

migrant-friendly hospitals - SPB-needs assessment clientele

28.11.03

Hospital: _____ Sequential Number: _____

Interviewer (project manager, interpreter, ward nurse, midwife, ...):

Please note: Fill in this form after you've finished speaking with the woman. If you fill it in while talking, please tell her what you are writing down and how the information will be handled (namely as a planning resource and that it is anonymous)

Part 1: Background information

Please note: Inform the woman first that your hospital plans to offer a training course and/or information material on postpartal topics, free of charge. Then ask her about her preferences and needs.

Member of which migrant or minority group:

Language(s) spoken in everyday life:

Language(s) understood well:

Part 2: Needs assessment

Please note: In case the woman does not name any details, give her examples.

Information wanted (e.g., care of the baby, care of the mother, health care providers...)

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Information material preferred (e.g., brochure, video tape, audio tape, photo story, ...)

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Possible attendance:

At which times is it possible for her to attend courses? (e.g., evening hours, weekends...).....

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How long should courses last? (number of sessions, duration of sessions).....

Other important information mentioned by the woman and/or known to the interviewer

(e.g., twin pregnancy, specific physical, social, mental health problems, ...)

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Literacy & Ability to read

Please note:

People feel ashamed about illiteracy and often hide it even from their close relatives. Therefore the literacy check must be done in a sensitive way. Do the literacy check in three steps:

Give the woman an information sheet, e.g. a brochure, upside-down.

Step 1: Note whether she turns it round or not.

Step 2: If you feel that she has problems handling the sheet, ask her if she has any problems with reading the text. If she says yes, ask her how this would be for her if it were in her own language.

Step 3: Ask her by the way" about something in the text, e.g. about opening hours, an address, a name. Ask her to read a sentence aloud to you.

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|----------------------------------|-----|--------------------------|----|--------------------------|
| 1. Brochure turned round? | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 2a. Problems? | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 2b. Problems if in own language? | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 3. Sentence read? | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |

Working Tool / WT 1

