

Developing “mirror meetings” for patients with another ethnic background”.

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A ‘mirror meeting’ is a quality measurement instrument. During this meeting patients will be asked, within a specific format, about their experiences during their treatment in hospital. This instrument is useful for us to increase our quality in patient care.

Owing to the influx of patients with another ethnic background we noticed that we had to adjust our mirror meetings. An increasing part of our migrant patients could not attend the meetings because of language problems.

Goal:

Developing “mirror meetings” for patients with another ethnic background, based on a strategy that will be useful for professionals at the AMC.

Method:

We did do observations of existing meetings and we held interviews with patients and professionals with another ethnic background and with the professionals already involved in the format of our “mirror meetings”.

Results:

The format is now adjusted for the Turkish patients. We chose to start with one of our large migrant groups. At the moment we are training some Turkish speaking professionals who are chairing the meetings. After that we will organize our first meeting with a patient group of Turkish patients.

Conclusion:

To make a quality measurement instrument useful for the ethnic diverse population in our hospital asks for specific adaptations. It is not that simple because it brings a lot of changes within the original format. By doing a qualitative research at forehand we noticed that it is not only a matter of translation, but that also other aspects are very important to make the format useful in practice.