Cultural diversity – our reality; improved cultural competence – our goal in Connolly Hospital, Blanchardstown
MFH: Background

- MFH project is a European initiative to promote health and health literacy for migrant and ethnic minorities.
- 12 hospitals participated in the MFH Project across Europe.
- Connolly Hospital Blanchardstown (CHB) represented Ireland.
Aim & Objectives:

Aim: to identify, develop and evaluate models of good practice for hospitals in the participating member states of the EU

- To promote the health and health related knowledge & competence of migrants & ethnic minorities
- To improve hospital services for these patient groups
Ireland as a multicultural society is a very recent phenomenon developing over the last 5-10 years.

CHB serves a catchment population of 270,000 in Northwest Dublin, which has been identified as one of the fastest growing regions in Europe.

17% of admissions non-nationals
MFH Steering Committee:

- Background work on the MFH project = the establishment of the Migrant Friendly Steering committee.

- Wide multidisciplinary representation across CHB
Staff Awareness:

- Information leaflets to raise awareness were developed for staff & patients.

- Articles were submitted to the News & Views (Hospital Newsletter) and the NAHB Journal to raise the project profile.
Process:

MFQQ & Needs Assessment

- First intervention in the overall development of Migrant Friendliness into the hospital
- Enable the committee to identify priority areas of intervention and target groups
- Opportunity to consult with migrant service users to assess their needs
- Baseline for overall project evaluation
MFQQ Assessment

- The Migrant Friendly Quality Questionnaire (MFQQ) was conducted at baseline and on completion of the project by the Migrant Friendly Steering committee.

- The results were fed back to the LBI and compared in a matrix with our European partners.
Needs Assessment (NA):

- Both staff & migrant patients needs in CHB
- 11 Depts
- Indepth interviews with Heads of Dept
- Interviews with medical & nursing staff
- Indept interviews with Migrant Patients who had experience as an inpatient in CHB
Simultaneously, the Swiss Federation for the study of Migration conducted a literature review of models of good practice in promoting health and health literacy of migrant patients.

Results from the partner hospitals NA were submitted to LBI for European cross analysis.
Needs Assessment Results:

- Language/communication barriers
- Lack of timely access to translators
- Cultural barriers
- Lack of written information in common foreign languages

- The LBI identified three areas of intervention based on the needs assessments and the review of models of best practice
Three areas of intervention:

- **Sub project A:** Improving Interpretation in Clinical Communication
- **Sub project B:** Culturally and Linguistically adequate Information and Education in Mother and Child Care
- **Sub project C:** Improving Cultural Competence: Training Hospital Staff for Providing Cross Cultural Health Care
Sub Project A (SP A): Improving Interpretation in Clinical Communication

Aim of SPA:

- Increase the number of encounters provided with assistance of a medical interpreter
- To decrease the use of ad hoc interpreters (family members, friends, other patients, non-qualified staff)
- To improve the timely delivery of interpreting services
How to achieve the aim?

- Use 4 models depts - Emergency Dept, Patients Accounts, Out-Patients Depts, Diabetic Day Centre
- Various strategies were presented
- In-house employee language bank
- Employment of interpreter(s)
- Contracting interpreter through an outside agency
SP A: The Intervention

To optimise processes in existing interpreting services the SPA Group decided to:

- Assess the quality of the interpreting services we use in CHB – representatives from the SPA group conducted interviews with both agencies.
- Review recruitment procedures, screening of interpreters, language proficiency testing, training provided, code of conduct and confidentiality contracts
To raise staff awareness of how to access the interpreting service

To provide staff and patients with a resource to assist in brief interactions
The resource file comprised of:

- Guidelines for staff to access the interpreting service
- Evaluation forms to assess the effectiveness and quality of the interpreter
- Confidentiality forms
- Point to talk sheets for staff in three languages
- Point to talk sheets for patients in 19 languages
- Pictographs with text in 11 languages
SP A Evaluation:

- SPA was implemented from March 24\textsuperscript{th} – July 9\textsuperscript{th} 2004
- 160 pre-intervention questionnaires - 106 returned
- 61 post intervention questionnaires were returned
SP A Results:

- Most common foreign languages presenting to CHB are Romanian, Bosnian, Russian, African Languages, French and Arabic.
- 9% increase in the use of professional interpreting services either face to face or over the phone
- 11% decrease in the inappropriate use of a child under 18 brought by a patient to interpret
SP A Results:

- 10% increase in staff satisfaction with the quality of the interpreting service offered by the hospital

- 28% of staff felt that their work situation had improved through the implementation of the resource file
Sub project C (SP C):

Improving Cultural Competence: Training Hospital Staff for providing Cross-Cultural Health Care

- 4 model depts: Cardiac Diagnostics, X-Ray Dept, Cypress & Cherry Ward, Vascular Dept
Course Content

- The LBI presented a 10-hour training programme
- Provided for staff in four modules
- Training broadly covered three areas:
  - Awareness
  - Knowledge
  - Skills
Sub project C: Needs Assessment

- Brief needs assessment in the model depts was carried out to facilitate decision making concerning…
- Specific problems of staff
- Scope, design and content of the training
- Pre & Post Training session evaluation
Cultural Competence Training Programme

- Commenced on Feb 18th and was provided until April 8th 2004
- Two programmes were provided
- 22 staff from the four model depts attended
SP C: Evaluation & Benchmarking

- Five criteria were assessed
  - Feasibility/acceptability of training
  - Quality of the training
  - Cost effectiveness
  - Sustainability
  - Effectiveness of training

- Using documentation sheets completed by sub project manager
The effectiveness of the training was evaluated using a standardised instrument based on the Clinical Cultural Competency Questionnaire provided by project experts.

Measured changes in
- self-rated knowledge, awareness, skills, and comfort level among participants pre & post training.
Pre & Post Evaluation

- Pre Training evaluation was carried out at the beginning of module one

- Post questionnaires were disseminated on completion of the 10 hour training
Results of SP C

- 75% of participants were very satisfied with the training provided.
- An increase in participant’s awareness of the influence of culture on peoples' self and others perception and behaviour has been illustrated.
- An increase in participant’s self-perceived knowledge on subjects of cultural diversity.
Results of SP C

- Improved their skills for appropriately, effectively, efficiently and sustainably handling of diversity as a result of the cultural competence training.

- Participants comfort level within cross cultural encounters and situations also increased.
Results of SP C

- 91% stated that the cultural competence training had "quite a lot" or "very significant" impact on their everyday practice.

- 75% increase in staff interest in cultural competence.
Overall Organisational Impact:

- The final MFQQ assessment indicates that CHB has made improvements in a number of areas
  - Availability of interpreting services at the hospital
  - Patient education/ health promotion / empowerment
  - Internal and external marketing of MFH
  - Provision of cultural competence training for staff
Next Steps:

Locally within CHB:

- To extend both SP A & SP C to all departments throughout CHB.

- To work with HR Dept on new project “Equal at Work” to reduce barriers/promote integration towards a multicultural workforce.
Regionally:

- Work with regional partners Health Services Executive – ER regarding the Regional Health Strategy for Ethnic Minorities
Nationally:

- In collaboration with the Irish National Health Promoting Hospitals Network and Galway Regional Hospitals - develop Irish HPH Cultural Diversity Initiative
- To facilitate dissemination of MFH project throughout Irish Hospitals
European:

- Collaborate with European partners in developing European Migrant Friendly Culturally Competent Health Care Taskforce
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