Migrant Friendly Hospital,
an example for good practice

A training place in nursing for refugees/migrants as an important step in intercultural orientation

A project in cooperation with TransKom, The European Union and the German Ministry of Economy and Employment
Chairman of the supervisory board

Pfarrer (Reverend) Heinrich Bücker

Board of directors:

Heinrich Röwer
Managing director

Dr. med. Thomas Ziegenfuß
Medical director

Klaus Armonies
Technical director

Oliver Wittig
Nursing manager
Facts and numbers

Financial volume of the St. Josef Krankenhaus GmbH per year 55 million Euro

Number of employees 1150

Number and distribution of training places:

30 training places in nursing (the training takes place in co-operation with the nursing school at the St. Bernhard Hospital in Kamp Lintfort)
2 training places in old person care,
4 training places in the administration

The St. Josef Krankenhaus GmbH is member of the Clinotel hospital group.

The St. Josef Krankenhaus is member of the Network of Health-Promoting Hospitals of the WHO.

The St. Josef Krankenhaus GmbH is member of the transnational group Euregio Rhine- Waal'.
Overview

475 beds in the general hospital
116 treatment places in the residential home for the elderly
100 beds acute rehabilitation
20 treatment places on the geriatric day ward
25 beds on the short term ward
12 treatment places on the day ward
7 beds in our hospice

= 755 beds and treatment places altogether

+ Mobile nursing
+ Planning and construction management Ltd
The Project

1. Sociodemographical facts
2. The influence of the migration on the health
3. Healthcare for migrants
4. Managing Diversity
5. Important points of the interkultural orientation of health- and social institutions
6. Recognition of the traps of communication
7. Starting point leading modell
8. Starting point Integration
9. Starting point Training
10. Realisation
11. Outcome
12. The next steps
1. Sociodemographical facts

- Since 1950 15 Mill. people came from other countries to Germany
- 2004: 6.7 Mill. foreign people live in Germany
  - 1.8 Mill. Turkish, 35% were born in Germany
  - Ca. 1 Mill. refugees, 140000 of them don't know how sure their stay in Germany is.
- Ca. 800000 are over 60 years old migrants
2. The influence of migration on health

• Health Risks: Minority Status, Social Barriers, Psycho-social Difficulties
• Migrants bring both, higher and lower risks for special diseases and keep them
• Family and ethnic orientation can be a health resource.
3. Healthcare for migrants

- Low vaccination rate with children.
- High maternity death rate.
- Migrants are using more often emergency ambulances.
- Barriers because of language- and information problems. Different points of view on different diseases.
- Besides that there is only little data on the health status of migrants and refugees.
4. Managing Diversity

• Differences are normal and not exceptional!

• If diversity is recognized and effectively managed, it can be a positive potential for the organisation.

• „Only some diversity is not possible“ (Maria Schwarz-Wölzl, Wien 2005)
5. Important points of the interkultural orientation of health- and social institutions

- Same entrance possibility for migrants to all healthcare services. (also preventive and health promoting)
- Development of effective structures that are orientated on the life and needs.
- Same entrance possibility for migrants to jobs and employment. Same career opportunities.
- Development of equal team structures. Using the diversity for synergy effects. Recognizing different problem definitions and solution strategies.
- Increasing intercultural competence of all employees.
6. Recognition of the traps of communication: Members of the majority population

- Arrogance
- Idealization
- Devaluation
- Blaming maladaptation for communication problems
- Exclusion
Recognition of the traps of communication: Members of the minority population

• Overreaction
• Blaming the ignorance and arrogance of the majority for communication problems
• High expectations to the majority and their understanding.
7. Starting point leading model

• Creating a guideline for anti discrimination and the intercultural opening as a common standard for everyone and every unit in the organisation.
8. Starting point Penetration

• The realisation of the aim „equality of migrants and intercultural opening“ should be established in all areas of work and on all levels of the organisation. It is a management task.
9. Starting point Training

- The organisation wants to prove that young migrants can be successfully integrated and qualified in a professional training.
10. Realisation

• At March, 4th 2006 a young migrant started a professional training in nursing at St. Josef Hospital Moers.

• The practical training is held in St. Josef Hospital Moers

• The theoretical training is realized by TransKom in the Training Institute for Healthcare Professions (BIG) in Essen for 22 migrants (from different hospitals)
Realisation

• The trainees are supported in all administrative questions and problems with authorities and also in questions of the training and in case of familiar problems by a social worker.

• There are meetings with all trainers of the participating hospitals to discuss the level of training, the life circumstances of the trainees and questions of intercultural competence in nursing.

• BIG is supporting the learning by trainee-specific case discussions.
11. Outcome

- The Hospital aims to prove that young migrants can be successfully integrated and qualified by a professional training.

- 8 out of 22 trainees broke up the training.
  - Reasons: health problems, problems in the family, problems in the trial period

- The trainee in the St. Josef Hospital Moers could end the training successfully. She contributed to the intercultural orientation of the hospital.
12. The next steps

• Developing more training possibilities and support the possibilities for employment for young asylum seekers and refugees in the healthcare and social sector.

• Developing the intercultural orientation in social and healthcare working places.

• Improvement of healthcare support and social services for refugees, asylum seekers and migrants.
Thank you for your attention

Oliver Wittig

more Info:

www.st-josef-moers.de
www.transkom.de