

**Migrant Friendly Hospital Project**  
**in**  
**James Connolly Memorial Hospital**  
**“Hospitals in a culturally diverse Europe”**

In the last 5-10 years, Ireland has become a multicultural society. James Connolly Memorial Hospital, an acute general hospital in Northwest Dublin serves a catchment population of 264,000 people. This area has been identified as one of the fastest growing regions in Europe.

Baseline needs assessment identified that the most pressing needs for migrant patients and staff were to improve interpreting services and to provide staff cultural competence training. **Working** within subprojects A and C as models of best practice **resulted in** improvements in a number of areas, **including** the development of guidelines, a resource file and a staff training programme, the experiences of which are depicted in three poster **illustrations.**"