding for healthcare services.

# MIX AND MATCH

These components and definitions are not in the right order! Read the components and definitions and draw a line to connect the **correct** definition to the correct component.

Portability

Comprehensive

Accessibility

Public  
Administration

Universality

The insured  
are covered  
equally.

The healthcare  
system is  
managed by a  
public  
authority as a  
not for profit

The insured  
can move from  
province to  
province and  
be covered

Must cover all  
health  
services  
provided by  
hospitals,  
medical  
practitioners  
and dentists?

The insured  
can rely on  
reasonable  
access to  
healthcare  
when sick or  
injured.

# CONSUMER RIGHTS

- Right to be informed
- Right to be respected as an individual
- Right to participate in decision making affecting own health
- Right to review own health care records
- Right to equal access to health care



# WHAT'S THE DIFFERENCE?

## ANONYMITY

Protection of participants in a study or report so that even the researchers or authors cannot link specific respondents with the information provided.



## CONFIDENTIALITY

The ethical principle or legal right that a physician or other health professional will hold secret all information relating to a patient, unless the patient gives consent permitting disclosure.





# LEVELS OF CARE

## Quaternary Care:

- Centre for highly specialized care



## Tertiary Care:

- Rehabilitation and health restoration
- Hospice, Palliative or end of life



## Secondary Care:

- Diagnosis and treatment



## Primary Care:

- Health promotion and illness prevention

## HEALTH PROMOTION AND ILLNESS PREVENTION

- × Public Health
- × GP/Family Dr's office
- × Community Health Centers and Clinics
- × Assisted Living Facilities
- × Home Care
- × Adult Daycare Centers
- × Community and Voluntary Agencies
- × Occupational Health
- × Hospice/Palliative Care
- × Parish Nursing



## PRIMARY CARE

## DIAGNOSIS AND TREATMENT

- × Hospitals
- × Urology
- × Cardiology
- × Dermatology



## SECONDARY CARE

- REHABILITATION AND HEALTH RESTORATION
- HOSPICE, PALLIATIVE OR END OF LIFE
- Rehab Centre
- Cardiac Surgery
- Neuro Surgery
- Plastic Surgery



## TERTIARY CARE

- **CENTRE FOR HIGHLY SPECIALIZED CARE**

- Highly specific care
- Un common diagnosis and surgical procedure
- Organ transplantation



# QUATERNARY CARE

# HOW DOES CANADA RATE? - OECD

- ✘ OECD - Organization for Economic Cooperation and Development (30 countries)

# WHAT WOULD YOU DO?

*Review your assigned scenario. Work in your group to decide how you address the problem. You can write out your suggestion or act it out! We will debrief as a group.*

Scenario 1	Scenario 2	Scenario 3	Scenario 4
<p>A 5 year old has a high fever on a Sunday at 2 am.</p> <p><i>What can the parent do?</i></p>	<p>A participant wants the CA to help them find a new specialist as they are not happy with the one they have.</p> <p><i>What does the CA do?</i></p>	<p>A senior is coming home after leaving the hospital after a stroke.</p> <p><i>How does the CA help them get mobility aids and in-home support?</i></p>	<p>There is a depressed and deteriorating senior.</p> <p><i>How does the CA get him/her support?</i></p>

# WHAT'S COMING UP NEXT?

## ✦ Cultural Health Practices

