

# migrant-friendly hospitals

## mfh SP-B - Survey Instructions

### Conducting the client survey: Course and the antenatal clinic

#### Preparation:

1. Inform all staff members at the station/department about the upcoming survey
2. Print out the documentation sheet for the course (WT4)
3. Make copies of the questionnaire (WT5)
4. Consecutively number each questionnaire in the appropriate field on Page 1
5. Prepare a place to collect the completed questionnaires

#### Implementation:

1. Documentation of the courses held (WT4), including information about participants (with contact information in the case of telephone interviews!)
2. When entering information about participants, be sure to include the questionnaire number in the field "Willing to participate in evaluation." This is important in identifying people that participate in more than one course and so are surveyed more than once.
3. Carry out interviews with an interpreter after each course
  - a. In the case of telephone interviews (Bradford): the following day or, at the latest, 3 days after the course
  - b. In the case of interviews carried out during in-patient stay (Finland): the evening before discharge
4. Collect completed questionnaires in the designated place
5. Send all completed questionnaires to LBISHM

#### Sampling:

Every woman who receives the service and is willing to participate.

The sample size should be at least 10 women, and the desired sample size is 50 women. If it is possible to take only a small sample, concentrating on a specific target group is recommended (for example, in UK: Pakistani women, NL: Ghanese women, AT: Turkish women).

#### Interviewers:

Should be recruited from among:

- Professional translators from within the hospital or from outside
- Support workers who have access to the community
- Community members who are willing to assist

### Conducting the client survey: Information material

#### Preparation:

1. Inform all staff members at the station/department about the upcoming survey
2. Print out the documentation sheet for the course (WT4-I)
3. Make copies of the questionnaire (WT5)
4. Consecutively number each questionnaire in the appropriate field on Page 1
5. Prepare a place to collect the completed questionnaires

#### Implementation:

1. Carry out interviews with an interpreter
  - For women who take material with them: Telephone interview 3 days after receipt of material
  - For women who watch material in hospital setting: Personal interview after watching

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- For women who get material in framework of course: At the same time as the course interview (s. above)
- 2. Collect completed questionnaires in the designated place
- 3. Send all completed questionnaires to LBISHM

## Sampling:

Every woman who receives the material and is willing to participate.

The sample size should be at least 10 women, and the desired sample size is 50 women. If it is possible to take only a small sample, concentrating on a specific target group is recommended (for example, in UK: Pakistani women, NL: Ghanese women, AT: Turkish women).

## Interviewers:

Should be recruited from among:

- Professional translators from within the hospital or from outside
- Support workers who have access to the community
- Community members who are willing to assist

## **Conducting the staff survey: Course and information material**

Preparation:

1. Inform all staff members at the station/department about the upcoming survey
2. Make copies of the questionnaire(s) (WT6)
3. Make envelopes available so that questionnaires can be sealed before being turned in
4. Consecutively pre-number each empty questionnaire in the appropriate field on Page 1
5. Prepare a place to collect the completed questionnaires

Implementation:

1. Document the number of staff members surveyed according to profession (e.g., 3 doctors, 6 midwives,...) and send this information to LBISHM by E-Mail (this is important in assessing the return quota).
2. Distribute the numbered questionnaires together with an envelope and information regarding anonymity and the deadline for completion.
4. Collect completed questionnaires in the designated place
5. Send all completed questionnaires to LBISHM

## Sampling:

All staff members who are involved in the measure and/or are affected by it.

## **Timeline**

Start of data collection for clients	Project group SP-B	1. April '04 is earliest point (AT, FI) 25. April '04
Start of data collection for staff	Project group SP-B	June '04
End of data collection for evaluation of intervention	Project group	8. July '04
<b>Close of data collection – Material has arrived at LBISHM</b>		<b>15. July '04</b>
Meeting in Dublin		17./18. September '04