

migrant-friendly hospitals – SPC: documentation of the planning and implementation of cultural competence training

How to use this documentation sheet:

This documentation sheet has been designed to help you to document important steps of cultural competency training implementation and evaluation.

We would like to invite you to use this documentation sheet for your ongoing self monitoring of project progress. This specific documentation will be important to understand your specific experiences and results in the closing meeting in Dublin, for the Amsterdam presentation and the final project report.

In order to improve our background understanding for the European cross analysis we would be thankful if you could forward a copy of this documentation sheet together with the final evaluation data (July 2004).

Hospital:

Documented by (project manager, focal person, ...):

Person in charge (sub project coordinator/s):.....

Title of the measure (Training course in cultural competence or other intervention?):.....

.....

If other intervention please specify: (e.g. mirror meeting).....

.....

.....

.....

.....

.....

.....

.....

Description of the cultural competency training course:

1. Main problems in your hospital that should be solved by staff training in cultural competence:

.....

SPC Working Tool – March 2004

migrant-friendly hospitals – SPC: documentation of the planning and implementation of cultural competence training

.....
2. Have you used a specific need assessment on the department level to identify training needs? If yes please specify (which departments, methods used for assessment – e.g. interviews with department heads, most important results).....

.....
.....
.....

3. Content and structure of the training course (e.g. module 1: knowledge of....; module 2: communication skills across cultural borders,..):

.....
.....
.....
.....
.....

4. Time structure of each training course:

.....
.....

5. How many training courses did you conduct?

.....
.....

6. Realised Date/dates of course start:

.....
.....

SPC Working Tool – March 2004



migrant-friendly hospitals – SPC: documentation of the planning and implementation of cultural competence training

7. Description of the trainer(s) and trainer(s) recruitment: (e.g. one trainer or a trainer team, what were your selection criterion, what is the trainers background? Explicit contract with the trainer – content, structure, evaluation, fee?)

.....

.....

.....

.....

8. Composition of staff attending the training/participant profile: (which departments, which profession - separate or mixed/combined training for staff?)

.....

.....

.....

.....

9. Invitation of participants: (e.g. through department head, support from directorial board, staff information sheet...)

.....

.....

.....

10. Benefits for participants: (e.g. course in working time, credits for continuous professional education etc.)

.....

.....

.....

.....



migrant-friendly hospitals – SPC: documentation of the planning and implementation of cultural competence training

11. Problems arising during implementation of the training and within the training sessions:

.....

.....

.....

.....

12. Can you provide a cost estimate of this training towards cultural competency (total or per participant) – if you have the information available!

.....

.....

.....

Planning and realisation of the measure:

	What? Main Steps	Who? Person in charge and other involved people / Stakeholders	When?
1.			
2.			
3.			
4.			
n.			

Enclosed documents:

1.
2.
3.



migrant-friendly hospitals – SPC: documentation of the planning and implementation of cultural competence training

Example: Planning and implementation of the measure

	What? Steps and jobs	Who? Person in charge and other involved people / Stakeholders	When?
1.	<i>Initial Planning/decision making on model departments</i>	<i>Project group</i>	<i>Oct. 2003</i>
2.	<i>Needs assessment with staff: 20 interviews</i>	<i>Project group interviewed doctors and nurses in oncology and paediatric department</i>	<i>2 weeks in Nov. 2003</i>
3.	<i>Analysing the results of the needs assessment; planning the content and information material for the course</i>	<i>Project group</i>	<i>4th week in Nov. 2003</i>
4.	<i>Informing and negotiating with hospital management. Assurance of necessary resources</i>	<i>Project coordinator and members of hospital management</i>	<i>4th week in Nov. 2003</i>
5.	<i>Preparing for the course: room, time and duration, technical equipment</i>	<i>Project group</i>	<i>1st and 2nd week in Dec. 2003</i>
6.	<i>Selecting and informing trainer</i>	<i>Project group + trainer</i>	<i>2nd week in Dec. 2003</i>
7.	<i>Composing training content considering need assessment results</i>	<i>Project group + trainer</i>	<i>2nd and 3rd week in Dec. 2003</i>
8.	<i>Inviting participants: heavily championed by hospital director and department heads, staff information sheets</i>	<i>Hospital director and department heads, project group, staff of the oncology and paediatric department</i>	<i>1st and 2nd week in Jan. 2004</i>
9.	<i>Registration of course participants, registered in a list</i>	<i>Department heads</i>	<i>3rd week in Jan. 2004</i>
10.	<i>Arranging changes in working hours arising through participation in training</i>	<i>Department heads</i>	<i>3rd week in Jan. 2004</i>
11.	<i>Distribution of the Questionnaire Pre</i>	<i>Project coordinator and trainer</i>	<i>4th week in Jan. 2004</i>
12.	<i>Start of first training course: Module 1</i>	<i>Trainer, project coordinator, 25 participants from the departments oncology and paediatric</i>	<i>31.Jan. 2004</i>
13.	<i>End of first training course: Module 4</i>	<i>Trainer, project coordinator, 22 participants from the departments oncology and paediatric</i>	<i>3.April 2004</i>
14.	<i>Distribution of Evaluation Questionnaire Post</i>	<i>Trainer, 22 participants from the departments oncology and paediatric</i>	<i>3.April 2004</i>
15.	<i>Start of second training course: Module 1</i>	<i>Trainer, 20 participants from the departments oncology and paediatric</i>	<i>5.April 2004</i>

Enclosed documents:
 20 needs assessment protocols
 Program for the training course(time, trainers, participants, content)
 Collected feedback of the participants: personal notes of the trainer

SPC Working Tool – March 2004