

# migrant-friendly hospitals

**Papersession MFH SPC Amsterdam Dec. 2004**

## **Contribution by Corrado Ruozi**

I wish to give you a short information about our Italian experience. My name is Corrado Ruozi and I am the manager of subproject C.

The training course has been carried out at the hospital of Guastalla, one of the five hospitals of our local health service. This hospital was chosen for this test because the rate of foreign resident is the highest in the area of our province (about 8%). The course has been addressed to the staff of three wards: emergency, paediatrics, obstetrics – gynaecology.

On the basis of need assessment , referring to the general survey carried out at the start of MFH project and to a meeting with the heads of the involved wards, it has been decided to focus the course on intercultural health care with a specific part on stereotypes and prejudices. The course was divided in two day for a total of 14 hours. In all seventeen operators, with different profession, attended it. The most reached results was been, from the participants point of view, the possibility to give a meaning to the daily behaviours of foreign patients. On the other side the critical points was two:

- The training time was been to short for reaching results so complex
- The training about cultural competence is important if in the practitioners mind is strong the idea that the relationship with the patients and is family is an important part of the care process and the patient is not only a sick body: about this consideration is necessary to work again very much.

An example: the cultural mediator was been thought like the solution of every problem, but to day, that the service is open, its utilize is very low. At the last we have made this educational didactic dossier as a support of the course.

If someone is interested it is possible to have one at my e-mail address:

[Corrado.ruoz@ausl.re.it](mailto:Corrado.ruoz@ausl.re.it)

Thank you very much for your attention

Dr Corrado Ruozi  
Manager of Development of Human Resources  
Reggio Emilia Local Health Service  
Italy

