

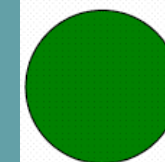


CONSENSUS CONFERENCE for establishing a European level Migration Health Database

Pécs, 07-08 October 2019

The migrant-friendly approach: collecting evidence on equity in healthcare provision

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International Network of
HHealth
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How do we make health care services accessible and responsive to the diverse migrant needs?

Whole organisational approach

- *In the past, efforts typically focused on enhancing the “**cultural competence**” of the **individual** caregiver, but experience has shown that this has little benefit if nothing is done to change the rest of the **organisation**”.*

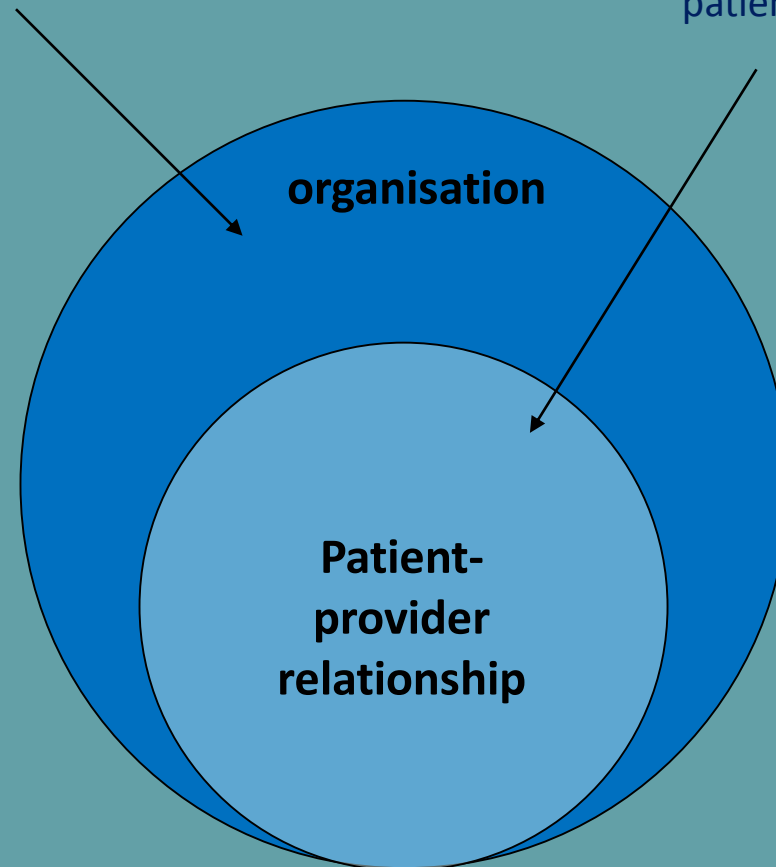
World Health Organization (2010). How health systems can address health inequities linked to migration and ethnicity. Copenhagen, World Health Organisation Regional Office Europe.

A culturally competent/ diversity-sensitive healthcare service

Within the organisation:

The ability of the healthcare organisation to meet needs of diverse patients population, with, as follows:

- Sensitivity to diversity in service planning and quality assurance
- Top management support
- Interpreting and intercultural mediation services available
- Ongoing staff training on cultural competence / diversity sensitivity
- Monitoring and evaluating the quality of care for migrants
- Engaging migrant users and communities



Within the clinical encounter:

The ability of a provider to understand and value diversity and build an effective relationship with a patient, as follows

- Taking into account individual and family characteristics, experiences and situation
- Respecting patient beliefs, values, meaning of illness and preferences
- Building a rapport based on trust
- Finding common ground
- Being aware of ones own biases and assumptions
- Being aware of inequities and discrimination affecting migrant groups

Migrant-friendly hospitals and health services

What is a migrant-friendly hospital?

- Accepting “migrant friendliness” as an essential principle of the organisation’s quality policy
- Developing sensitivity and responsiveness to diversity
 - in the diverse needs of patients
 - in the diverse needs of staff
- Developing specific competencies among staff
 - to work with a diverse population (Cultural competency/Difference sensitivity)
 - for staff members with diverse background
- Developing specific policies and plans in the organisation
 - for service adaptation to sociocultural diversity (Culturally competent/Diversity sensitive care)

↓
MFH =
Patient orientation

↓
MFH =
Staff orientation

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MFH =
Service adaptation

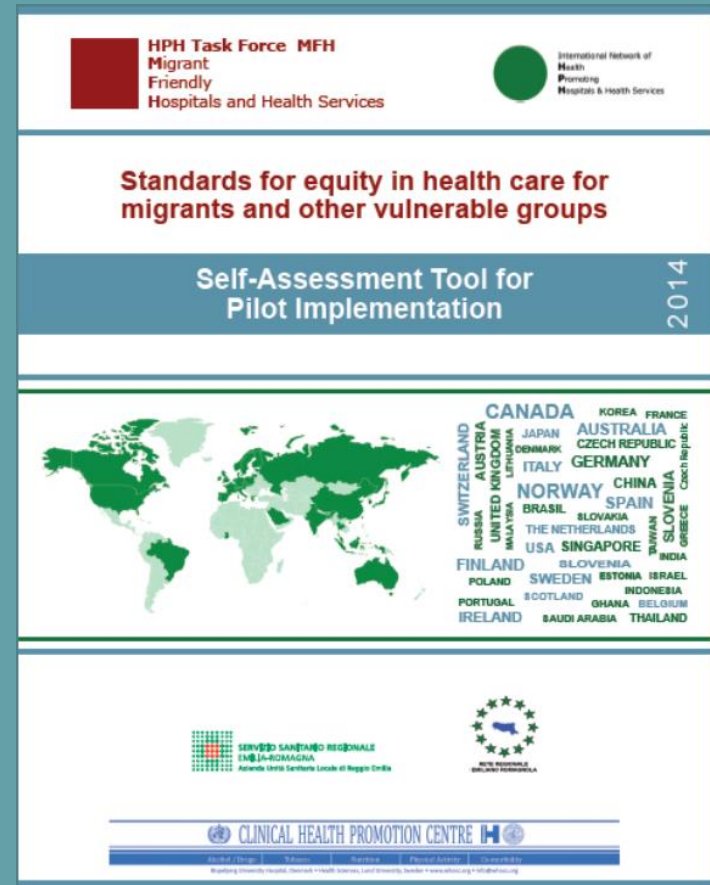
**Improving the quality of care for refugees and migrants –
quality for all patients will be improved (person-centred care)**

Adapted from MFH project

What data should be collected to demonstrate diversity sensitivity in healthcare service delivery?

Standards for Equity in Health Care for Migrants and Other Vulnerable groups

- Self-assessment tool containing a set of standards that health care organisations can use to assess effectiveness and level of implementation of equity interventions.
- STD1 Equity in policy; STD 2 Equitable access and utilisation; STD3 Equitable quality of care; STD4 Equity in Participation; STD5 Promoting equity.
- The tool allows organisations to identify gaps, develop improvements and benchmark progress.



Available in English, Norwegian, Dutch, French, Spanish, Italian and Finnish

The Equity standards are available at: <http://www.hphnet.org>

Why equity?

Cultural Competence



Sensitivity to Diversity

Cultural competence: Focus on culturally specific habits, belief and needs → Health policies focused on providing specialized health care services for migrants and ethnic minorities.

Diversity sensitivity: Focus on the awareness of diversity and intersectional character of social inequalities → Health policies focused on reducing transversal and interconnected social inequalities.

INTERSECTIONALITY

Specific services responding to the needs of single target groups



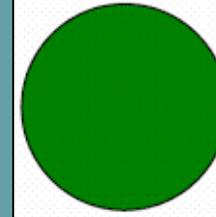
Services responding to the needs of individuals and groups identified by intersecting multiple dimensions of diversity

Suggested domains and indicators for measuring the adaptation of health services to diversity

MAIN DOMAINS	INDICATORS
EQUITY IN ORGANISATION POLICY	<ul style="list-style-type: none"> • Sensitivity to diversity in service planning and quality assurance • Analysis of data on service use of migrants and other vulnerable groups • Provision of staff training (management) on diversity sensitive service delivery • Workforce policy sensitive to diversity
EQUITABLE SERVICE ACCESS AND UTILISATION	<ul style="list-style-type: none"> • Availability and accessibility of services • Use of interpreting and communication support services • Administrative solutions to legal barriers
EQUITABLE QUALITY OF CARE PROVISION	<ul style="list-style-type: none"> • Inclusion of information on social context, migration status, language needs, gender and sexual orientation.. in medical records • Equity related characteristics integrated in care practices and plans • Discharge procedures sensitive to diversity
EQUITY IN SERVICE USER PARTICIPATION	<ul style="list-style-type: none"> • Identification of interested users including those at risk of exclusion • Engagement of users and groups in service planning, delivery, evaluation
PROMOTING (ADVOCATING FOR) HEALTH EQUITY	<ul style="list-style-type: none"> • Sharing information with other service providers • Partnerships & intersectoral collaborations



HPH Task Force
Migration,
Equity &
Diversity



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Information and documents

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