



Task Force on the Migrant-friendly Hospital in the framework of the WHO Network HPH For the development of intercultural health care



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Coordinating Centre of the Health Promoting Hospitals Network of
Emilia-Romagna, Italy

Hospitals in a culturally diverse Europe.
9-11 December 2004, Amsterdam



The international network of HPH

POLICY AND PRINCIPLES:

Ottawa Charter for Health Promotion, 1986;
Ljubljana Charter on Reforming Health care,
1996;

Vienna Recommendations on HPH, 1997



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SCOPE AND PURPOSE:

to improve the quality of care by supporting
the provision of health promotion, disease
prevention and rehabilitation activities in
hospitals.

(WHO HPH Infopackage 2001)

Distribution of HPH in Europe



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COORDINATING CENTRE OF THE HEALTH PROMOTING HOSPITALS REGIONAL NETWORK OF EMILIA-ROMAGNA - ITALY - LOCAL HEALTH AUTHORITY (AUSL) OF REGGIO EMILIA

HPH strategies

The HPH activities encompass a number of working groups, task forces and national/international conferences:

- Working group on standards for health promotion in hospitals;
- Working group on putting HPH policy into practice;
- Task force on health promotion for psychiatric services;
- Task force on health promotion for children and adolescents;
- Task force on **Migrant-friendly Hospitals**;
- The next International Conference on HPH will take place in Dublin, Ireland, May 18-20, 2005.



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Why a Task Force on MFH?

- To strengthen the focus on *ethno-cultural* diversity with a health promotion approach;
- To promote good health through sharing of good policies and practices;
- To provide a framework for the development of policy and practice of hospital and health services in the area of intercultural care
- To drive change through research and developmental activities;
- To foster cooperation and alliances between internal and external networks.



Feedback on the draft document

1. To monitor, evaluate and improve outcomes of the MFH project;
2. To single out a set of concepts and principles in order to give a referral framework to the intercultural hospital (MFH)
3. To provide a stronger focus on the need for research and evaluation:
 - intercultural communication on a reciprocal level
 - development of policies and practices
4. To ensure coordination of the proposed working groups;
5. To create a hub of networks of other organisations;
6. To find a way to involve minority ethnic groups (and politicians);
7. To enhance migrant/ethnic groups as a resource (alternative medicine) and an asset (economic development)
8. To define terms of reference for the TF

Aims of the Task Force on MFH

1. To create a framework for continuity after the conclusion of the current MFH project (03/2005);
2. To share and disseminate best practice: e.g. MfH project outcomes and materials (translations, reviews, effective interventions, reports..)
3. To support participant organisations in developing policies and practices **within the framework of the MFH Recommendations**;
4. To foster innovations in policies and practices by encouraging research and evaluation activities;
5. To promote continued visibility for the concerns of *ethno-cultural* diversity in workshops, conferences....;



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Actions of the Task Force on MFH

1. Continuation of the MFH project
2. Definition of shared principles and concepts
3. Support the implementation of MFH Amsterdam Declaration
4. Develop research and evaluation activities
5. Participation in conferences, publications
6. Dissemination of knowledge, policies, best practices



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Continuation of the MFH

OVERALL ORGANISATIONAL DEVELOPMENT

Intervention

Improve MF within core processes of hospital services + establish a MF support system by integrating MF in the quality system

Evaluation instrument

The Migrant Friendliness Quality Questionnaire MFQQ

IMPROVING QUALITY OF SERVICES IN SELECTED AREAS

Interventions:

- A. Improving interpreting for clinical communication
- B. Providing patient information and education for managing a specific condition: mother and child issues after birth
- C. Improving the cultural awareness and cultural competence of hospital staff through training and personnel development

Evaluation instrument

Staff/patients questionnaires



Definition of shared principles and concepts

BASIC PRINCIPLES OF THE MFH PROJECT

1. **Acceptance** of people with diverse backgrounds as equal members of society
2. **Attention to / awareness** of different needs of people with diverse backgrounds and service development to take account of specific needs related to diverse backgrounds - equal opportunity
3. **Compensation** for particular differences hindering participation and integration (in an empowering and enabling way) – equal opportunity

PROPOSAL

1. More and more detailed principles and concepts are needed.
2. Definitions of the “idealistic intercultural hospital”



Support the implementation of MFH Amsterdam Declaration

AREAS OF CONCERN:

- 1. Organisational quality and development**
 - Target group: Hospital owners/Management/Quality
- 2. Professional training and development**
 - Target group: Staff/Health professionals
- 3. Patient and community empowerment**
 - Target group: Actual/potential Users/Community representatives
- 4. Policy and service development**
 - Target group: Health policymakers/Administrators
- 5. Research and innovation**
 - Target group: Health scientists

Develop research and evaluation activities

PROPOSALS:

1. Development of standards and indicators (EU project, call for proposal 04/2005 ?)
2. Intercultural communication on a reciprocal level (how do relations work out)
3. Development of innovative policy and practice
4. Development of systematic evidence
5. Theory building
6. ????????????
7.



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COMING EVENTS:

1. **Swedish HPH national conference (04/2005): Paper(s) on intercultural psychiatry? Present the TF? (Ref. Manuel)**
2. **International HPH conference, Dublin (18-20/05/2005): Possibility to organise a workshop/paper session/posters (Ref. Ann O’Riordan)**
3. **European IUPHE conference, Stockholm (06/2004): Paper session? (Ref. John + Caroline)**
4. **????**
5. **.....**



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Dissemination of policies and practices

1. MFH web site:

- Public level
- Internal level (for participants in the TF)
- Local level (for single participant in the TF)

2. HUB of networks of others organisations that have an interest in the field

3. ?????

4. Publication: Review of the Italian Health Sociologists Association.

5.



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Proposed infrastructures:

- A **steering group** to plan and coordinate actions;
- An **epistemic community** addressing the areas of concern identified by the MFH Recommendations through research and developmental activities;
- **5 working groups** to act as links with the 5 targeted stakeholders, to implement actions.
 - Hospital owners/managers/quality managers
 - Staff/Health professions
 - Patients/Potential patients/Community representatives
 - Health policymakers and administrators
 - Health scientists and researchers
- A **hub of networks** of other organisations that have an interest in tackling socio-ethnic inequalities.
- **MFH Web site** for communication and dissemination;



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Why an “epistemic community”?

1. To bring together a group of practitioners, managers and researchers with recognised expertise and competence in the field;
2. To create a community of professionals with shared principles and beliefs able to develop **policy-relevant** knowledge and practice;
3. To analyse problems, validate knowledge and best practice and disseminate them to the network of participants.



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Roles

1. **Steering group** (management level): to lead and coordinate actions; to decide and organise activities (projects, workshops, conferences).
2. **Epistemic community** (scientific level): to undertake research and developmental activities to support the implementation of MFH recommendations.
3. **Working groups** (operative level): to identify needs of the 5 target groups and implement actions.
4. **Hub of networks** (partnership level): to facilitate connections between other networks and organizations interested in the field.
5. **MFH web-site** (communication level): to share ideas and knowledge, to promote and disseminate best practice.



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Proposed next steps

- Prepare a **referral document** containing a set of shared concepts and principles;
- Organise **next meeting** of the TF to discuss MFH Recommendations and to define priority areas of intervention (February 2005, where?);
- Organise participation in **conferences**
 - Swedish HPH national conference (04/2005)
 - International HPH conference, Dublin (18-20/05/2005)
 - IUPHE European conference, Stockholm (06/2004)
- **WEB site** management ?
- **Publications?**



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Do we need terms of reference for the TF?

PROPOSAL

- To identify existing knowledge and best practice of HPH and intercultural care and disseminate these resources among participating members.
- To stimulate innovative ideas and identify areas of collaboration on research and implementation projects that address inequalities in healthcare.
- To build cultural competence of member organisations through research and developmental activities, professional training and community capacity building with the support of community partnerships and alliances.
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MFH TF – Information

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