

migrant-friendly hospitals

Kick-Off Meeting

Vienna, Austria, November 29-30, 2002

Final Programme



13 pilot
hospitals in the
European
Union



A project
financially
supported by
the European
Commission

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



Managed by LBISHM, Institute
for Sociology, University of Vienna,
as WHO Collaborating Centre for Health
Promotion in Hospitals and Health Care



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Friday, November 29, 2002

- 13:30 - 14:30 **Welcome Lunch at Hotel Stefanie**
- 14:30 - 16:30 **Introduction and Welcome**
Anica Matzka-Dojder (City Council of Vienna)
Margit Endler (Association of Vienna Health Care Institutions)
Antonio Doronzo (European Commission, DG Health and Consumer Protection)
Short Introduction of European Co-ordination Team – LBISHM team
Who we are – What we want: Pilot Hospital Introductions – Pilot hospitals
The European Project – An Overview – LBISHM team
Evaluation: Concept, Design + Support – LBISHM team
- Overall organisation development process
 - 1-3 specific sub-projects
- 16:30 - 17:00 **Coffee Break + Web Café: Surfing the mfh project platform**
- 17:00 – 18:30 **Local Needs Assessment: Approach, Tools and Procedures – LBISHM team**

Saturday, November 30, 2002

- 9:00 – 10:30 **The Issue: Migration, Health and Hospitals**
- From the point of view of health sciences
Sandro Cattacin (Swiss Foundation for Migration, University of Neuchâtel, CH)
“Migration and Health: From Border Controls to Open Health Systems”
 - From practical experiences at the hospital level:
LBISHM team
 - a European comparison**Pilot hospitals**
 - pilot hospitals' experiences

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10:30 - 11:00 Coffee Break + Web Café: Surfing the mfh project platform



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11:00 – 12:30 Possible Solutions: Experiences from pilot hospitals

- **Michel Bilis** (Hôpital Avicenne- Paris, Fr)
„Avicenne hospital: from a tradition of welcome to new ways of accompanying patients“
- **Dilshad Khan** (Bradford Hospitals, UK)
Ethnic monitoring
- **Angela Hughes** (James Connolly Memorial Hospital, Dublin, IR)
“Our starting point – James Connolly Memorial Hospital”
- **Elimar Brandt, Werner Schmidt** (Immanuel-Krankenhaus Berlin, DE)
“Combining EFQM and Balanced Score Card in a new organisational development approach towards becoming a migrant-friendly hospital: First experiences at the Immanuel Hospital of Berlin”

12:30 – 14:00 Lunch Break

14:00 – 15:00 Possible Solutions: Review of effective models

- First report and discussion
Alexander Bischoff (Swiss Foundation for Migration, University of Neuchâtel, CH)

15:00 – 15:30 Coffee Break + Web Café: Surfing the mfh project platform

15:30 – 16:15 Next steps + Closing