

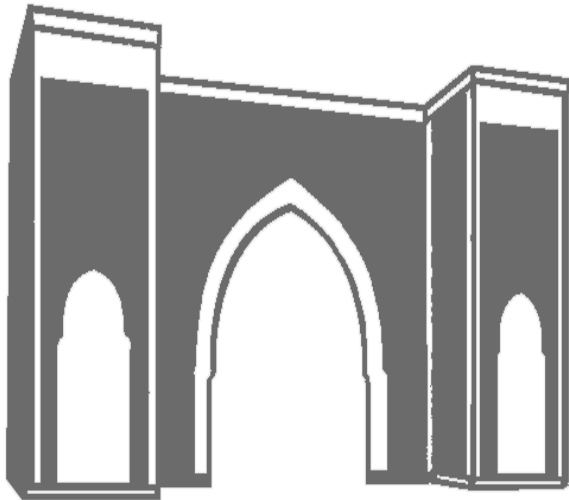
Staff training towards cultural competence : experiences and results from the MFH project

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on behalf of the

**MFH-group Avicenne
hospital**

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Avicenne Hospital

- University hospital
- 550 beds
- History of care to migrants
- Located in a « poor » suburb close to Paris in an area with ~25% of migrants
- 50% of patients migrants from 82 countries (75% in the tropical diseases dpt)
 - 68 ≠ languages (translation service)
 - Africa, Asia (China, Indian sub-cont., Sth America)
- illegal, no SS pts

Difficulties to face

- Economic & social problems ++
 - jobless, homeless ++
- Communication problems
- Specific medical problems
 - chronic diseases (TB, HIV-AIDS, diabetes...)
 - late diagnosis (health = not a priority)
 - compliance & follow up
- (« cultural » difficulties)
 - Rare !
 - Ex: blood samples, care to Muslim men/women

Difficulties to face

➔ « non-adaptation » behaviours of the staff to cultural differences !!!!

« the hospital rules are the same for everyone »

↳ question : patients have to adapt to the hospital or... the reverse ???

Training programme

- ➔ Knowledge is the first step for understanding and acceptation of « cultural » differences
- Integrated in the hospital training program
- Strong support from the hospital direction
- Initially : « transversal » to the hospital and the staff

Design of the CC training

- Step 1 : « basic » sensitisation to cultural diversity
 - sub-Saharan African cultures ++
 - Session 1 (3-hours) :
 - history of (recent) immigration in France
 - Basic knowledge on social organisation of Africans in Africa and in France
 - Basic knowledge on disease anthropology
 - ½ time : learning by case studies
 - Ex: pt refusing blood sample, Muslim refusing body care by an aide-nurse, pt taking traditional medicine, 15 visitors for 1 pt !
 - Session 2 (3 hours)
 - Disease anthropology
 - Suffering in African cultures (ex: no word for sadness in Bambara...)
 - Common psychiatric problems (depression..)

Results !

- Poll before : enthusiasm !
 - ➔ ~20 pre-registered
- In fact : 7 attendants (very pleased !!)
 - Staff contraction ?
 - Start of the holidays period ?
 - Motivation ? (the same for all trainings !!)

correction !!

- No more « transversal » design !!
- Training for each department
- Shorter sessions (2 x 2 hours)