



MFH Overall project

MFQQ – 2nd Assessment

Ursula Trummer, Jürgen M. Pelikan

Closing Meeting,
Dublin, September 17-18, 2004

MFH Overall Project

Overall project assessment - MFQQ

1st survey MFQQ– May 2003

First baseline results from the European MFH group: Training workshop, Reggio Emilia, September 2003

2nd survey MFQQ - July/August 2004

Benchmarking: Closing meeting, Dublin, September 2004

MFH Overall Project - 2nd survey MFQQ

Handouts

- Tables: draft version - please check your data!
- Power point presentation

Indicators for overall results of benchmarking group (BM)

- DI-EU: Degree of Implementation within BM (Part A)
 - mean of 12 hospitals, data from 11 hospitals (Greece missing)
- SC-EU: Sumscore within BM (Part B)

Indicators for results within hospitals

- Sumscores 1st/2nd survey
- Differences of Sumscores 1st/2nd survey

MFQQ 2nd Assessment

Results 2003 **Part A** : giving quartiles in percentages (up to 25%, 50%, 75%, 100%), was misleading

Results 2004: quartiles 1, 2, 3, 4

1. quartile	2. quartile	3. quartile	4. quartile	
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	
1%	25%	50%	75%	100%

Results 2003/2004 **Part B**: + = yes

MFQQ 2nd Assessment selected results Part A: Services

Communication - Interpreting Services

- Improvements in 6 out of 7 indicators
- Co-operation with external interpreting service with highest DI-EU (2,6)
- No change in availability of service in request of clients

Information concerning access to hospital and at hospital

- Improvements in 5 out of 6 indicators
- more information material translated into community languages (DI-EU 1,3 access and 1,7 at hospital)

Rating: quartiles

Selected results Part A: Services

Hotel services

- Ratings in 1st assessment already on high level
- Improvements in 4 out of 4 indicators
- Highest DI-EU (2,9) in provision of adequate food and facilities for family visits (2,7)

Medical/nursing treatment

- Improvements in 8 out of 9 indicators
- Highest DI-EU (2,3) in access to services for irregular/undocumented migrants and access to translation for consent to treatment (2,2)

Rating: quartiles

Selected results Part A: Services

patient education, health promotion and empowerment

- Improvements in 5 out of 5 indicators
- with DI-EU of max. 0,9 in 2nd assessment consistent lower level compared to other service areas

Written process regulations

- Improvements in 8 out of 10 indicators
- with DI-EU of max. 1 in 2nd assessment consistent lower level compared to other service areas

Rating: quartiles

Selected results Part B: Quality Structures

- Increased integration of MF criteria in quality system (6 H/04 - 2 H/03)
- Improvements in written MF-Policies, esp. how to handle discrimination (7 H/04 - 4 H/03) and action plans (6 H/04 - 3 H/03)
- Increase of activities to make issue visible
 - list of contact persons available to staff members (9 H/04 - 3 H/03)
 - annual MFH presentations (8 H/04 - 3 H/03)
 - MFH communication policy (6 H/04 - 3 H/03)
 - Press releases (5 H/04 - 2 H/03)

Rating: yes/no

Selected results Part B: Quality Structures

- Increase of systems available for collecting patient data (8 H/04 - 5 H/03)
- Partnerships and partner alliances increased in 8 out of 9 indicators
 - with extramural services (10H/04 - 9 H/03)
 - With education/training institutions (10 H/04 - 7H/03)
 - with social workers migrant representatives (9 H/04 - 7 H/03)

Rating: yes/no

Selected results Part B: Quality Structures

- Stable MF management structure conc. involvement of relevant stakeholders, and involvement of migrant representatives in organisational change
- Budgets available only in 3 (4) hospitals
 - Explicit MF budget (3 H/04 - 2 H/03)
 - Regular hospital budget (4 H/04 - 2 H/03)
- Monitoring of clinical outcome, health literacy, health behaviour remains low, as well as monitoring of clients and staff satisfaction

Rating: yes/no

The overall project: MFQQ 2nd Assessment

Measures to facilitate communication with migrant patients I

Communication - Interpreting services available at the hospital		<i>DI-EU</i>	<i>Diff. T2-T1</i>
<i>Kind of professional interpreting service</i>			
1.	Interpreting service implemented at hospital	1,2	↑
		0,8	
2.	Telephone interpreting service	1,9	↑
		1,2	
3.	Co-operation with external interpreting service	2,6	↑
		1,6	
<i>Who can request an interpreter?</i>			
4.	Interpreting service available on request of staff	3,2	↑
		2,4	
5.	Interpreting service available on request of patients and/or relatives	1,9	↑↓
		1,9	
6.	Utilisation of language and cultural competencies of staff members with migrant and/or diverse backgrounds	1,5	↑
		1,3	
7.	Cultural mediation services	0,9	↑
		0,7	

Measures to facilitate communication with migrant patients II

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	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		

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Measures to facilitate information for migrant patients I

Information for hospital access		<i>DI-EU</i>	<i>Diff. T2-T1</i>
14.	Hospital information for prospective patients available in places in the community easily accessible for people with a migrant/ethnic minority background	0,4	↓
		0,6	
15.	Hospital information for prospective patients translated into the local community languages	1,3	↑
		1,1	
16.	Hospital information for prospective patients prepared in the appropriate form	0,6	↑
		0,4	
Information in hospital		<i>DI-EU</i>	<i>Diff. T2-T1</i>
9.	Patient information translated in the local community languages	1,7	↑
		1,3	
10.	Patient information prepared in the appropriate form (culturally specific, pictographs, audiotapes)	1	↑
		0,6	
11.	Visual orientation systems at the hospital (signposts, pictographs, etc.)	1,1	↑
		0,9	

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Measures to facilitate information for migrant patients II

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1
Information for hospital access															
14. Hospital information for prospective patients available in places in the community easily accessible for people with a migrant/ethnic	T2							q1			q1	q1	q2	0,4	↓
	T1					q1		q1	q1		q1	q1	q3	0,6	
15. Hospital information for prospective patients translated into the local community languages	T2	q1	q3	q1		q1	q1		q1	q2	q3		q3	1,3	↑
	T1				q1	q1	q4			q1	q3		q3	1,1	
16. Hospital information for prospective patients prepared in the appropriate form	T2		q1	q1		q1	q1				q1		q3	0,6	↑
	T1				q1		q1						q3	0,4	
Sumscore T2		1	4	2		2	2	1	1	2	5	1	8		
Sumscore T1					2	2	5	1	1	1	4	1	9		
H-Score of changing in quartiles (T1 to T2)		1	4	2		0	-3	0	0	1	1	0	-1		
Information in hospital															
9. Patient information translated in the local community languages	T2	q2		q1		q2	q3	q1	q1	q3	q3	q1	q3	1,7	↑
	T1	q1			q1	q1	q4		q1	q2	q2	q1	q3	1,3	
10. Patient information prepared in the appropriate form (culturally specific, pictographs,	T2			q1			q3	q1	q3	q1	q2		q1	1	↑
	T1					q1	q1			q1	q1		q3	0,6	
11. Visual orientation systems at the hospital (signposts, pictographs, etc.)	T2	q2	q1	q1			q1	q1	q2	q1	q1		q3	1,1	↑
	T1	q1			q2		q1		q1	q1	q1		q4	0,9	
Sumscore T2		4	1	3		2	7	3	6	5	6	1	7		
Sumscore T1		2			3	2	6		2	4	4	1	10		
H-Score of changing in quartiles (T1 to T2)		2	1	3		0	1	3	4	1	2	0	-3		

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Hospital services for migrant patients: Hotel services I

		<i>DI-EU</i>	<i>Diff. T2-T1</i>
	Hotel services		
23.	Provision of adequate food	2,9	↑
		1,9	
24.	Provision for patients to practice their religion within the hospital	2,1	↑
		1,3	
25.	Provisions for spiritual carers from diverse religious groups	1,7	↑
		1,4	
26.	Arrangements/facilities for family visits (more than 2 visitors per patient)	2,8	↑
		1,8	

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients: Hotel services II

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1	
Hotel services																
23.	Provision of adequate food	T2	q3	q3	q3		q3	q4	q4	q4	q2	q4	q1	q4	2,9	↑
		T1	q2	q2	q2		q1	q3	q3	q3	q2		q1	q4	1,9	
24.	Provision for patients to practice their religion within the hospital	T2	q1	q2	q1			q4	q1	q4	q2	q4	q2	q4	2,1	↑
		T1	q1	q1				q1	q1	q2	q1	q3	q2	q4	1,3	
25.	Provisions for spiritual carers from diverse religious groups	T2	q1	q1				q1	q3	q4	q1	q4	q1	q4	1,7	↑
		T1	q2	q1				q1	q3	q1	q4	q1	q4	1,4		
26.	Arrangements/facilities for family visits (more than 2 visitors per patient)	T2	q3	q1	q3		q4	q4	q3	q3	q2	q4	q2	q4	2,8	↑
		T1	q1	q1	q1			q2	q2	q3	q2	q3	q2	q4	1,8	
Sumscore T2			8	7	7		7	13	11	15	7	16	6	16		
Sumscore T1			6	5	3		1	6	7	11	6	10	6	16		

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients: Medical+nursing treatment I

		<i>DI-EU</i>	<i>Diff. T2-T1</i>
	Medical / nursing treatment		
	Services		
30.	Culturally competent nursing service	1,5	↑
		1,1	
31.	Transcultural mental health service	0,9	↑
		0,6	
34.	Services for migrant-specific health problems (e.g.sickle cell disease, thalassemia)	1,7	↑
		1,2	
35.	Services accessible for irregular and/or undocumented ("illegal") migrants	2,3	↑
		1,7	
36.	Service to care for traumatised refugees (refugee trauma, war experiences, torture, etc.)	1	↑
		0,6	
37.	Culturally specific travel clinic for migrants returning to their country of origin	0,4	↑↓
		0,4	
	Provisions		
29.	Provisions for patients to be treated by a doctor and nurse of same gender (if they choose)	1,7	↑
		1,4	
38.	Provision for ensuring that patients are able to consent to treatment in a language they understand	2,2	↑
		1,6	
39.	Provision for ensuring that patients are able to read/ understand their medical and nursing record to be oriented about their progress	1,2	↑
		0,8	

Hospital services for migrant patients: Medical+nursing treatment II

Medical / nursing treatment		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1	
Services																
30.	Culturally competent nursing service	T2	q2	q2	q2		q2	q3	q1	q3	q1	q1	q1	1,5	↑	
		T1	q1		q1		q1	q3	q1	q3			q3	1,1		
31.	Transcultural mental health service	T2	q3					q1	q3		q1	q2	q1	0,9	↑	
		T1	q3					q1	q2	q1			q1	0,6		
34.	Services for migrant-specific health problems (e.g. sickle cell disease, thalassemia)	T2						q3	q3	q3	q2	q3	q2	q4	1,7	↑
		T1						q4	q3			q2	q2	q3	1,2	
35.	Services accessible for irregular and/or undocumented ("illegal") migrants	T2	q3				q4		q3	q4	q4	q4	q2	q4	2,3	↑
		T1	q3				q1	q4	q3		q4	q4	q2		1,7	
36.	Service to care for traumatised refugees (refugee trauma, war experiences, torture, etc.)	T2	q2	q1				q1	q3	q3			q2		1	↑
		T1	q1						q2	q1			q2	q1	0,6	
37.	Culturally specific travel clinic for migrants returning to their country of origin	T2							q4			q1			0,4	↑↓
		T1							q3			q1		q1	0,4	
Provisions																
29.	Provisions for patients to be treated by a doctor and nurse of same gender (if they choose)	T2	q3	q1	q2		q2	q3	q2	q2	q3	q2		q1	1,7	↑
		T1	q3					q1	q1	q4	q3	q3		q3	1,4	
38.	Provision for ensuring that patients are able to consent to treatment in a language they	T2	q2	q1	q3		q3	q3	q1	q4	q1	q2	q3	q4	2,2	↑
		T1	q1		q3	q1	q1		q1	q4		q1	q3	q4	1,6	
39.	Provision for ensuring that patients are able to read/ understand their medical and nursing record to be oriented about their progress	T2	q1	q1	q1			q2	q1		q1	q2	q2	q3	1,2	↑
		T1	q1		q2				q1			q1	q2	q3	0,8	
Sumscore T2		16	6	8		11	16	21	19	13	17	12	17			
Sumscore T1		13		6	1	3	13	17	13	7	12	12	18			
H-Score of changing in quartiles (T1 to T2)		3	6	2		8	3	4	6	6	5	0	-1			

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients: Discharge I

		<i>DI-EU</i>	<i>Diff. T2-T1</i>
Discharge			
41.	Provision of information regarding treatment and post discharge care in appropriate language and format	1,2	↑
		0,7	
42.	Provision of culturally adequate recommendations and health information at discharge	0,7	↑
		0,6	

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients: Discharge II

Discharge		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1
41.	Provision of information regarding treatment and post discharge care in appropriate language and	T2	q2	q1		q1	q3	q1		q2	q1	q1	q3	1,2	↑
		T1	q1				q1		q2			q1	q3	0,7	
42.	Provision of culturally adequate recommendations and health information at	T2	q1			q1	q1	q1		q2	q1		q2	0,7	↑
		T1	q1				q1		q2				q3	0,6	
Sumscore T2		3		1		2	4	2		4	2	1	5		
Sumscore T1		2					2		4			1	6		

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients:
Patient education + health promotion I

MF patient education / health promotion / empowerment		<i>DI-EU</i>	<i>Diff. T2-T1</i>
49.	Provision of adequate info material for illiterate migrants	0,7	↑
		0,3	
50.	Provision of culturally sensitive patient education programmes	0,9	↑
		0,6	
51.	Provision of culturally sensitive education programmes for families and carers	0,6	↑
		0,5	
52.	Provision of culturally sensitive health promotion services	0,9	↑
		0,5	
53.	Availability of a culturally and linguistically sensitive complaints system, e.g. ombuds-people, complaint forms, complaints box, etc.	0,8	↑
		0,2	

The overall project: MFQQ 2nd Assessment

Hospital services for migrant patients:

Patient education + health promotion II

MF patient education / health promotion / empowerment		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	DI-EU	Diff. T2-T1
49.	Provision of adequate info material for illiterate migrants	T2		q1		q1	q2		q2	q1			q1	0,7	↑
	T1						q1			q1			q2	0,3	
50.	Provision of culturally sensitive patient education programmes	T2	q1	q1		q1	q1			q2		q1	q4	0,9	↑
	T1									q1		q1	q4	0,6	
51.	Provision of culturally sensitive education programmes for families and carers	T2	q1				q2	q1		q2		q1		0,6	↑
	T1									q1		q1	q4	0,5	
52.	Provision of culturally sensitive health promotion services	T2	q2	q1		q1	q2		q2	q2		q1		0,9	↑
	T1	q2								q1		q1	q2	0,5	
53.	Availability of a culturally and linguistically sensitive complaints system, e.g. ombuds-people, complaint forms, complaints box, etc.	T2					q1		q4			q1	q4	0,8	↑
	T1				q1							q1		0,2	
Sumscore T2		4	1	2		3	8	1	8	7		4	9		
Sumscore T1		2			1		1			4		4	12		

The overall project: MFQQ 2nd Assessment

Quality assurance: 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 2nd Assessment

Quality assurance: MFH budget

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
MF budget															
65.	Does your hospital have an explicit MF budget?	T2						+				+	+	3	↑
		T1										+	+	2	
Source of funds															
66.	regular hospital budget	T2		+		+		+					+	4	↑
		T1			+								+	2	
67.	external public funds	T2						+			+			2	↑
		T1						+						1	
68.	private sponsoring	T2						+			+			2	↑

The overall project: MFQQ 2nd Assessment

Quality assurance: MFH policies I

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

The overall project: MFQQ 2nd Assessment

Quality assurance: MFH policies II

		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 2nd Assessment

Quality assurance: MFH Management structure I

		SC- EU	Diff. T2-T1
	Specific MF management structure		
70.	Multiprofessional MF steering committee	10	↑↓
		10	
71.	Including migrant representatives	8	↑↓
		8	
72.	Including representative(s) of top hospital management	10	↑↓
		10	
73.	Including representative(s) of primary care	8	↑
		5	
74.	Including representative(s) of local politics	3	↑
		2	
75.	Including representative(s) of hospital staff	10	↑↓
		10	
76.	Including representatives of other relevant groups	7	↑↓
		7	
77.	Multiprofessional committee on access restrictions and health problems of migrants and ethnic minorities	2	↑↓
		2	
78.	MF project officer or manager	9	↓
		10	
79.	Network of MF contact persons on sub-unit level	7	↑↓
		7	

The overall project: MFQQ 2nd Assessment

Quality assurance: MFH Management structure II

Specific MF management structure		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
70. Multiprofessional MF steering committee	T2	+	+			+	+	+	+	+	+	+	+	10	↑↓
	T1	+	+	+		+		+	+	+	+	+	+	10	
71. Including migrant representatives	T2	+				+	+	+	+	+	+		+	8	↑↓
	T1	+		+		+		+	+	+	+		+	8	
72. Including representative(s) of top hospital management	T2	+	+			+	+	+	+	+	+	+	+	10	↑↓
	T1	+	+	+		+		+	+	+	+	+	+	10	
73. Including representative(s) of primary care	T2					+	+	+	+	+	+	+	+	8	↑
	T1					+		+		+		+	+	5	
74. Including representative(s) of local politics	T2						+			+			+	3	↑
	T1									+			+	2	
75. Including representative(s) of hospital staff	T2	+	+			+	+	+	+	+	+	+	+	10	↑↓
	T1	+	+	+		+		+	+	+	+	+	+	10	
76. Including representatives of other relevant groups	T2		+			+	+	+	+		+		+	7	↑↓
	T1	+				+		+	+	+	+		+	7	
77. Multiprofessional committee on access restrictions and health problems of migrants and	T2							+					+	2	↑↓
	T1							+					+	2	
78. MF project officer or manager	T2	+	+			+	+	+		+	+	+	+	9	↓
	T1	+	+	+		+		+	+	+	+	+	+	10	
79. Network of MF contact persons on sub-unit level	T2					+		+	+	+	+	+	+	7	↑↓
	T1					+		+	+	+	+	+	+	7	
Sumscore T2		5	5			8	8	9	7	8	8	6	10		
Sumscore T1		6	4	5		8		9	7	9	7	6	10		

The overall project: MFQQ 2nd Assessment

Quality assurance: Client involvement in organisational change

Migrant representatives in organisational change involved		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
81.	Members of top hospital management	T2						+					+	2	↓
		T1			+			+					+	3	
82.	Members in health circles, project groups, etc.	T2	+	+			+	+	+	+	+	+	+	9	↑
		T1	+					+	+	+	+	+		7	
83.	Members of staff	T2	+	+				+	+		+		+	6	↓
		T1	+	+	+			+	+	+	+			7	
Sumscore T2			2	2			1	3	2	1	2	1	3		
Sumscore T1			2	1	2			2	3	2	1	2	1	1	
H-Score of changing (T1 to T2)			0	1	-2		1	-2	0	0	0	0	2		

The overall project: MFQQ 2nd Assessment

Quality assurance: Internal marketing I

		SC- EU	Diff. T2-T1
Internal Marketing of MF (at the hospital)			
85.	MFH communication policy and/or plan	6	↑
		3	
86.	MFH logo	3	↑
		2	
87.	MFH internal newsletter	5	↑
		1	
88.	MFH annual presentations	8	↑
		3	
89.	MFH intranet	4	↑
		3	
90.	List of MFH contact persons at the hospital available to all staff members	9	↑
		3	
91.	MFH office	1	↑
		0	

The overall project: MFQQ 2nd Assessment

Quality assurance: Internal marketing II

Internal Marketing of MF (at the hospital)		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
85.	MFH communication policy and/or plan	T2	+			+	+	+		+			+	6	↑
		T1				+		+					+	3	
86.	MFH logo	T2				+	+		+					3	↑
		T1				+			+					2	
87.	MFH internal newsletter	T2	+			+	+		+	+				5	↑
		T1							+					1	
88.	MFH annual presentations	T2		+	+	+	+	+	+	+		+		8	↑
		T1						+		+		+		3	
89.	MFH intranet	T2	+							+		+	+	4	↑
		T1	+							+		+		3	
90.	List of MFH contact persons at the hospital available to all staff members	T2	+	+		+	+	+	+	+	+	+		9	↑
		T1	+						+			+		3	
91.	MFH office	T2								+				1	↑
		T1												0	
Sumscore T2		3	3	1		5	5	3	4	6	1	3	2		
Sumscore T1		2				2		2	3	2		3			
H-Score of changing (T1 to T2)		1	3	1		3	5	1	1	4	1	0	2		

The overall project: MFQQ 2nd Assessment

Quality assurance: External marketing

External Marketing of MF (to the public)		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
93. MFH communication policy and/or plan	T2													4	↑
	T1									+			+	2	
94. Public relations manager with MFH responsibilities	T2							+	+	+				3	↓
	T1							+	+	+			+	4	
95. MFH logo	T2					+	+		+					3	↑
	T1					+			+					2	
96. MFH external newsletters	T2								+	+				2	↑
	T1													0	
97. MFH press releases	T2	+				+	+		+	+				5	↑
	T1					+				+				2	
98. MFH open house	T2													0	↑↓
	T1													0	
99. MFH flyers or brochures available at doctors' offices or migrant community centres	T2					+								1	↑↓
	T1					+								1	
100. MFH public website	T2					+			+					2	↑
	T1								+					1	
101. Available in the most commonly used migrant languages	T2													0	↑↓
	T1													0	
Sumscore T2		1				5	3	2	5	4					
Sumscore T1						3		1	3	3			2		

The overall project: MFQQ 2nd Assessment

Quality assurance: Training and education

			H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
MF training and education for staff																
103.	Staff training for MF	T2	+	+	+		+	+	+	+	+	+	+	+	11	↑
		T1	+			+		+				+	+	+	6	
Focus of staff training (Selected items with best improvement of coverage)																
104.	Communication (language + interaction skills)	T2	+	+	+		+	+			+	+		+	8	↑
		T1					+					+		+	3	
105.	Cultural competence	T2	+	+	+		+	+	+	+	+	+	+	+	11	↑
		T1	+				+	+				+	+	+	6	
110.	Managing diversity	T2	+	+	+		+	+	+		+	+	+	+	10	↑
		T1	+				+					+	+	+	5	
111.	Working with interpreters	T2		+	+			+		+	+	+	+	+	8	↑

The overall project: MFQQ 2nd Assessment

Quality assurance: Monitoring of migrant clientele

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
Monitoring of migrant clientele															
115.	Patient profiling data analysed and used for service planning	T2						+	+	+			+	4	↑
		T1						+					+	2	
116.	Patient profiling (ethnic monitoring) takes place within the hospital for all patients	T2					+		+		+		+	4	↑
		T1			+				+				+	3	
117.	Systems have been developed for collecting patient data	T2			+	+	+		+	+	+	+	+	8	↑
		T1			+				+		+	+	+	5	
118.	Staff has been trained in collecting ethnic data in a way sensitive to the patients' emotions and	T2					+	+	+		+		+	5	↑
		T1						+	+		+		+	4	
119.	Strategies have been developed for raising public awareness regarding data collection, both internal and external	T2					+						+	2	↑
		T1											+	1	

The overall project: MFQQ 2nd Assessment

Quality assurance: Patient data monitored

Characteristics monitored		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
120.	Country of origin	T2	+	+		+	+	+	+	+	+	+	+	10	↑
		T1			+	+		+	+	+	+	+	+	8	
121.	Ethnic background	T2	+	+			+	+			+	+	+	7	↑
		T1						+	+		+	+	+	5	
122.	Legal status	T2	+				+	+		+	+	+	+	7	↑
		T1				+	+	+		+	+	+		6	
123.	Language skills	T2		+			+			+	+	+		5	↑↓
		T1		+						+	+	+	+	5	
124.	Social networks at host country	T2		+			+		+		+	+		5	↑
		T1							+		+	+		3	
125.	(Former) occupation	T2	+	+			+	+	+		+	+		7	↑
		T1						+	+		+	+		4	
126.	Educational level	T2									+	+		2	↑↓
		T1									+	+		2	
Sumscore T2			4	5		1	6	4	3	3	7	7	3		
Sumscore T1				1	2	1	1	4	4	3	7	7	3		

Quality assurance: Service outcomes monitored I

Migrant-specific service outcomes monitored		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
		128.	Clinical outcomes	T2					+		+				
		T1							+				+	2	
129.	Health literacy	T2						+						1	↑
		T1												0	
Health behaviour															
129-2.	Compliance	T2								+		+		2	↑↓
		T1								+		+		2	
130.	Compliance with medication	T2								+		+		2	↓
		T1				+				+		+		3	
131.	Compliance with a treatment plan	T2						+		+		+		3	↑
		T1								+		+		2	
132.	Compliance with an appointment schedule	T2							+	+		+		3	↑↓
		T1				+				+		+		3	
133.	Other indicators of health behaviour	T2												0	↑↓
		T1												0	
134.	Quality of life of migrants	T2										+		1	↑↓
		T1										+		1	

The overall project: MFQQ 2nd Assessment

Quality assurance: Service outcomes monitored II

Migrant-specific service outcomes monitored II		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
135.	Service satisfaction	T2							+		+	+	+	4	↑
		T1			+							+	+	3	
136.	Service satisfaction of migrant patients	T2						+	+		+	+	+	5	↑
		T1			+							+	+	3	
137.	Service satisfaction of migrant carers (families, friends, etc.)	T2											+	1	↑↓
		T1											+	1	
138.	Job satisfaction of staff	T2	+									+	+	3	↑↓
		T1	+									+	+	3	
139.	Job satisfaction of staff with a migrant background	T2	+									+	+	3	↑
		T1	+										+	2	
140.	Job satisfaction of staff interacting with migrant patients	T2	+									+	+	3	↑
		T1	+										+	2	
142.	Are outcome data for migrants compared with outcome data of other patient groups?	T2			+				+			+		3	↑
		T1			+									1	

The overall project: MFQQ 2nd Assessment

Quality assurance: Methods monitoring and reporting I

Method/approach used for monitoring migrant data		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
143.	Admission monitoring service	T2				+				+		+	+	4	↓
	T1					+	+		+	+		+	+	6	
144.	Electronic patient records	T2								+		+		2	↓
	T1						+			+		+		3	
145.	Common health documents or data management system for migrants at hospital and primary care services	T2										+		1	↑↓
	T1											+		1	
Sumscore T2						1				2		3	1		
Sumscore T1						1	2		1	2		3	1		
H-Score of changing (T1 to T2)						0	-2		-1	0		0	0		

The overall project: MFQQ 2nd Assessment

Quality assurance: Methods monitoring and reporting II

Monitoring of MF impact on organisational quality		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
147.	Surveys	T2							+				+	2	↑
		T1											+	1	
148.	Balanced Score Card	T2	+				+							2	↑
		T1												0	
149.	Electronic patient records	T2												0	↑↓
		T1												0	
Sumscore T2			1				1		1				1		
Sumscore T1													1		

The overall project: MFQQ 2nd Assessment

Quality assurance: Methods monitoring and reporting III

Reporting system on MF activities		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
		151. Annual Report	T2	+				+			+		+	+	+
	T1				+						+		+	3	
152. Public presentation of Annual Report	T2								+		+	+	+	3	↑
	T1										+		+	2	
Sumscore T2		1				1			2		2		2		
Sumscore T1					1						2		2		
H-Score of changing (T1 to T2)		1				1			2		0		0		

The overall project: MFQQ 2nd Assessment

Partnerships and Alliances I

		SC- EU	Diff. T2-T1
	Partnerships and partner alliances		
154.	MFH partnership strategy and protocols for co-operation with partners	8	↑
		5	
155.	Co-operation with migrant-specific extramural services	10	↑
		9	
156.	Co-operation with health professionals at primary care level	6	↑↓
		6	
157.	Co-operation with social workers in the community	9	↑
		7	
158.	Co-operation with migrant associations or migrant representatives in the community	9	↑
		7	
159.	Co-operation with local politicians (esp. health and social policy)	5	↑
		4	
160.	Co-operation with education and training institutions	10	↑
		7	
161.	International human/material resources exchange programmes	5	↑
		3	
162.	MF as an explicit aim in national or regional health policy	7	↑
		5	

Partnerships and Alliances II

		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	SC-EU	Diff. T2-T1
Partnerships and partner alliances															
154.	MFH partnership strategy and protocols for co-operation with partners	T2				+	+	+	+	+	+	+	+	8	↑
		T1						+		+	+	+	+	5	
155.	Co-operation with migrant-specific extramural services	T2	+	+		+	+	+	+	+	+	+	+	10	↑
		T1	+			+	+	+	+	+	+	+	+	9	
156.	Co-operation with health professionals at primary care level	T2				+	+			+	+	+	+	6	↑↓
		T1				+	+			+	+	+	+	6	
157.	Co-operation with social workers in the community	T2		+	+	+	+	+		+	+	+	+	9	↑
		T1				+	+	+	+	+		+	+	7	
158.	Co-operation with migrant associations or migrant representatives in the community	T2			+	+	+	+	+	+	+	+	+	9	↑
		T1				+		+	+	+	+	+	+	7	
159.	Co-operation with local politicians (esp. health and social policy)	T2					+	+		+	+		+	5	↑
		T1				+		+		+			+	4	
160.	Co-operation with education and training institutions	T2	+	+	+		+	+	+	+	+	+	+	10	↑
		T1	+		+		+	+			+	+	+	7	
161.	International human/material resources exchange programmes	T2						+	+	+	+		+	5	↑
		T1						+			+		+	3	
162.	MF as an explicit aim in national or regional health policy	T2				+	+	+		+	+	+	+	7	↑
		T1				+		+		+		+	+	5	
Sumscore T2		2	3	3		6	8	8	5	9	9	7	9		
Sumscore T1		2		1	2	4	4	8	3	7	6	7	9		
H-Score of changing (T1 to T2)		0	3	2		2	4	0	2	2	3	0	0		