Hospitals in a culturally diverse Europe

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Transcultural Change:
A Challenge for the Public Health System

Dagmar Domenig, PhD
Head of Training and Health Promotion Unit
Transcultural Change...

Migration

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Violation of patients’ rights
Lack of information
not taking the patient’s opinion into account
Misdiagnoses
wrong treatment
no discussion

Language barriers
cultural stereotypes
Prejudices
Discrimination
Racism

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Transcultural skills are the ability to realize, to comprehend individual circumstances according to the specific situation in various contexts and to develop appropriate treatments from this understanding. (Domenig, 2001)
Individual development of transcultural skills by means of further training (behaviour change, bottom up)

Structural and institutional implementation of transcultural skills throughout the institution, at all levels and in all sectors (conditions change, top down)

Migrant-friendly hospital

Transversal task
| Self-awareness through one’s own background and life experience |
| Change of perspective |
| Respectful attitude |
| Avoiding cultural stereotypes |
| Background knowledge (migration, integration, medical anthropology, etc.) |
| Transcultural communication |
| Medical history transculturally taken |
| Professional knowledge and expertise from a transcultural perspective |
| Transcultural organizational development |

| Rejection of transcultural issues |
| Racist and discriminatory remarks among staff |
| Prejudices and cultural stereotypes instead of background knowledge |
| No interpreters, no information brochures in migrants’ language |
| No acceptance of greater time consume for consultations |
| No adaptation of structures and organizational procedures |
| No recognition of transcultural commitment |

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**Migration**

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Situation analysis

Adaptation of documents such as guidelines, concepts, etc.

Employment and promotion of health professionals with migration background

Information through professional interpretation and documentation in the languages of the migrant population

Training at all levels

Measures, initiatives, kick-off

Implementation phase migration sector
...a challenge for the health-care system