Outcomes of the Migrant Friendly Hospitals Project

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Goals and Strategies of the MFH Project

Moving migration and cultural diversity higher up on the agenda of European hospitals and health policy by conducting a project with Pilot Hospitals in 12 countries

- Identifying problems and solutions
  - Needs Assessment, Assessment of diversity related organisational Quality (MFQQ)
- Implementing and evaluating model solutions
  - Interpreting Services, Health Promotion in Mother and Child care, Staff Training
- Developing European recommendations
  - Amsterdam Declaration
- Disseminating experiences, results, recommendations
  - www.mfh-eu.net
mfh – 12 European Pilot Hospitals

AT  KA  Vienna, Austria
    Kaiser-Franz-Josef-Spital
    Immanuel-Krankenhaus GmbH,
    Rheumaklinik Berlin-Wannsee,
    Berlin, Germany

DE  DK  Kolding Hospital, Velje-Kolding, Denmark

EL  Hospital "Spiliopoulou Agia Eleni",
    Athens, Greece

ES  Hospital Punta de Europa,
    Algeciras-Cádiz, Spain

FI  Turku University Hospital, Turku, Finland

FR  Hôpital Avicenne, Paris, France

IR  James Connolly Memorial Hospital,
    Dublin, Ireland

IT  Presidio Ospedaliero della Provincia di
    Reggio Emilia, Reggio Emilia, Italy

NL  Academic Medical Center,
    Amsterdam, The Netherlands

SV  Uppsala University Hospital,
    Psychiatric Centre,
    Uppsala, Sweden

UK  Bradford Hospitals NHS Trust,
    Bradford, U.K.
Strengthening political impact by collaborating with “Supporting partners”

- European Commission, DG Health and Consumer Protection
- Bundesministerium für Bildung, Kultur und Wissenschaft (BMBWK)
- Pilot Hospitals
- Health Promoting Hospitals Netzwerk (HPH)
- WHO – European Office for Integrated Health Care Services
- International Organisation of Migration (IOM)
- International Labour Organisation (ILO)
- International Alliance of Patient organisations (IAPO)
- International Union of Health Promotion and Education (IUPHE)
- Migrantsrights International
- Pharos
- Standing Committee of the Hospitals of the European Union (HOPE)
- United for Intercultural Action
Working definition of “migrant friendliness” – cultural competence

• Acceptance of people with diverse backgrounds as principally equal - equality
• Attention to different needs of people with diverse backgrounds - equal opportunity
• Compensation of disadvantages to enable people to participate – equal opportunity

• These principles refer to patients, their relatives/ visitors and hospital staff
Outcomes (Impact)

- Health Policy - political
- Hospitals and Health Professionals - technical
- Networking - organisational
Outcomes for Health Policy

- Amsterdam Declaration supported by many international organisations
- European Union – European Commission provides positive reaction on project results
- On the European level: A good start, but needs to be followed up!
- On the national / regional level: no research, hypotheses: A mixed picture – related to the problems that Europe currently has with issues of diversity, migration and integration
Outcomes for Hospitals and Health Professionals: Successful projects

- Subproject A: Improving interpreting in clinical communication
- Subproject B: Migrant-friendly information and training in mother and child care
- Subproject C: Staff training towards cultural competence: Enabling hospital staff to better handle cross-cultural encounters
- The overall project: Developing migrant-friendly hospitals

Results
- Knowledge-based and practical solutions could be identified
- In most participating hospitals, it has been possible to implement solutions; evaluation demonstrated changes in expected direction
- Differences between hospitals as well as experiences could be used to better understand problems and supportive factors
Outcomes of the overall project: Developing migrant-friendly hospitals

How to put diversity competence/ cultural competence/ migrant-friendliness on the agenda of hospital organisations – and how to keep it there?

- Get attention and support from management
- Do a baseline of the hospital’s state of development (e.g. by using the Migrant Friendliness Quality Questionnaire MFQQ)
- Do a Needs Assessment (for raising attention AND planning)
- Develop an action plan
- Get support from the outside
  - health policy,
  - local communities
  - other hospitals, hospital networks)
- Develop Action in specific areas
- Monitor progress
- Introduce MF as criterion in everyday quality management
Outcomes for Networking

- MFH has been established as permanent issue in the HPH network
  - presentations, posters, workshops already at 3 International HPH conferences – and more regional/ national
  - MFH task force

- MFH in National/ Regional Networks
  - part of conferences (Italy!), even projects in the networks

- Networking with other experts from Europe and abroad facilitated by the project

- Comprehensive Action Plan of the task force to secure ongoing input for international, national and regional HPH networks
Further Information on MFH Outcomes

http://www.mfh-eu.net