

migrant-friendly hospitals

Final Report MFH Project at: Hospital Spiliopoulio Agia Eleni, Greece

Authors:
Dr. Sotirios Zotos

Address:
Hospital "Spiliopoulio Agia Eleni"
Dim. Soutsou 21
Ampelokipi
11521 Athens
Greece



Financially supported by the European Commission

bm:bwk

Co-funded by bm:bwk – Federal Ministry for Education, Science and Culture (Austria)



Pilot hospitals from 13 member states of the European Union



Supporting partners



Co-ordinated by LBISHM, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Institute for Sociology, University of Vienna

migrant-friendly hospitals

Introduction

Spiliopoulio Hospital "Saint Helen" was founded in 1916 and has been operating continuously since then. The hospital's departments specialize in the fields of pathology, cardiology, diabetes, radiology, ultrasound and microbiology. The hospital functions as an emergency hospital once every four days and is located in Athens at 21 Dim. Soutsou st. Mavili Square in Ampelokipi.

General Manager

Tel: +30-210-6462481 or +30-210-6400140, fax: +30-210-6447064

e-mail: info@spiliopoulio.gr.

Project Co-ordinator

Sotirios Zotos

Deputy Project Co-ordinator

Georgia Vasilopoulou

Tel: +30-210-6410445 – ext. 115, fax: +30-210-6447064

e-mail: agiaeleni@netplan.gr

Since 2001 our hospital has examined a large number of migrants in the course of carrying out for them the medical checkup required by authorities for obtaining the "green card" permit which allows migrants to live and work in Greece legitimately.

Altogether, in recent years our hospital examined the following numbers of migrants:

2001	6.483	migrants
2002	22.088	migrants
2003	10.022	migrants
2004	4.802	migrants

Having faced many problems in communicating with these patients over the years, our participation in the Migrant-Friendly Hospital project led us to take the following actions:

Hospital staff took part in a training course for effective communication with migrants. Also, we investigated which staff members speak foreign languages and assigned them several duties according to the foreign languages they speak.

Staff took part in a "Survey A" about their communication with migrant patients before any project measures were taken.

We have been in touch with the G.C.R. (National Committee for Migrants) in order to solve our communication problems over the phone.

A first aid guideline with 43 questions in 28 languages has been edited.

An information kiosk has been established. It offers information in five languages about all the hospitals in Athens, including our hospital.

Hospital staff who communicate with migrants have taken part in training courses.

Staff took part in a "Survey B" about their communication with migrant patients after project measures were taken.

There has been a survey among the patients after the use of the first aid guideline.

In cooperation with the Papapostolou Company and some scientific companies, a number of brochures for migrants have been published and distributed.

The results of all the above measures are extremely positive, from the point of view of our staff as well as our migrant patients.



migrant-friendly hospitals

After the closing meeting in Dublin and despite all the difficulties that have arisen in recent months due to my replacement as General Manager of Spiliopoulio Hospital, we have managed to meet our program action goals.

Staff Survey B has been completed and was submitted after the guideline's production in the fall of 2004.

An information kiosk has been established. It offers information in five languages about all the hospitals in Athens, including our hospital.

Hospital staff who communicate with migrants have taken part in training courses.

There has been a survey among the patients after the use of the first aid guideline.

In cooperation with the Papapostolou Company and some scientific companies, a number of brochures for migrants have been published and distributed.

In conclusion, we feel that with the MFH Project we have achieved a strong basis for effective communication with all migrants. The hospital personnel is now informed and trained, the contact with the G.C.R. is continuous, the First Aid Guideline will continue to be used in the long term, and the information kiosk has been successfully installed. However, the fact remains that in order to keep up this effort, a larger amount of funding is needed, as are the cooperation and constant communication among all stakeholders (staff, migrant patients, National Committee, etc.).