"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
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.
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
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”.
Considering Healthcare Communication Within a Canadian System ...

- Disclosure
- Eye Contact
- Breaking Bad News
- Canadian Workplace Culture
- Communicating Symptoms
- Medical Teams
- Acceptable Coworker Interactions
- Healthcare Jargon
- Non Verbal Communication
- Persuasive Speaking
- Hidden Agendas
- 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

**PROCESS BEGINS HERE**
- Pass the Medical Council of Canada Evaluating Exam (MCCEE)
- Take the Medical Council of Canada Qualifying Exam Part 1 (MCCQE1)
- Take the Medical Council of Canada Qualifying Exam Part 2 (MCCQE2)

**Family Physician with Little or No Clinical Experience**
- Apply to the Physician Recruiter for the Province with an updated CV outlining your education and experience.
- Apply to the College of Physicians and Surgeons of PEI (CPSPEI) to determine eligibility for Licensure
- Submit an Application for Verification of Credentials to the Educational Commission for Foreign Medical graduates (ECFMG) International Credentials Services (EICS)
- Obtain Certification with the College of Family Physicians of Canada (CCFP)
- Eligible to Apply for Full Licensure with the College of Physicians and Surgeons of PEI

**Family Physician with Clinical Experience**
- If deemed eligible by CPSPEI, will be referred to Practice Ready Assessment
  - Clinician Assessment for Practice Program (CAPP) in Nova Scotia
  - Clinical Skills Assessment and Training Program (CSAT) in Newfoundland
- If candidate is successful:
  - Sponsor is identified
  - Mentor is selected
  - Education plan is chosen
  - CPSPEI grants a defined license
- If candidate is unsuccessful, see upper pathway

**Sponsored Independent Practice (Up to 1 Year)**
- Regular Evaluations
- Practice Audit
- Comprehensive Review

**Within four years of obtaining defined license, obtain Certification with the College of Family Physicians of Canada (CCFP)**
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?

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

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 healthcare 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.