



# migrant-friendly hospitals

## Migrant-Friendliness Quality Questionnaire (MFQQ)

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## Migrant-Friendliness Quality Questionnaire (MFQQ)

### Introduction

This questionnaire serves as an instrument to monitor and assess migrant-friendly quality development of hospital services, enquiring

- the availability of migrant-friendly services responsive to the needs of patients with different ethnic and cultural backgrounds and
- the presence of a support system for realising migrant-friendliness as a specific dimension of service quality at the hospital

In this questionnaire, „MF“ (migrant-friendly/migrant-friendliness) is used as a general label for cultural diversity and/or culturally adequate services, or however you term this approach in your local context (e.g. cultural competence, equality and diversity, working group „euro-migrants“, etc.). „MF“ refers to patient orientation and quality development of the hospital organisation, especially focussed on users who have a different ethic or cultural background from the majority culture of the country in question.

### Background

The MFQQ is a further development of the MF Checklist which was improved using two strategies:

1. Consulting experts within the MFH project and beyond
2. Investigating the relevant literature on quality development for diverse populations, the WHO project “Health Promoting Hospitals”, and on established quality systems such as the EFQM, with the aim to validate the MF indicators used (see attached reference list).

Criteria for MF reflect the current state of the debate on improving the quality of healthcare for diverse populations, i.e. face validity is ensured.

### Use

It is recommended that the local focal person takes charge of completing the questionnaire – involving the project steering group and the top hospital management in the assessment process. The MFQQ will be used at two points in time: for a baseline assessment early in the mfh project (May 2003) and a final assessment at the end of the project period (June 2004). We would encourage you to give a realistic assessment of the status quo – especially if you are at the beginning of developing migrant-friendliness at your hospital. In this way, improvements through the mfh project will become more clearly perceivable and thus enhance the visible success of your project.

**Hospital:** .....

### Questionnaire filled in consultation with

- Project Steering Group
- Top Hospital Management
- Other (Please specify:)

### Contact for questions

If you have difficulties in understanding or answering specific questions, please contact Uschi Trummer ([uschi.trummer@univie.ac.at](mailto:uschi.trummer@univie.ac.at), phone: ++43-1-4277 48296)



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## Part A: MF Characteristics of Services

Please give estimated degree of implementation of the named MF quality assurance/ improvement measures in the relevant units of hospital, using a scale from 0% to 100% with the following response options:

- 0% - (not at all)
- up to 25% - (e.g. in some units, erratically)
- up to 50% - (in several units)
- up to 75% - (widespread, rather reliable)
- up to 100% - (full coverage, good quality, reliable, fast..)

Please give your estimate by checking the relevant box.

	0%	up to 25%	up to 50%	up to 75%	up to 100%
<b>General resources to facilitate communication and information</b>					
<b>Communication - Interpreting services available at the hospital</b>					
Kind of professional interpreting service					
1. Interpreting service implemented at hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Telephone interpreting service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Co-operation with external interpreting service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can request an interpreter?					
4. Interpreting service available on request of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Interpreting service available on request of patients and/or relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Utilisation of language and cultural competencies of staff members with migrant and/or diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Cultural mediation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Other (please specify, e.g. informal or proxy interpreters):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Information</b>					
9. Patient information translated in the local community languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Patient information prepared in the appropriate form (culturally specific, pictographs, audiotapes) -(Please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Visual orientation systems at the hospital (signposts, pictographs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	0%	up to 25%	up to 50%	up to 75%	up to 100%
<b>Accessibility, pre-entry and entry into hospital</b>					
13. Action programmes to improve access and ensure adequate service utilisation by migrants/all service users (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Hospital information for prospective patients available in places in the community easily accessible for people with a migrant/ethnic minority background (e.g. community centres, pharmacies, mosques, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Hospital information for prospective patients translated into the local community languages /	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Hospital information for prospective patients prepared in the appropriate form (culturally specific, pictographs) (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Written process regulations <sup>1</sup> for reception of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Written process regulations for admission of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Written process regulations for anamnesis of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Bilingual questionnaires on medical history in the most important migrant languages as part of (medical + nursing) anamnesis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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	<b>Whilst in hospital</b>	<b>0%</b>	<b>up to 25%</b>	<b>up to 50%</b>	<b>up to 75%</b>	<b>up to 100%</b>
	<b>Hotel services</b>					
22.	Written process regulations for hotel services for migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	Provision of adequate food (culture, religion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	Provision for patients to practice their religion within the hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	Provisions for spiritual carers from diverse religious groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.	Arrangements/facilities for family visits (more than 2 visitors per patient) Please specify:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	Written process regulations for caring for deceased patients and their relatives according to their different cultural and religious backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Medical / nursing treatment</b>					
29.	Provisions for patients to be treated by a doctor and nurse of same gender (if they choose)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30.	Culturally competent nursing service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.	Transcultural mental health service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32.	Written process regulations for diagnosis of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33.	Written process regulations for therapy of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34.	Services for migrant-specific health problems (e.g. sickle cell disease, thalassemia ), (Please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35.	Services accessible for irregular and/or undocumented ("illegal") migrants (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36.	Service to care for traumatised refugees (refugee trauma, war experiences, torture, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37.	Culturally specific travel clinic for migrants returning to their country of origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38.	Provision for ensuring that patients are able to consent to treatment in a language they understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39.	Provision for ensuring that patients are able to read/ understand their medical and nursing record to be oriented about their progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Discharge</b>	<b>0%</b>	<b>up to 25%</b>	<b>up to 50%</b>	<b>up to 75%</b>	<b>up to 100%</b>
41.	Provision of information regarding treatment and post discharge care in appropriate language and format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42.	Provision of culturally adequate recommendations and health information at discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44.	Written process regulations in place for discharge of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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	<b>Discharge (ct.)</b>	0%	up to 25%	up to 50%	up to 75%	up to 100%
45.	Written process regulations in place for transfer of migrant patients to other health care and/or social service institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46.	Written process regulations in place for follow-up care for migrant patients (integrated system with primary care services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>MF patient education / health promotion / empowerment</b>	0%	up to 25%	up to 50%	up to 75%	up to 100%
48.	Written process regulations to check general literacy of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49.	Provision of adequate info material for illiterate migrants (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50.	Provision of culturally sensitive patient education programmes (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51.	Provision of culturally sensitive education programmes for families and carers (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52.	Provision of culturally sensitive health promotion services (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53.	Availability of a culturally and linguistically sensitive complaints system, e.g. ombuds-people, complaint forms, complaints box, etc. (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Part B: MF Support System

General quality system in hospital			
		yes	no
54.	Does your hospital use a comprehensive quality system? If yes, please specify model, e.g. EFQM, ISO, TQM...	<input type="checkbox"/>	<input type="checkbox"/>
55.	Are MF criteria integrated in this quality system? If yes, in which way? Please specify:	<input type="checkbox"/>	<input type="checkbox"/>

Does your hospital have a written MF policy ?			
		yes	no
56.	Migrant-friendliness as an explicit aim + value in the mission statement If yes, please quote the relevant passage in your mission statement (English translation):	<input type="checkbox"/>	<input type="checkbox"/>
		yes	no
57.	Formulated MF strategic policy document, specifying MF core strategies and policies to reach them	<input type="checkbox"/>	<input type="checkbox"/>
58.	(Annual) MF action plan	<input type="checkbox"/>	<input type="checkbox"/>
59.	MF written process regulations (organisation manuals, guidelines, standards, pathways...)	<input type="checkbox"/>	<input type="checkbox"/>
60.	Reference to migrant-friendliness in general process regulations If yes, please specify:	<input type="checkbox"/>	<input type="checkbox"/>
61.	Hiring policies aimed at actively recruiting staff with a migrant background	<input type="checkbox"/>	<input type="checkbox"/>
62.	Policies for the training and development of staff with a migrant background	<input type="checkbox"/>	<input type="checkbox"/>
63.	Policies how to handle discrimination	<input type="checkbox"/>	<input type="checkbox"/>
64.	White book on health assistance for migrants in the region or country	<input type="checkbox"/>	<input type="checkbox"/>
65.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

MF budget			
		yes	no
66.	Does your hospital have an explicit MF budget? If possible, please specify the amount: Euro _____ per year	<input type="checkbox"/>	<input type="checkbox"/>
	Source of funds	yes	no
67.	regular hospital budget	<input type="checkbox"/>	<input type="checkbox"/>
68.	external public funds	<input type="checkbox"/>	<input type="checkbox"/>
69.	private sponsoring	<input type="checkbox"/>	<input type="checkbox"/>
70.	Other (Please specify):	<input type="checkbox"/>	<input type="checkbox"/>

Is a specific MF management structure in place?			
		yes	no
71.	Multiprofessional MF steering committee	<input type="checkbox"/>	<input type="checkbox"/>
72.	Including migrant representatives	<input type="checkbox"/>	<input type="checkbox"/>
73.	Including representative(s) of top hospital management	<input type="checkbox"/>	<input type="checkbox"/>
74.	Including representative(s) of primary care	<input type="checkbox"/>	<input type="checkbox"/>
75.	Including representative(s) of local politics	<input type="checkbox"/>	<input type="checkbox"/>
76.	Including representative(s) of hospital staff	<input type="checkbox"/>	<input type="checkbox"/>
77.	Including representatives of other relevant groups: (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>



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<b>Is a specific MF management structure in place? (ct.)</b>			
		<b>yes</b>	<b>no</b>
78.	Multiprofessional committee on access restrictions and health problems of migrants and ethnic minorities	<input type="checkbox"/>	<input type="checkbox"/>
79.	MF project officer or manager	<input type="checkbox"/>	<input type="checkbox"/>
80.	Network of MF contact persons on sub-unit level	<input type="checkbox"/>	<input type="checkbox"/>
81.	Type or size of network <b>(please give number of contact persons)</b>	Please specify:	

<b>Involvement of migrant representatives in organisational change</b>			
		<b>yes</b>	<b>no</b>
82.	Members of top hospital management	<input type="checkbox"/>	<input type="checkbox"/>
83.	Members in health circles, project groups, etc.	<input type="checkbox"/>	<input type="checkbox"/>
84.	Members of staff	<input type="checkbox"/>	<input type="checkbox"/>
85.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

<b>Marketing of MF</b>			
<b>internal marketing of MF (at the hospital)</b>			
		<b>yes</b>	<b>no</b>
86.	MFH communication policy and/or plan	<input type="checkbox"/>	<input type="checkbox"/>
87.	MFH logo	<input type="checkbox"/>	<input type="checkbox"/>
88.	MFH internal newsletter	<input type="checkbox"/>	<input type="checkbox"/>
89.	MFH annual presentations	<input type="checkbox"/>	<input type="checkbox"/>
90.	MFH intranet	<input type="checkbox"/>	<input type="checkbox"/>
91.	List of MFH contact persons at the hospital available to all staff members	<input type="checkbox"/>	<input type="checkbox"/>
92.	MFH office	<input type="checkbox"/>	<input type="checkbox"/>
93.	Others (Please specify):	<input type="checkbox"/>	<input type="checkbox"/>
<b>External marketing of MF (to the public)</b>			
		<b>yes</b>	<b>no</b>
94.	MFH communication policy and/or plan	<input type="checkbox"/>	<input type="checkbox"/>
95.	Public relations manager with MFH responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
96.	MFH logo	<input type="checkbox"/>	<input type="checkbox"/>
97.	MFH external newsletters	<input type="checkbox"/>	<input type="checkbox"/>
98.	MFH press releases	<input type="checkbox"/>	<input type="checkbox"/>
99.	MFH open house	<input type="checkbox"/>	<input type="checkbox"/>
100.	MFH flyers or brochures available at doctors' offices or migrant community centres	<input type="checkbox"/>	<input type="checkbox"/>
101.	MFH public website	<input type="checkbox"/>	<input type="checkbox"/>
102.	Available in the most commonly used migrant languages	<input type="checkbox"/>	<input type="checkbox"/>
103.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>



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<b>MF training and education for staff</b>			
		<b>yes</b>	<b>no</b>
104.	Staff training for MF	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focus of staff training</b>			
105.	Communication (language + interaction skills)	<input type="checkbox"/>	<input type="checkbox"/>
106.	Cultural competence	<input type="checkbox"/>	<input type="checkbox"/>
107.	Specific health problems prevalent among migrants and ethnic minorities	<input type="checkbox"/>	<input type="checkbox"/>
108.	“Migration medicine”	<input type="checkbox"/>	<input type="checkbox"/>
109.	Refugee trauma	<input type="checkbox"/>	<input type="checkbox"/>
110.	Transcultural psychiatry	<input type="checkbox"/>	<input type="checkbox"/>
111.	Managing diversity	<input type="checkbox"/>	<input type="checkbox"/>
112.	Working with interpreters	<input type="checkbox"/>	<input type="checkbox"/>
113.	Other (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>
114.	Staff exchange programmes with other countries (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>
115.	Inclusion of MF in curricula for education (medical students, nursing students, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

<b>Monitoring of migrant clientele</b>			
		<b>yes</b>	<b>no</b>
116.	Patient profiling data analysed and used for service planning	<input type="checkbox"/>	<input type="checkbox"/>
117.	Patient profiling (ethnic monitoring) takes place within the hospital for all patients	<input type="checkbox"/>	<input type="checkbox"/>
118.	systems have been developed for collecting patient data	<input type="checkbox"/>	<input type="checkbox"/>
119.	staff has been trained in collecting ethnic data in a way sensitive to the patients' emotions and interests	<input type="checkbox"/>	<input type="checkbox"/>
120.	strategies have been developed for raising public awareness regarding data collection, both internal and external	<input type="checkbox"/>	<input type="checkbox"/>
<b>Characteristics monitored:</b>			
121.	Country of origin	<input type="checkbox"/>	<input type="checkbox"/>
122.	Ethnic background	<input type="checkbox"/>	<input type="checkbox"/>
123.	Legal status	<input type="checkbox"/>	<input type="checkbox"/>
124.	Language skills	<input type="checkbox"/>	<input type="checkbox"/>
125.	Social networks at host country	<input type="checkbox"/>	<input type="checkbox"/>
126.	(Former) occupation	<input type="checkbox"/>	<input type="checkbox"/>
127.	Educational level	<input type="checkbox"/>	<input type="checkbox"/>
128.	Other data (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

<b>Monitoring of migrant-specific service outcomes</b>			
<b>Which service outcomes are regularly monitored for migrant patients at your hospital?</b>			
		<b>yes</b>	<b>no</b>
129.	Clinical outcomes (Please specify outcomes and indicators:)	<input type="checkbox"/>	<input type="checkbox"/>
130.	Health literacy	<input type="checkbox"/>	<input type="checkbox"/>
131.	If yes: please specify type of monitoring (e.g. questionnaire [name if possible], in initial medical/nursing interview...)	<input type="checkbox"/>	<input type="checkbox"/>
132.	If yes: please specify content (health literacy concerning available services, access to services, medication, acute illness, health-related behaviour.....)	<input type="checkbox"/>	<input type="checkbox"/>



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Monitoring of migrant-specific service outcomes (ct.)			
		yes	no
	Health behaviour		
133.	Compliance	<input type="checkbox"/>	<input type="checkbox"/>
134.	Compliance with medication	<input type="checkbox"/>	<input type="checkbox"/>
135.	Compliance with a treatment plan	<input type="checkbox"/>	<input type="checkbox"/>
136.	Compliance with an appointment schedule	<input type="checkbox"/>	<input type="checkbox"/>
137.	Other indicators of health behaviour : (please specify)	<input type="checkbox"/>	<input type="checkbox"/>
138.	Quality of life of migrants (Please specify: if questionnaires like the SF 36 are used, please name) <input type="checkbox"/> Self-reported <input type="checkbox"/> By proxies (= as seen by others)	<input type="checkbox"/>	<input type="checkbox"/>
139.	Service satisfaction	<input type="checkbox"/>	<input type="checkbox"/>
140.	of migrant patients	<input type="checkbox"/>	<input type="checkbox"/>
141.	of migrant carers (families, friends, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
142.	Job satisfaction	<input type="checkbox"/>	<input type="checkbox"/>
143.	of staff with a migrant background	<input type="checkbox"/>	<input type="checkbox"/>
144.	of staff interacting with migrant patients	<input type="checkbox"/>	<input type="checkbox"/>
145.	Other service outcomes (please specify):	<input type="checkbox"/>	<input type="checkbox"/>
146.	Are outcome data for migrants compared with outcome data of other patient groups? (If yes, please specify:) <input type="checkbox"/> For all assessed outcomes <input type="checkbox"/> For selected assessed outcomes, namely:	<input type="checkbox"/>	<input type="checkbox"/>

Method/approach used for monitoring migrant data			
		yes	no
147.	Admission monitoring service	<input type="checkbox"/>	<input type="checkbox"/>
148.	Electronic patient records	<input type="checkbox"/>	<input type="checkbox"/>
149.	Common health documents or data management system for migrants at hospital and primary care services	<input type="checkbox"/>	<input type="checkbox"/>
150.	Other approaches (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

Monitoring of MF impact on organisational quality			
		yes	no
151.	Surveys (e.g. inclusion of MF indicators in regular patient satisfaction surveys)	<input type="checkbox"/>	<input type="checkbox"/>
152.	Balanced Score Card	<input type="checkbox"/>	<input type="checkbox"/>
153.	Electronic patient records	<input type="checkbox"/>	<input type="checkbox"/>
154.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

Reporting system on MF activities and impact			
		yes	no
155.	Annual Report	<input type="checkbox"/>	<input type="checkbox"/>
156.	Public presentation of Annual Report	<input type="checkbox"/>	<input type="checkbox"/>
157.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>



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Partnerships and partner alliances			
		yes	no
158.	MFH partnership strategy and protocols for co-operation with partners	<input type="checkbox"/>	<input type="checkbox"/>
159.	Co-operation with migrant-specific extramural services (please specify:)	<input type="checkbox"/>	<input type="checkbox"/>
160.	Co-operation with health professionals at primary care level (e.g. in assessing migrant-specific outcomes or degree of MF in hospital treatment)	<input type="checkbox"/>	<input type="checkbox"/>
161.	Co-operation with social workers in the community (e.g. in assessing migrant-specific outcomes or degree of MF in hospital treatment)	<input type="checkbox"/>	<input type="checkbox"/>
162.	Co-operation with migrant associations or migrant representatives in the community	<input type="checkbox"/>	<input type="checkbox"/>
163.	Co-operation with local politicians (esp. health and social policy)	<input type="checkbox"/>	<input type="checkbox"/>
164.	Co-operation with education and training institutions (e.g. nursing/medical schools)	<input type="checkbox"/>	<input type="checkbox"/>
165.	International human/material resources exchange programmes	<input type="checkbox"/>	<input type="checkbox"/>
166.	MF as an explicit aim in national or regional health policy	<input type="checkbox"/>	<input type="checkbox"/>
167.	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

General Comments		

Thank you very much for your co-operation!

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- [www.omhrc.gov/clas](http://www.omhrc.gov/clas) (CLAS - Culturally and Linguistically Appropriate Services, Recommendations for national (US) standards by the Office of Minority Health, US Department of Health and Human Services)
- [www.diversityrx.org/CCCONF/02/CultureandQuality](http://www.diversityrx.org/CCCONF/02/CultureandQuality) (Improving Quality of Care for Diverse Populations)

<sup>i</sup> „written process regulations“ means concrete instructions as to how to handle a situation on the operational level. These may be termed differently in different countries, e.g. in the UK they are referred to as “policies and procedures”.