

mfh



bm:bwk



## Subproject B:

# Migrant friendly information and training in mother and child care

## Evaluation Results

**Austria, Finland, Italy, Netherlands, Spain, UK**

Ursula Trummer  
Closing Meeting, 17 –18 September 2004  
Dublin, Ireland

## Evaluated Measures

Country	Type of measure	Evaluation
AT	<b>Course:</b> three courses, each consisting of four course units	Client N=29 Staff N= 27
ES	<b>Video:</b> breast feeding video developed by Bradford Teaching Hospitals adapted to local language needs.	Client N=17 Staff N=8
FI	<b>Course:</b> seven courses	Client N=8 Staff N=2
IT	<b>Course:</b> one course with 4 modules, 1 for each day (2,5 hours) + <b>Information material</b> distributed to women who attended.	Client N=23 Staff N=5
NL	<b>Development</b> of information material	Focus groups
UK	<b>Video:</b> breast feeding video <b>Clinic:</b> postnatal-drop-in-clinic to complement already existing community midwife service	Client N=57 Staff N=8

## Overview client survey

Client Survey	AT	FI	ES	IT	UK
Data Collection	Telephone Interviews	Face to face Interviews	Face to face Interviews	Face to face Interviews	Telephone and face to face interviews
Attendance of course/ post natal clinic	29	8	-	12	17
Receipt of info material / video	-	-	17	11	40
Returned Questionnaires	34	8	17	23	57
Languages spoken	Turkish	Arabic, Russian, Albanian, Persian Darin Kieli	Arabic, Englisch (Nigeria), Colombian Castellano Espanol	Punjabi, Arabic, French (Senegal) Francese, Guineano English	Punjabi, Urdu, Bengali, Rushto, English

## Overview staff survey

<b>Staff Survey</b>	<b>AT</b>	<b>FI</b>	<b>ES</b>	<b>IT</b>	<b>UK</b>
Data Collection	s. a. qu.	s. a. qu.	s. a. qu.	s. a. qu.	s. a. qu.
Returned Questionnaires	27	2	8	5	8
professions	doctor, midwife, nurse	midwife	midwife	doctor, midwife, nurse	midwife

s. a. qu.: self administered questionnaires

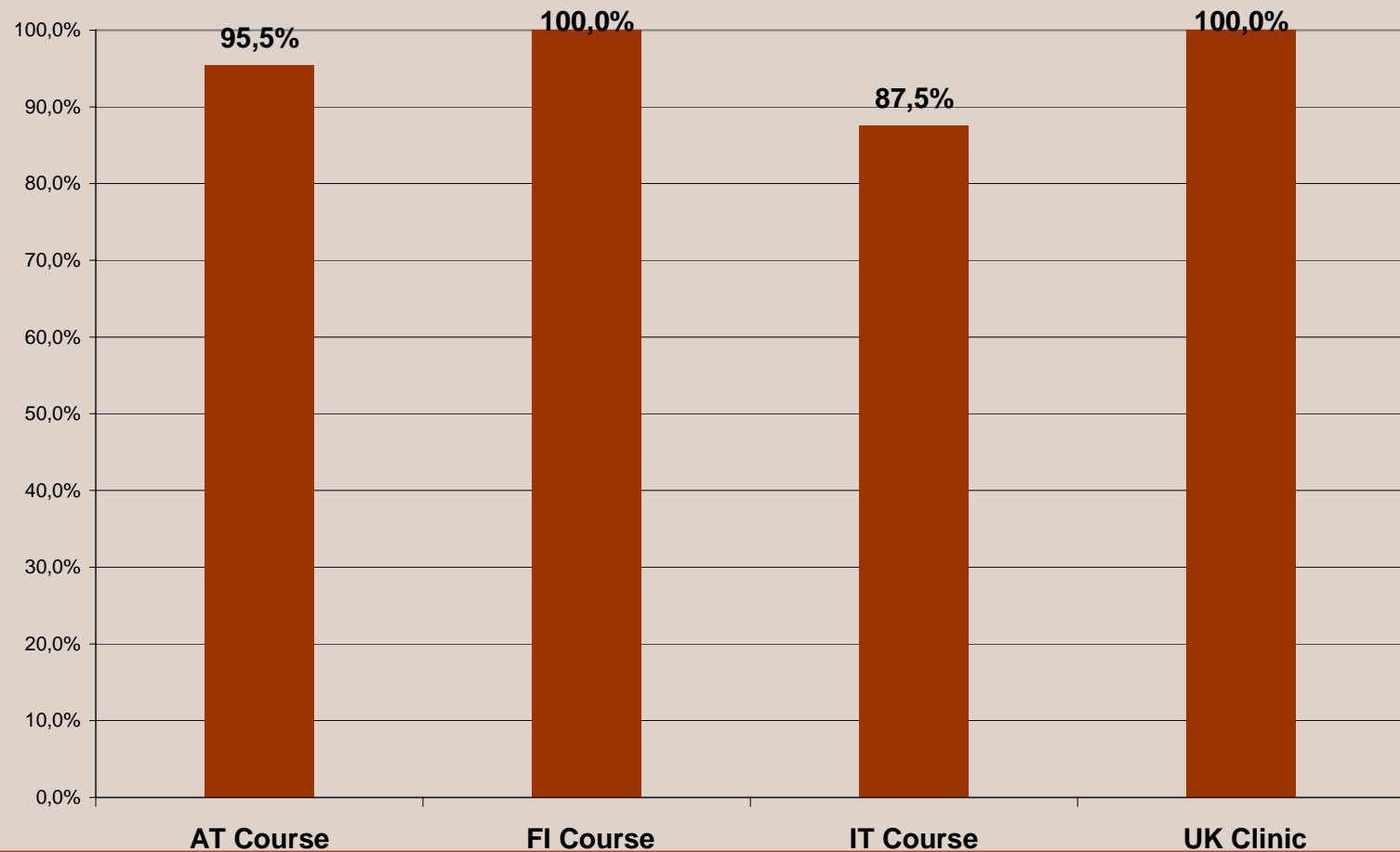
## Migrant-friendly information and training in mother and child care

### Aims / Quality dimensions

1. Appropriate access to and provision of information and training
2. Appropriate information in terms of content
3. Appropriate information in terms of the format (sensitive to literacy levels and culture)
4. Appropriate context / relationship between clients and facilitators (culturally sensitive, empowering)

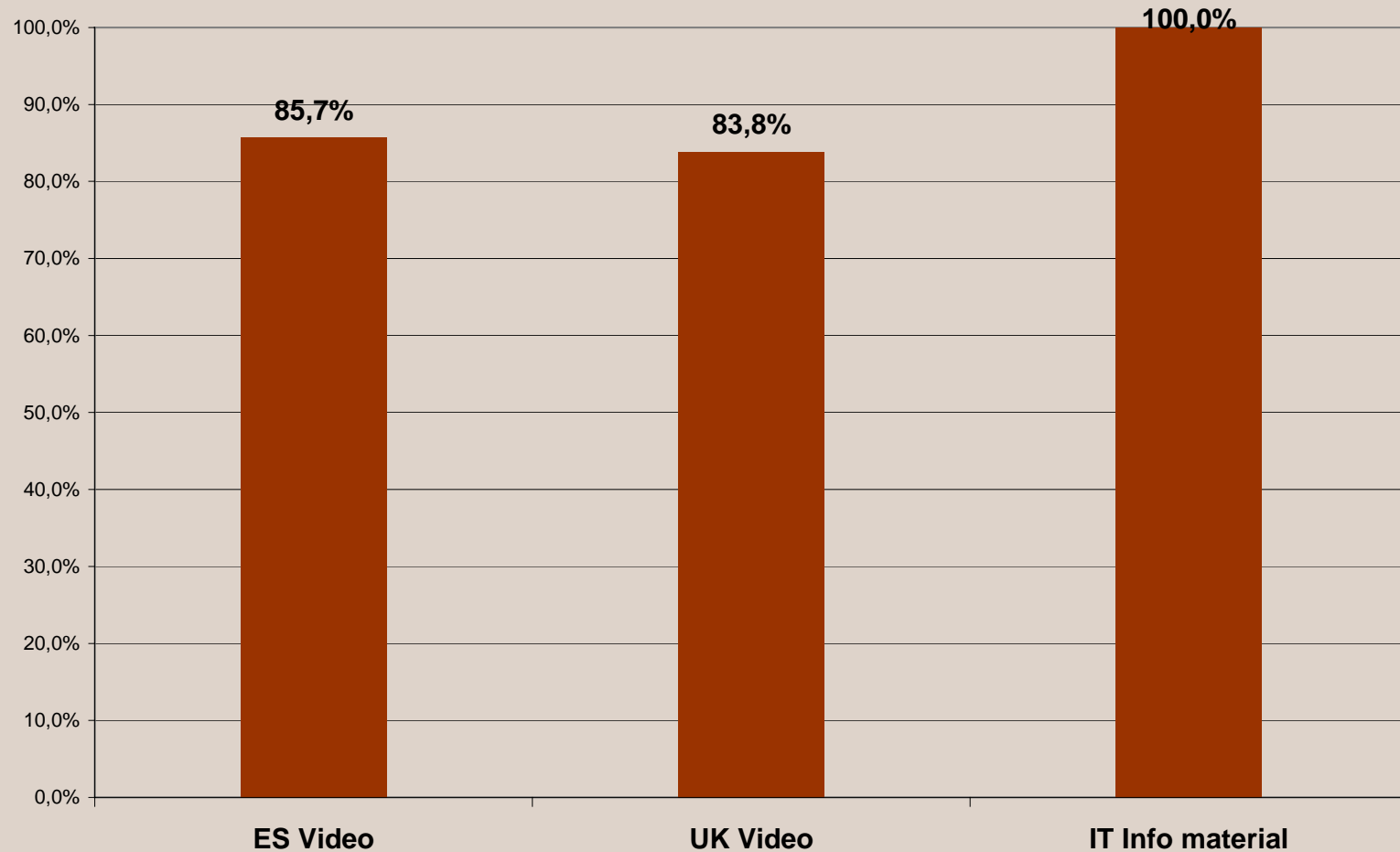
## Comparative data client survey: Courses/Clinic Indicator: Access

- appropriate time and duration



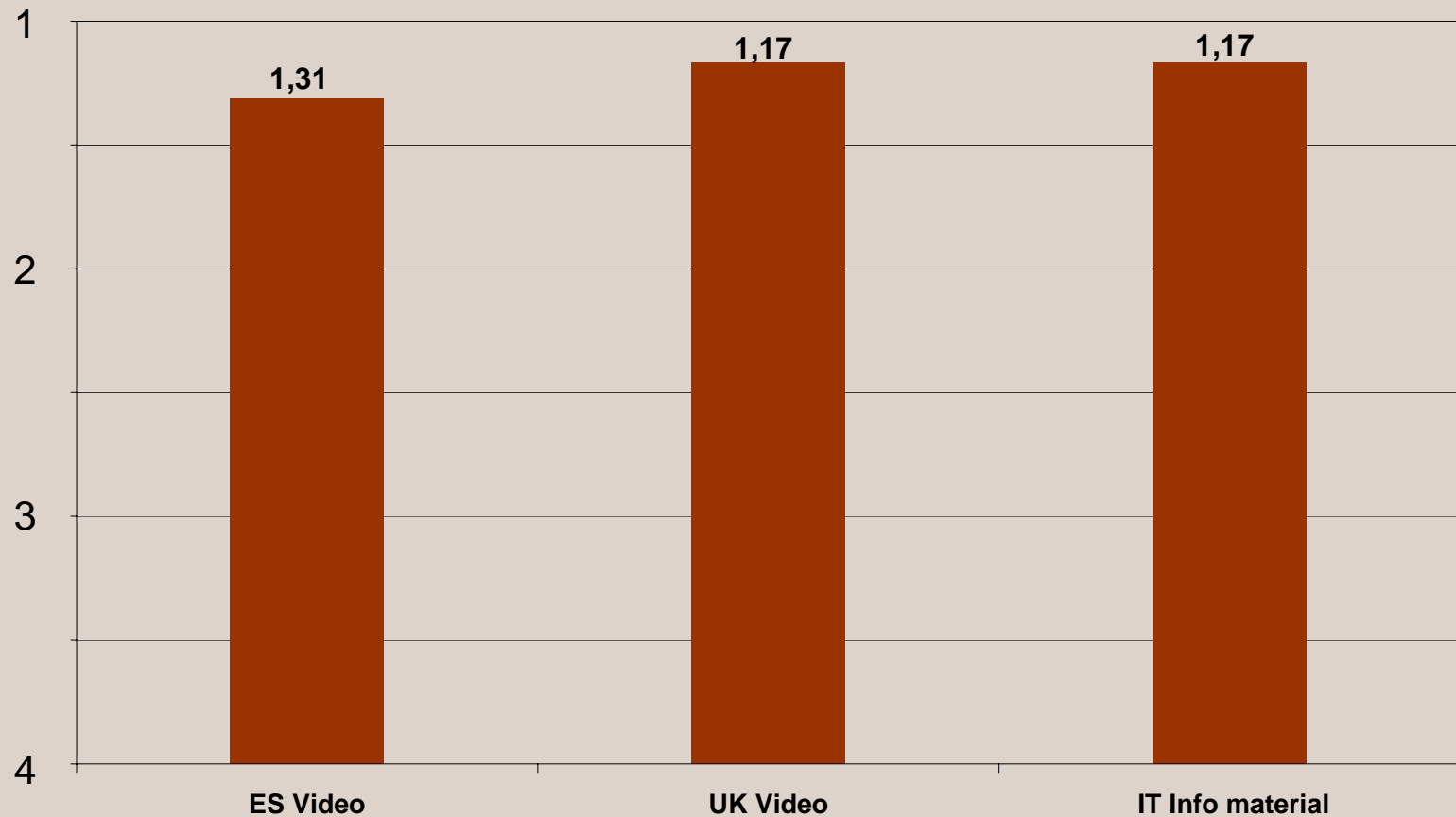
## Comparative data client survey: Video/InfoM. Indicator: Access

- watched video/looked through infoM.



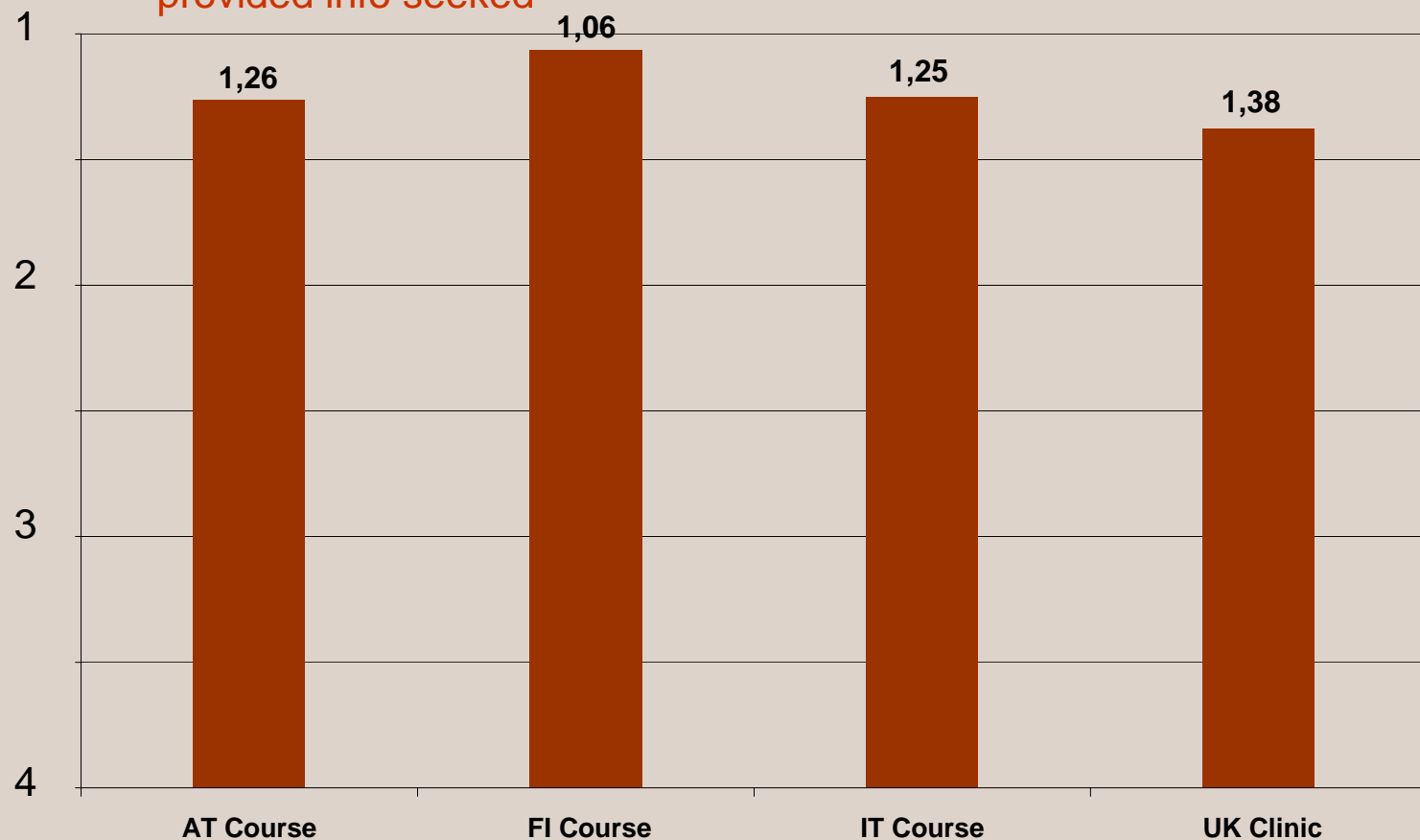
## Comparative data client survey: Video/InfoM. Indicator: Information–Content

- Information given clearly , easy to understand
- provided info sought



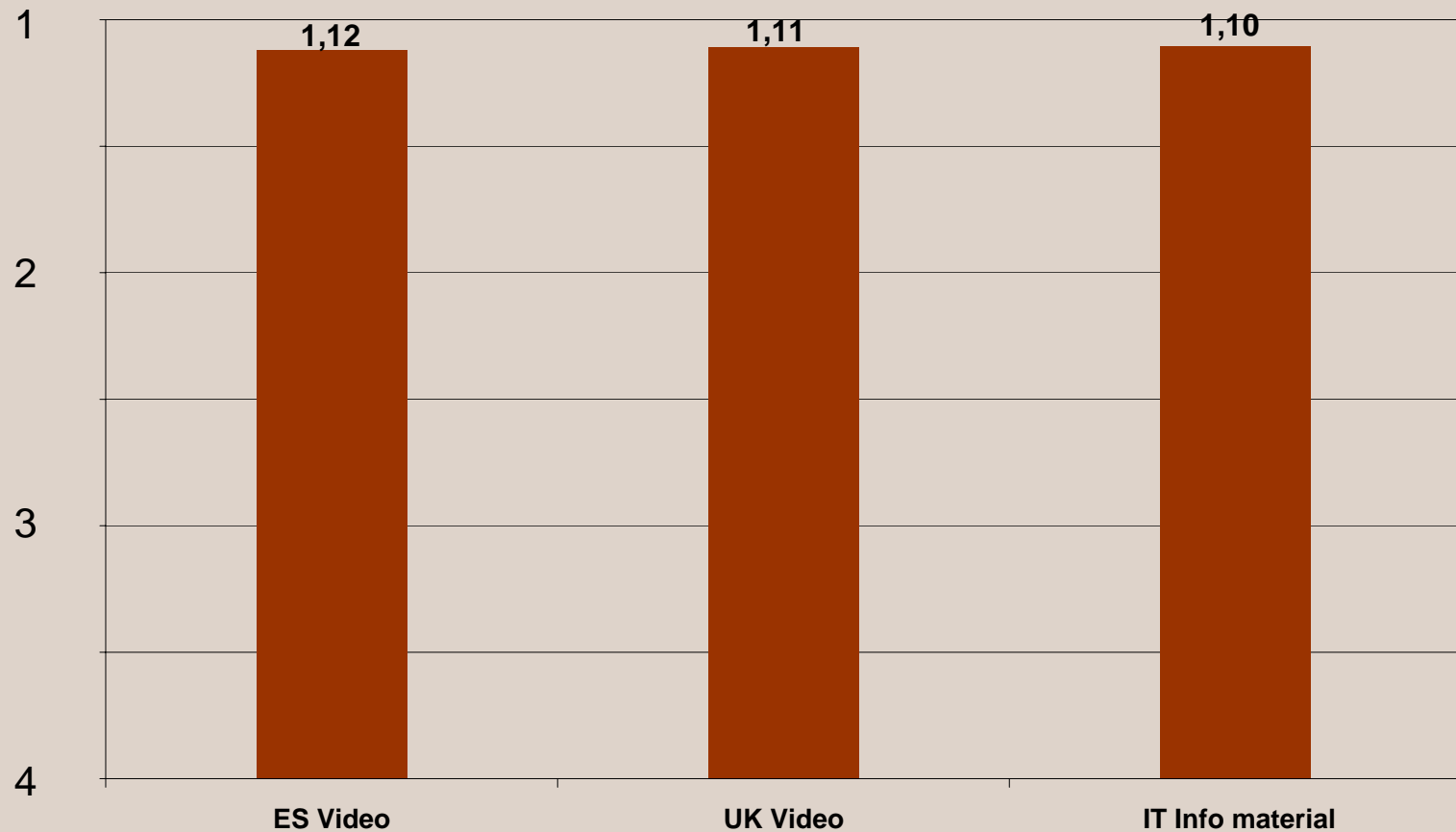
## Comparative data client survey: Course/Clinic Indicator: Information–Content

- discussed important issues
- Information given clearly, easy to understand
- provided info sought



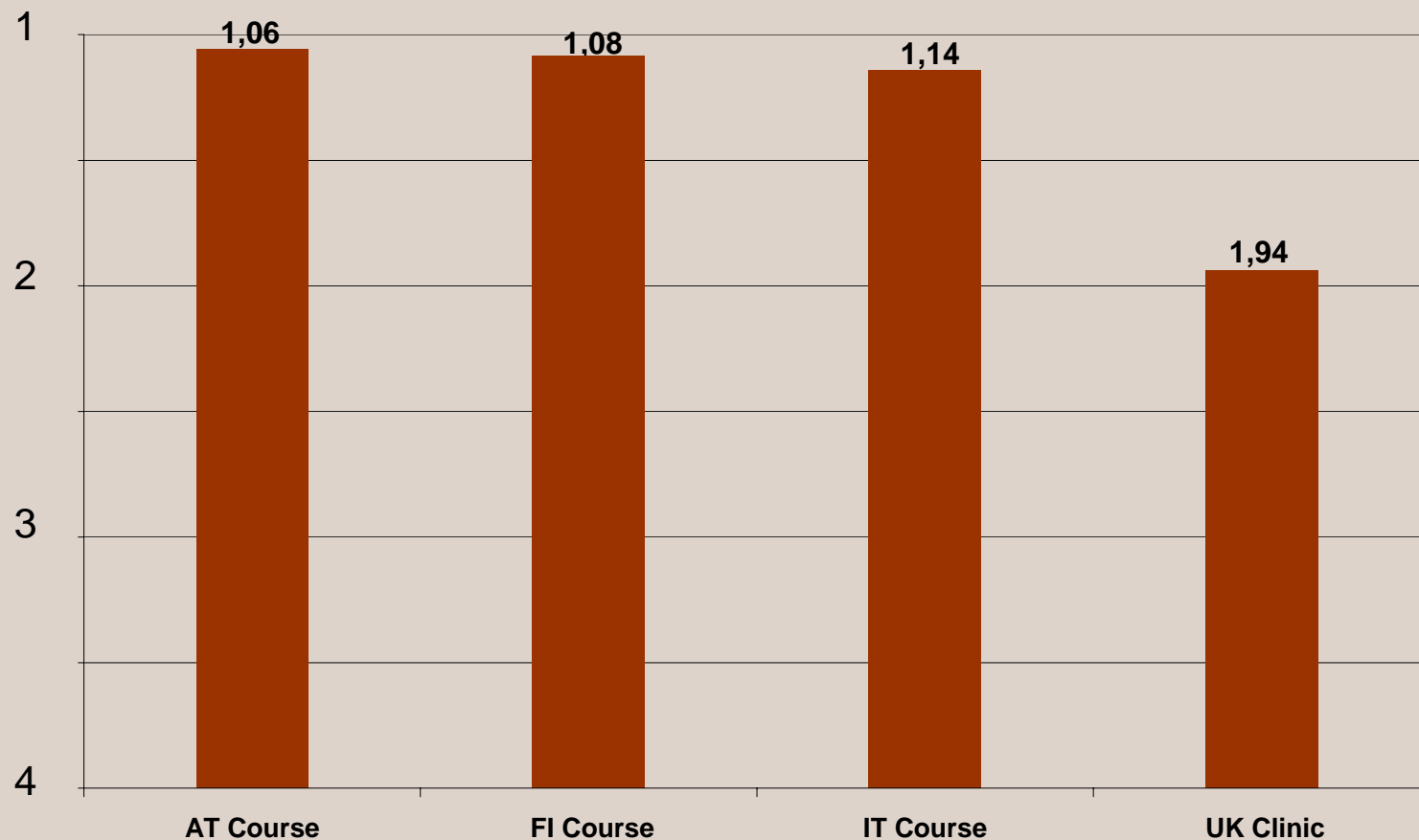
## Comparative data client survey: Video/InfoM. Indicator: Appropriateness of Information

- Interesting, enjoyable to watch/ to go through
- cultural/religious beliefs and traditions respected

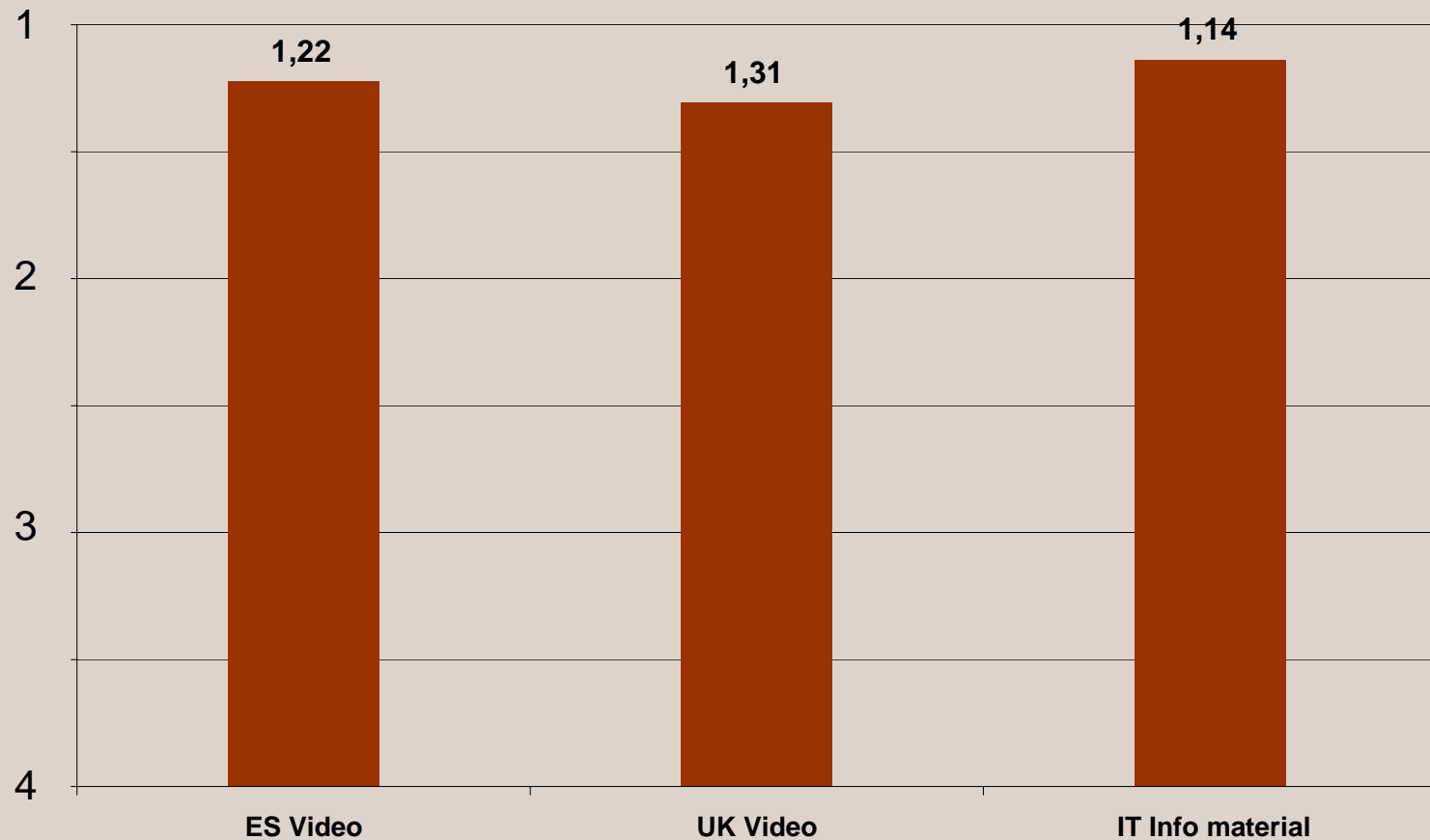


## Comparative data client survey: Course/Clinic Indicator: Appropriateness of Information

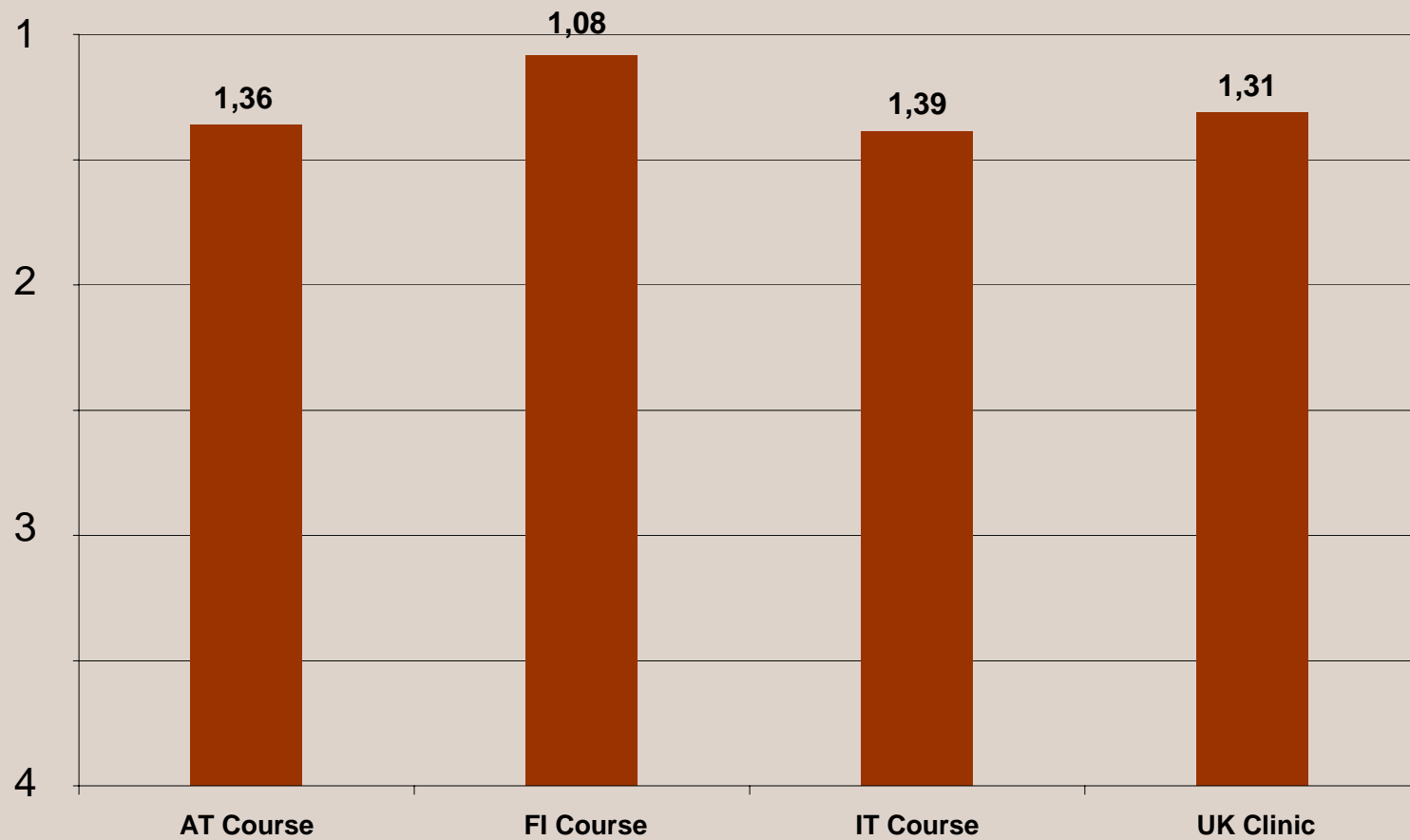
- interesting, enjoyable to attend
- cultural/religious beliefs and traditions taken into account



## Comparative data client survey: Video/Infom. Indicator: Knowledge



## Comparative data client survey: Course/Clinic Indicator: Knowledge



## Comparative data client survey: Course/Clinic Indicator: Support

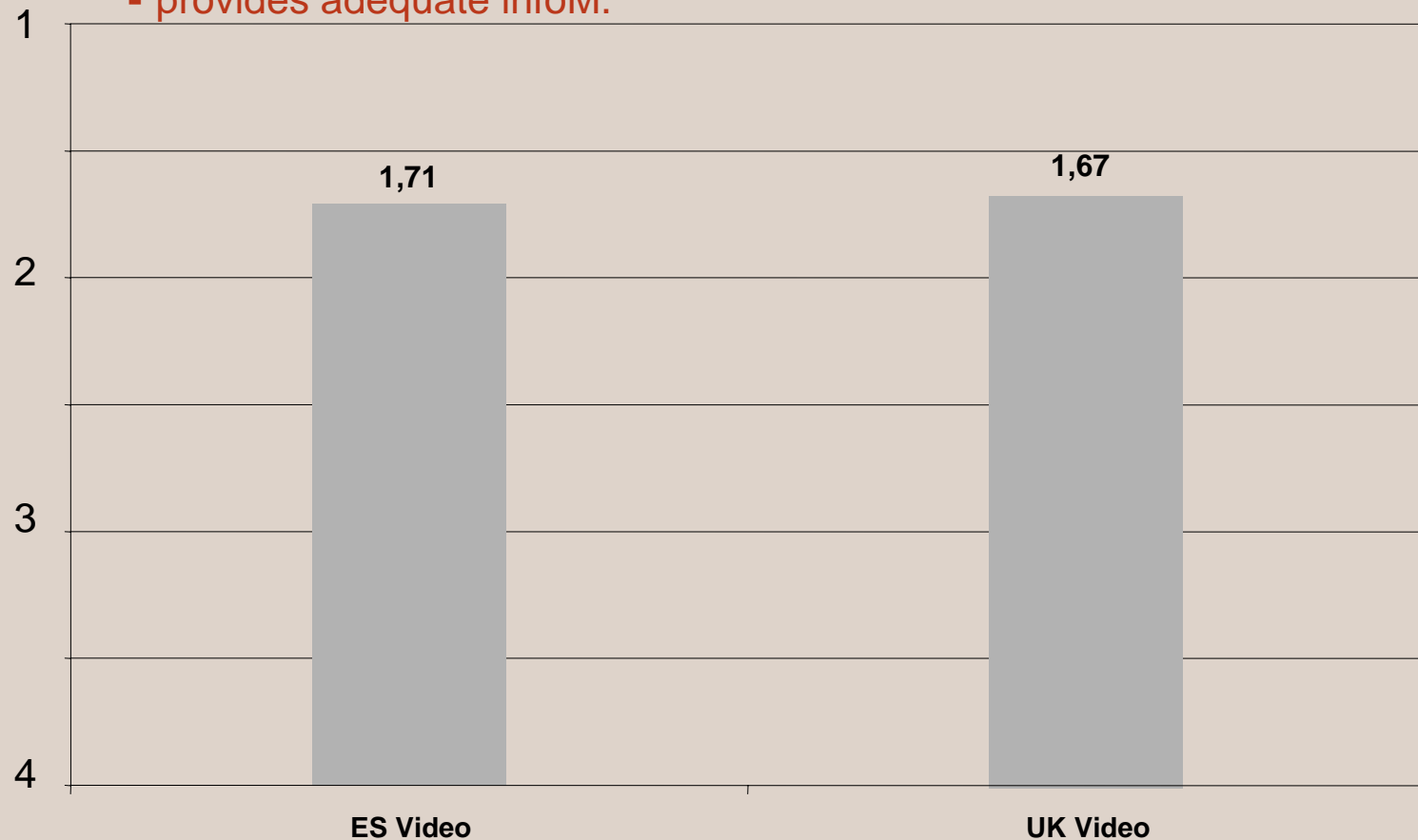
- encouraged to ask questions, response to worries and fears
- talk about personal preferences and experiences
- showed sensitive to personal beliefs and habits



## Comparative data staff survey: Video

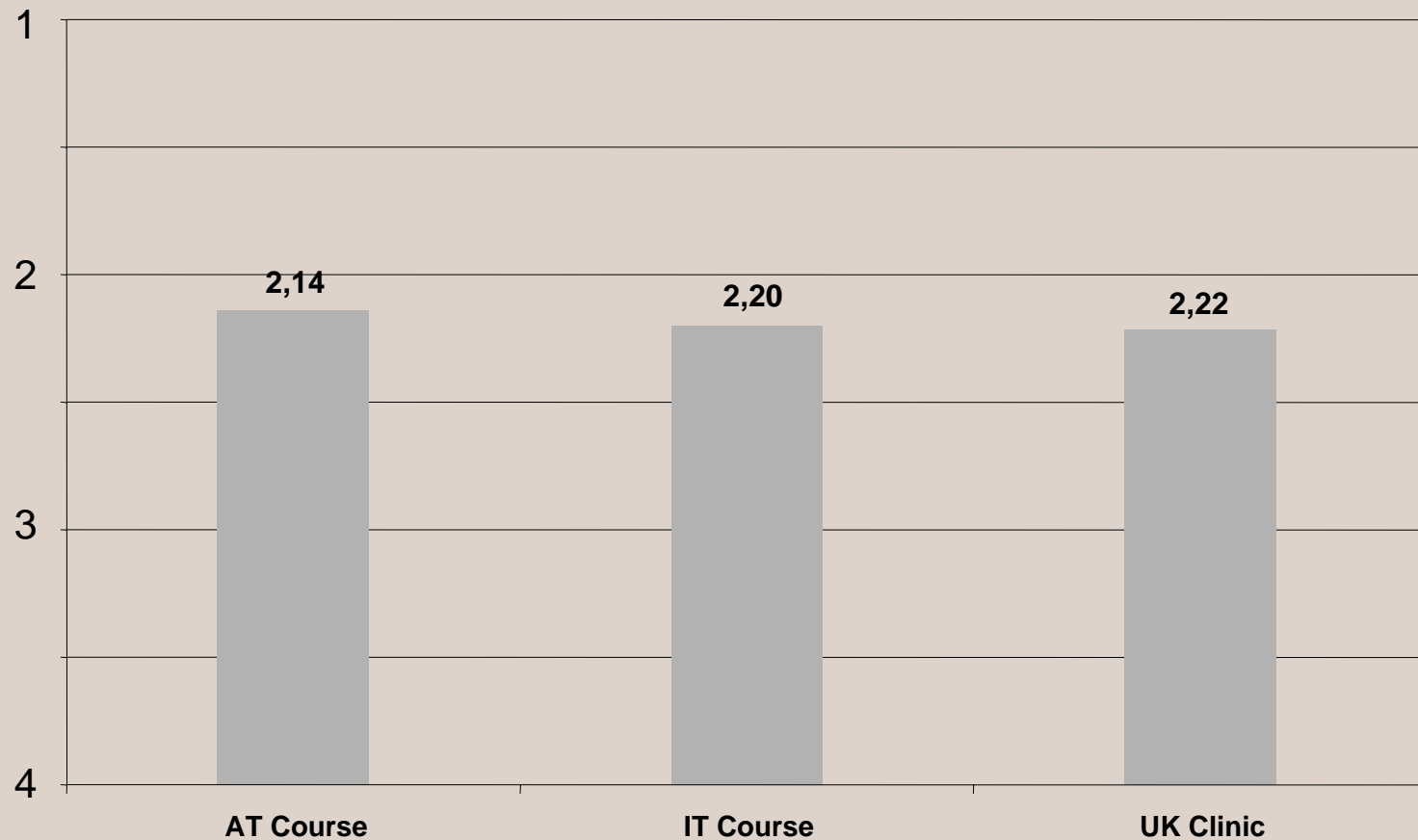
### Indicator: Effectiveness clients

- reaches members of target group
- meets info needs
- provides adequate infoM.



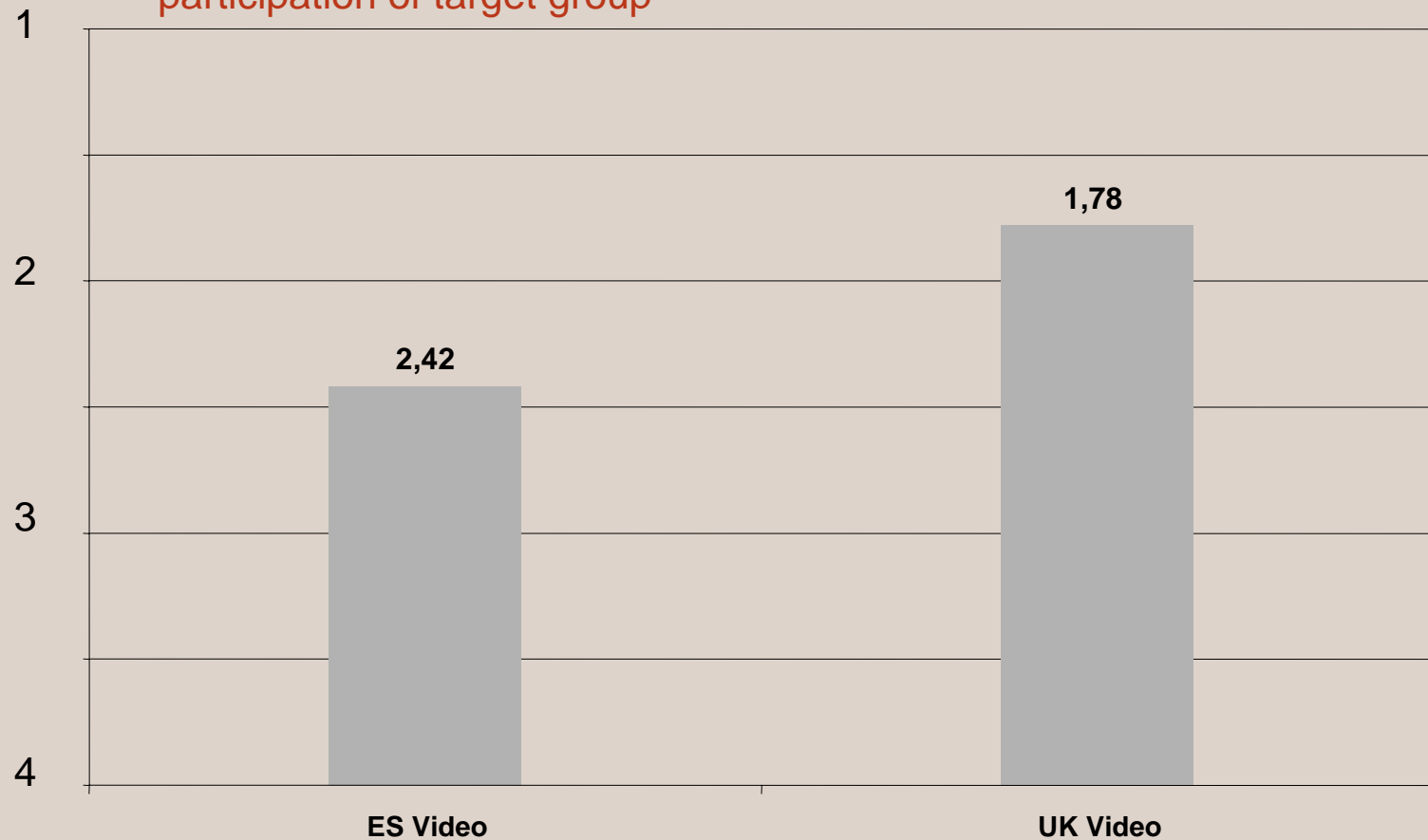
## Comparative data staff survey: Course/Clinic Indicator: Effectiveness clients

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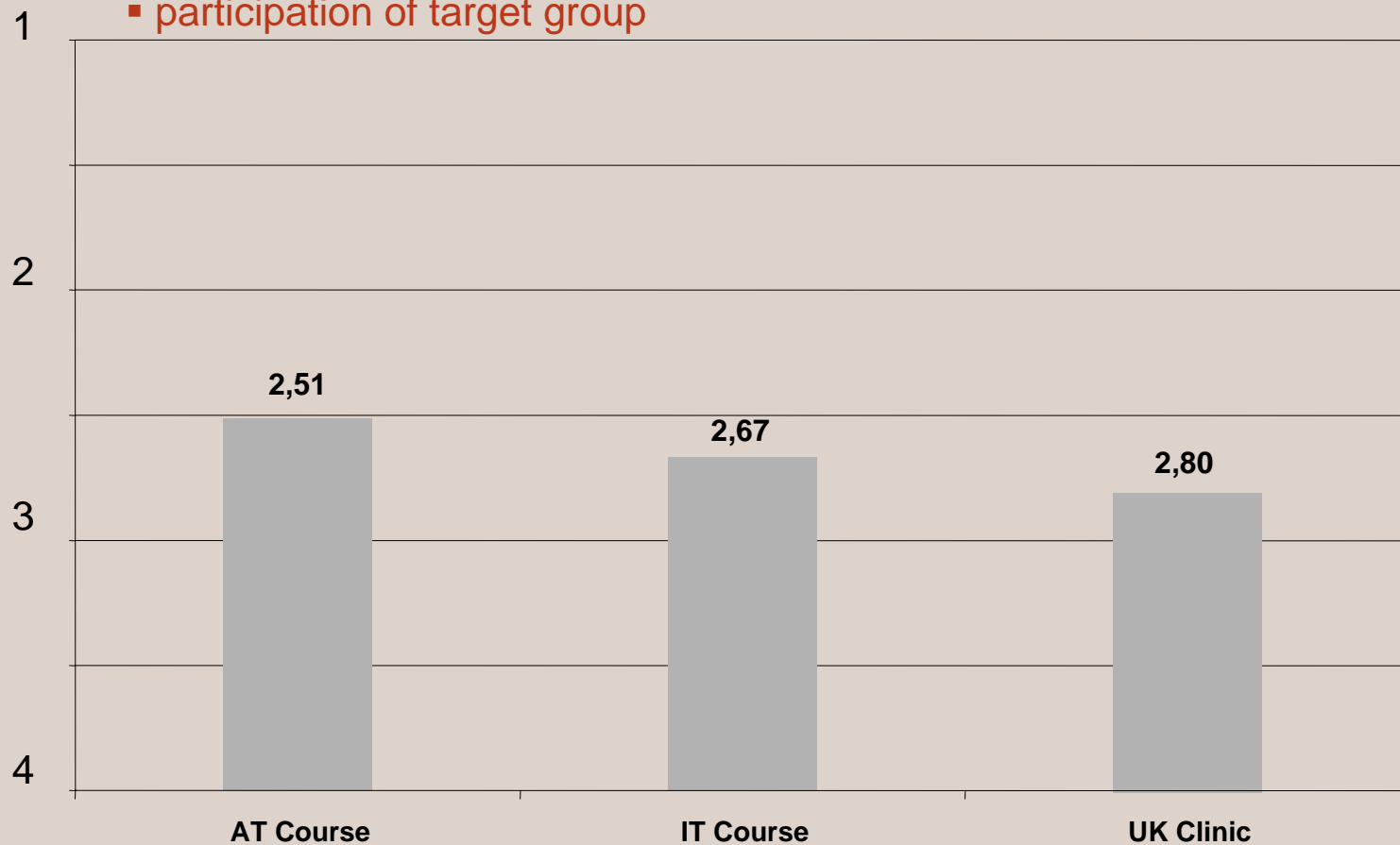
## Comparative data staff survey: Video Indicator: Effectiveness staff

- improved work situation
- relationship with the target group
- participation of target group

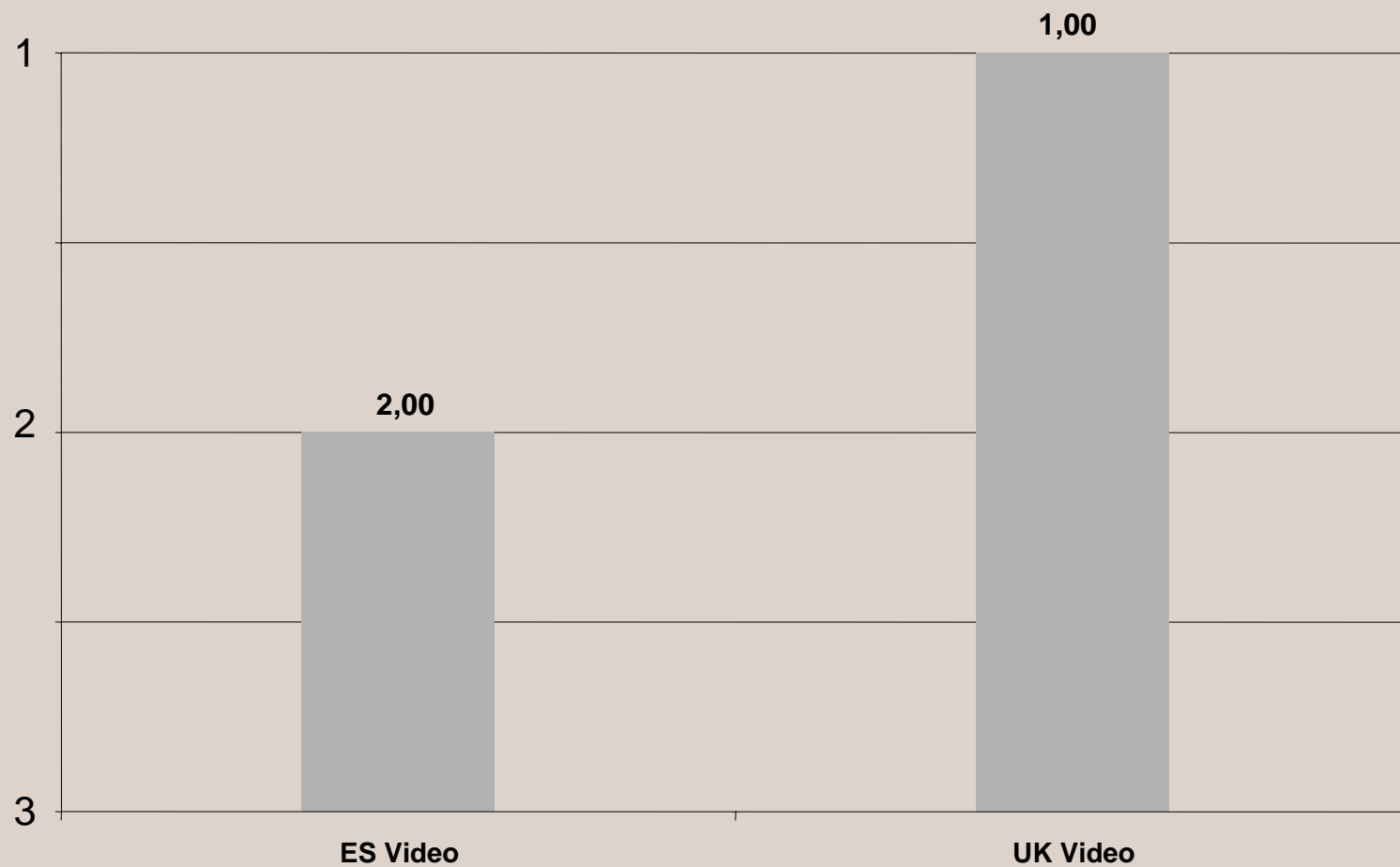


## Comparative data staff survey: Course/Clinic Indicator: Effectiveness staff

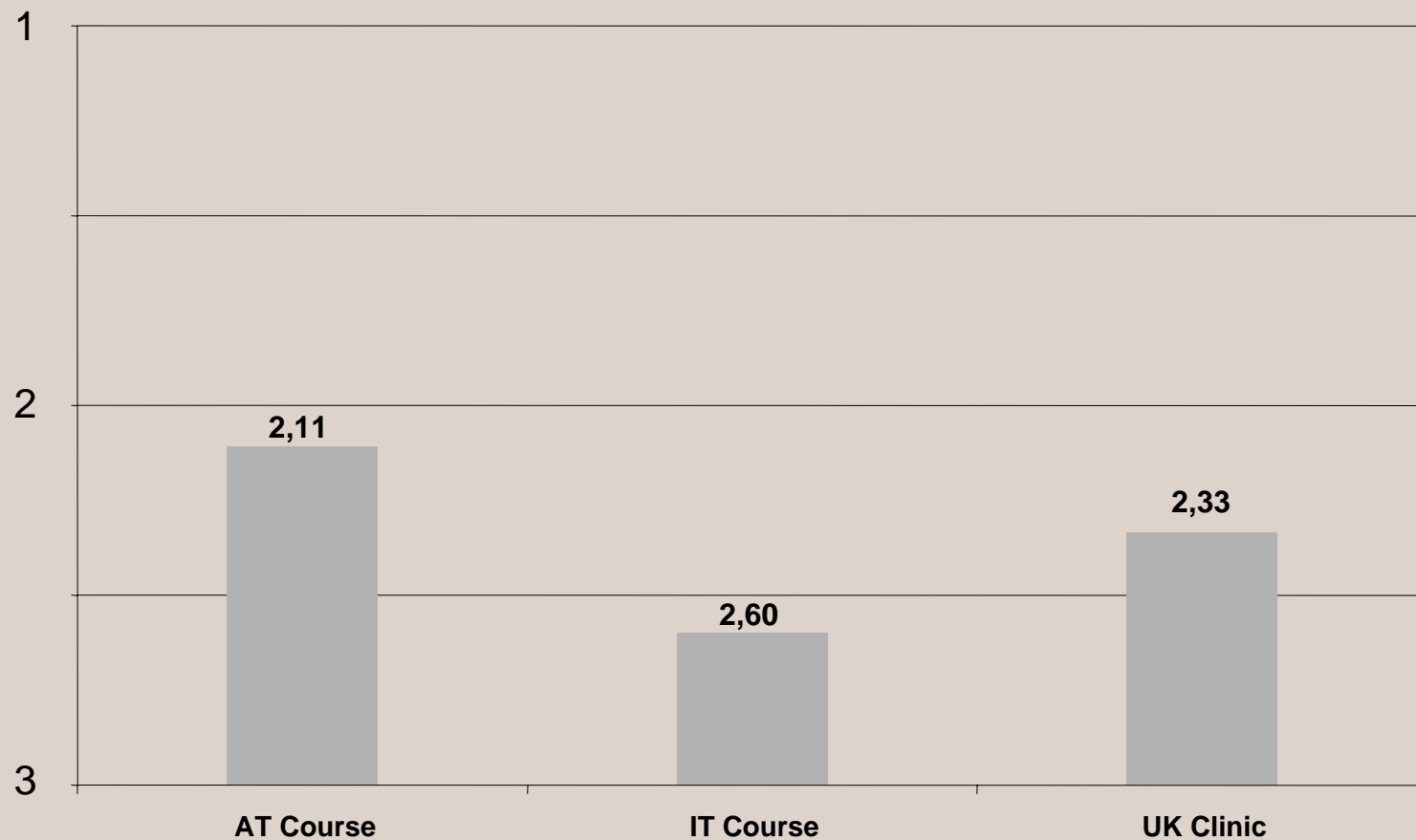
- improved work situation
- relationship with the target group
- participation of target group



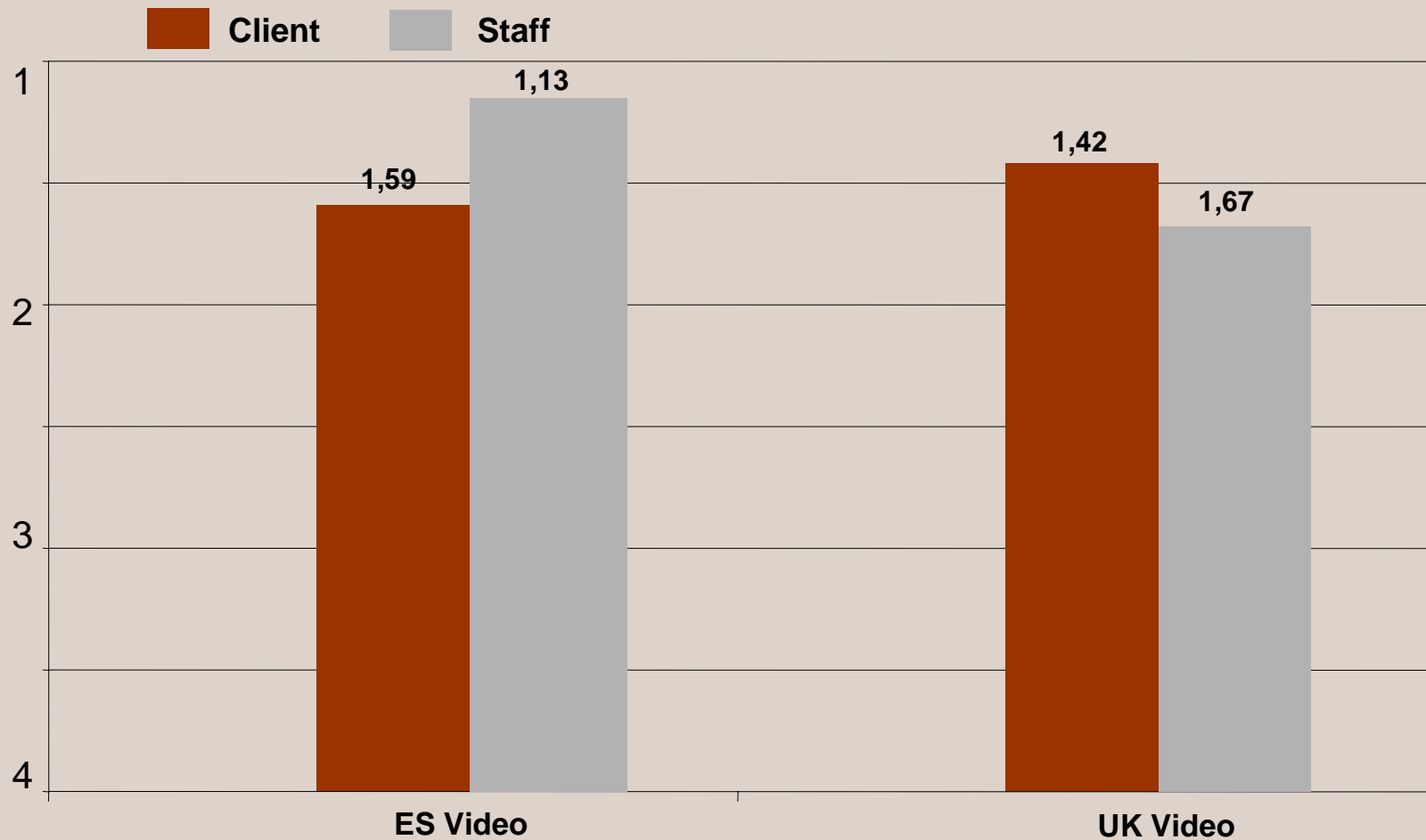
## Comparative data staff survey: Video Indicator: Knowledge

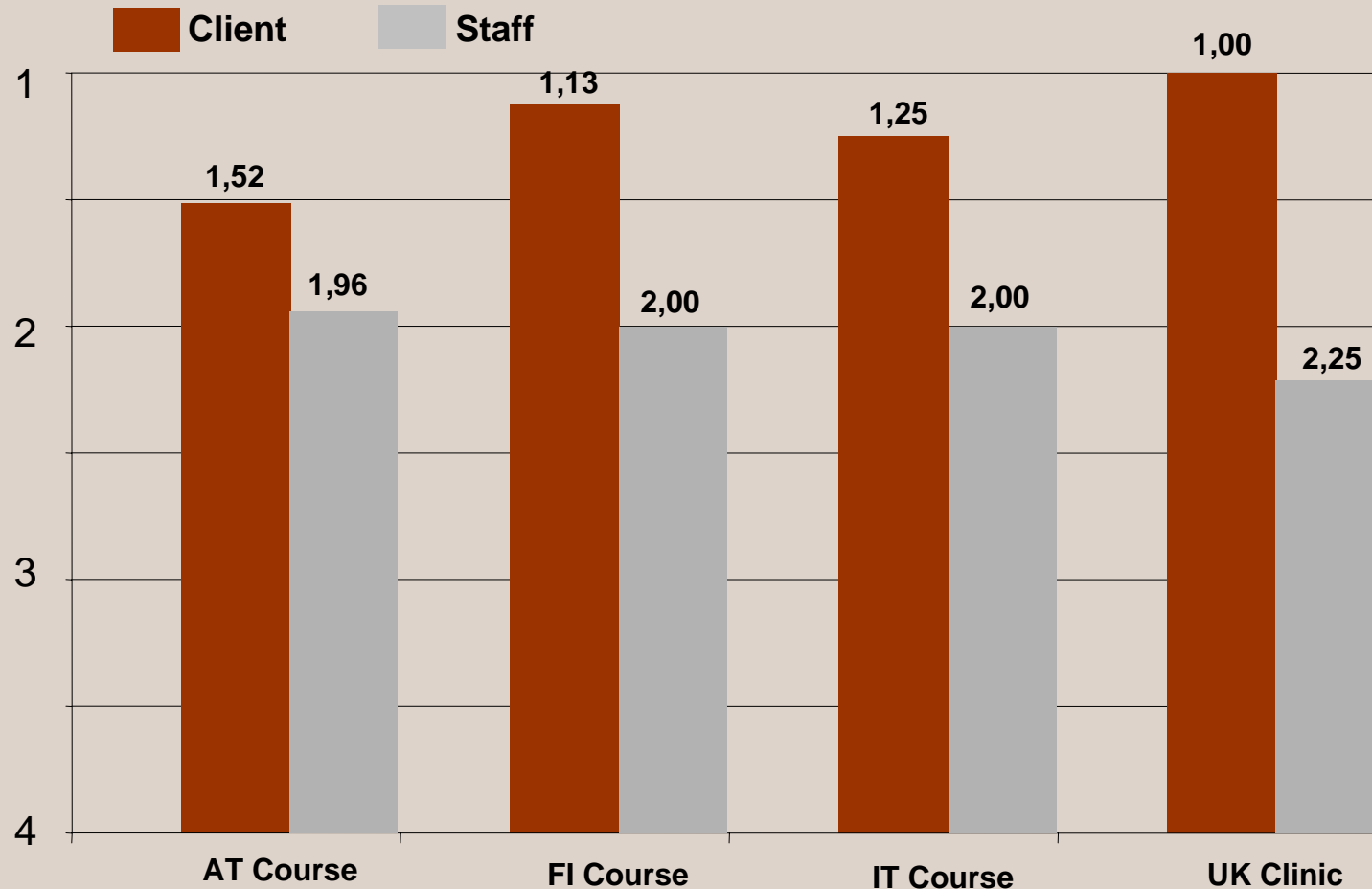


## Comparative data staff survey: Course/Clinic Indicator: Knowledge



## Client+staff survey: Video/InfoM. Provides info sought/ meets needs of clients



**Client+staff survey: Course/Clinic****Provided info sought/ meets needs of clients**

## General Findings

- High satisfaction rates within clients who use the services and/or information material
  - In 4 quality dimensions access, information (content/format) and support of facilitators
- High ratings of clients concerning knowledge gained
- Staff ratings of knowledge gained are consistently lower than client ratings
- Staff ratings of improvements of work situation (effectiveness of measure) heterogeneous, esp. for courses

## Limitations

- Small sample sizes both in the client and in the staff survey
- No consistent procedures for sampling and data collection
- Social bias in client ratings

## Implementation of measure

	AT	FI	IT	ES	UK
The measure is an established part of our survey.		X			X (breastfeeding)
The measure will be adapted	X		X		X (postnatal clinic)
The measure will be extended	in action/other ethnic groups		The information material might be extended	more languages might be used(maybe Russian)	X
The measure will not be continued					

## Implementation of measure II

- Enabling factors – what did help ?
- Obstacles to progress – what was/is the most difficult thing ?
- Recommendations to others: do's and don't's

## Discussion

- Are results reasonable?
- Access problems – what are possible interventions to foster participation?
- What do women really learn in the courses / with the info material?
- What supports them in gaining knowledge?
- How to react on heterogeneous view of staff concerning improvements for clients and for themselves?
- How can sustainability be assured ?