

mfh



bm:bwk



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

How to develop a migrant friendly/culturally competent hospital

Workshop 2
11th Dec., 15:00-16:30

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Overview

- Introduction
- Demonstration of results from MFQQ
- Experiences from pilot hospitals
- An example from AMC

A definition of MFH

- A migrant friendly hospital
- uses the principles/criteria of „migrant friendly“ or being sensitive to, accepting and compensating for ethnic/cultural diversity in every managerial and clinical decision
- for that to happen management has to provide the necessary strategic decisions and support everybody by adequate structures and instruments of quality management

Components of a quality assured (Quality-) Management System for MFH

MF QAS - Structures	MF QAS- Processes	MF QAS- Outcomes		
<ul style="list-style-type: none"> ▪ MFQ goals, targets and rules ▪ MFQ plans, programs, projects ▪ MFQ management structure: committee, team, network of contact persons ▪ MFQ Marketing ▪ MFQ Budget 	<p style="text-align: center;">Define MFQ</p> <p style="text-align: center;">Evaluate MFQ</p> <p style="text-align: center;">Develop MFQ</p>	<p>MF Quality Assurance and Development</p>		

7 strategies for a comprehensive MF (Quality) Management

Quality functions/ activities for quality of ...	Structures of services (& settings) →	Processes of services (& settings) →	Outcomes of services (& settings)
1. Definition	S1: Define MF criteria/ standards for structures	P1: Define MF guidelines/ indicators for processes	O1: Define MF targets for outcomes/ impacts
2. Evaluation, Assessment Monitoring	S2: Evaluate for MF of structures	P2: Evaluate for MF of processes	O2: Evaluate for MF of outcomes & impacts
3. Development Assurance Improvement	S3: Develop improved MF structures by OD, PD, TD	X	X

The MFQQ

- an assessment instrument
- developed by LBSHM and pilot hospitals
- for assessing “Migrant friendliness” of services and settings in hospitals
- Part A: MF characteristics of services
- Part B: MF support system

The overall project: MFQQ Assessments

MF support system: Quality system

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
General quality system in hospital															
53.	Does your hospital use a comprehensive quality system?	T2	+				+	+	+	+	+		+	7	↑
		T1	+					+	+	+	+		+	6	
54.	Are MF criteria integrated in this quality system?	T2	+				+		+	+	+		+	6	↑
		T1							+				+	2	
Sumscore T2			2				2	1	2	2	2		2		
Sumscore T1			1					1	2	1	1		2		
H-Score of changing (T1 to T2)		0	1	0		0	2	0	0	1	1	0	0		

The overall project: MFQQ Assessments

MF support system: MFH policies

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
Written MF policy															
55.	Migrant-friendliness as an explicit aim + value in the mission statement.	T2	+				+		+	+			+	5	↑
		T1	+										+	2	
56.	Formulated MF strategic policy document, specifying MF core strategies and policies to	T2	+							+			+	3	↑
		T1								+			+	2	
57.	(Annual) MF action plan	T2	+				+	+		+	+		+	6	↑
		T1								+	+		+	3	
58.	MF written process regulations	T2	+						+				+	3	↑
		T1											+	1	
59.	Reference to migrant-friendliness in general process regulations	T2					+						+	2	↑↓
		T1						+					+	2	
60.	Hiring policies aimed at actively recruiting staff with a migrant background	T2					+	+					+	3	↑
		T1						+					+	2	
61.	Policies for the training and development of staff with a migrant background	T2					+	+	+		+		+	5	↑
		T1							+				+	2	
62.	Policies how to handle discrimination	T2	+				+	+	+		+		+	7	↑
		T1	+						+	+			+	4	
63.	White book on health assistance for migrants in the region or country	T2								+		+		2	↑↓
		T1								+		+		2	
Sumscore T2			1	4			1	6	4	4	4	3	1	8	
Sumscore T1			1	1				3	2	3	1	1	8		
H-Score of changing (T1 to T2)			0	3	0		1	6	1	2	1	2	0	0	

The overall project: MFQQ Assessments

Measures to facilitate communication with migrant patients

Communication - Interpreting services available at the hospital		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1		
Kind of professional interpreting service																	
1.	Interpreting service implemented at hospital	T2	q1	q1					q3		q3	q2	q4	1,2	↑		
		T1	q1			q1	q1	q2	q1				q4	0,8			
2.	Telephone interpreting service	T2			q2			q2	q3	q4	q3	q4	q1	q4	1,9	↑	
		T1			q4			q1	q2			q4	q1	q2	1,2		
3.	Co-operation with external interpreting service	T2	q1	q1	q4			q4	q3	q4	q3	q4	q3	q4	2,6	↑	
		T1			q4			q1	q2	q2		q4	q3	q3	1,6		
Who can request an interpreter?																	
4.	Interpreting service available on request of staff	T2	q2	q2	q4			q3	q4	q4	q4	q3	q4	q4	3,2	↑	
		T1	q2	q1	q4			q1	q4	q2	q3		q4	q4	q4	2,4	
5.	Interpreting service available on request of patients and/or relatives	T2	q2	q2				q3	q1		q4	q3	q4	q4	1,9	↑↓	
		T1	q2	q2	q4			q1	q3		q3		q4		q4	1,9	
6.	Utilisation of language and cultural competencies of staff members with migrant	T2	q4	q2	q1			q1	q2	q2	q2	q1	q1	q1	q1	1,5	↑
		T1	q3	q1		q1	q1		q1	q2	q1	q1	q1	q3	q3	1,3	
7.	Cultural mediation services	T2	q1						q2		q3	q1		q4	0,9	↑	
		T1	q1					q1		q1			q1	q4	0,7		
Sumscore T2		11	8	11			7	13	17	18	19	20	9	25			
Sumscore T1		9	4	16	2		5	11	9	10	1	18	9	24			
H-Score of changing in quartiles (T1 to T2)		2	4	-5			2	2	8	8	18	2	0	1			

The experiences of the European MF Pilot Hospitals

- Assessment of structures and processes in 2003
- Assessment of structures and processes in 2004
- Questions:
 - Assessment 1
 - Conduct (instrument, procedure) & analysis/ evaluation of assessment
 - Usefulness of Benchmarking?
 - Planning and implementing measures for improving structures
 - Problems, enabling factors & obstacles
 - Assessment 2
 - Results?
 - Consequences?
 - Sustainability?

mfh – 12 European Pilot Hospitals

AT		Kaiser-Franz-Josef-Spital, Vienna, Austria
DE		Immanuel-Krankenhaus GmbH, Rheumaklinik Berlin-Wannsee, Berlin, Germany
DK		Kolding Hospital, Vejle-Kolding, Denmark
EL		Hospital "Spiliopoulou Agia Eleni", Athens, Greece
ES		Hospital Punta de Europa, Algeciras-Cádiz, Spain
FI		Turku University Hospital, Turku, Finland
FR		Hôpital Avicenne, Paris, France
IR		James Connolly Memorial Hospital, Dublin, Ireland
IT		Presidio Ospedaliero della Provincia di Reggio Emilia, Reggio Emilia, Italy
NL		Academic Medical Center, Amsterdam, The Netherlands
SV		Uppsala University Hospital, Psychiatric Centre, Uppsala, Sweden
UK		Bradford Hospitals NHS Trust, Bradford, U.K.

