



# migrant-friendly hospitals

## Training Workshop

*Reggio Emilia, September 18-20, 2003*

## Final Programme

Hotel Astoria Mercure  
Via Leopoldo Nobile, 2  
Reggio Emilia

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<b>Thursday, 18.09.03</b>	
am	Arrival in Reggio
12.30 – 14.00	Arrival of participants at venue; informal lunch at Hotel Astoria Mercure
14:00 – 14:30	<b>PLENARY: Opening + Introduction</b> <ul style="list-style-type: none"> <li>▪ <u>Welcome</u></li> <li>▪ Mariella Martini, General Director of the Local Health Services of Reggio Emilia</li> <li>▪ Sonia Masini, Deputy President of the County Council of Reggio Emilia and County Councillor for Social and Health Services</li> <li>▪ Anna Maria Mariani, Town Councillor for Social Services in Reggio Emilia</li> <li>▪ Juergen M. Pelikan, Project Director, mfh Co-ordinating Team, LBI, Vienna, Austria</li> <li>▪ <u>Introduction of participants</u></li> <li>▪ <u>Overview on program</u></li> </ul>
14:30 – 16:00	<b>PLENARY: Overall project issues</b> Overall project evaluation: the MFQQ baseline results Discussion
16:00 – 16:30	<i>Coffee Break</i>
16:30 - 18:00	<b>PLENARY: Overall project issues</b> Current stage of the local mfh projects – 3 minute presentations by pilot hospitals Next steps
19:30 – 22.00	Concert and Welcome Cocktail, Classical Music Institute of Reggio Emilia

<b>Friday, 19.09.03</b>	
9:00 – 10:30	<b>PLENARY</b> <b>Sub-Project A: Interpreting and Language Services for Clinical Communication</b> <u>Chair:</u> Antonio Chiarenza (AUSL Reggio Emilia, Italy) <u>Impulse speeches:</u> <ul style="list-style-type: none"> <li>▪ The model, guidelines for implementation, principles of evaluation – Beate Schulze, mfh European Project Co-ordination, LBI Vienna, Austria</li> <li>▪ Interpreting services at hospitals in practice - – Lourdes “Lulu” Sanchez, Manager Medical Interpreters, Massachusetts General Hospital, Boston, USA</li> </ul> <u>Questions and discussion</u>
10:30 – 11:00	<i>Coffee Break</i>

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Friday, 19.09.03 (ct.)	
11:00 – 12:30	<p>PLENARY</p> <p><b>Sub-Project B: Culturally Adequate Education and Information in Mother + Child Care</b></p> <p>Chair: Hanneke Hartog (Academic Medical Center Amsterdam, The Netherlands)</p> <p><u>Impulse speeches:</u></p> <ul style="list-style-type: none"> <li>▪ The model, guidelines for implementation, principles of evaluation – Uschi Trummer, mfh European Project Co-ordination, LBI Vienna, Austria</li> <li>▪ Education and information programmes in the mother and child care in practice – Susan Auger, Auger Communications/Aprendo Press, Chapel Hill, North Carolina, USA</li> </ul> <p><u>Questions and discussion</u></p>
12:30-14:00	<i>Lunch</i>
14:00-15:30	<p>PLENARY</p> <p><b>Sub-Project C: Raising the Cultural Awareness of Hospital Staff by Training Programmes</b></p> <p>Chair: Olivier Bouchaud (Hôpital Avicenne Paris, France)</p> <p><u>Impulse speeches:</u></p> <ul style="list-style-type: none"> <li>▪ The model, guidelines for implementation, principles of evaluation – Karl Krajic, mfh European Project Co-ordination, LBI Vienna, Austria</li> <li>▪ Cultural competence training for hospital staff in practice - Anita J. Arnold, Philadelphia, PA, USA</li> </ul> <p><u>Questions and Discussion</u></p>
15:30- 16:00	<i>Coffee Break</i>
16:00 – 18:00	PARALLEL SESSIONS
	WORKSHOP AND DISCUSSION on Sub-Project A: Interpreting and Language Services for Clinical Communication Beate Schulze, Lourdes “Lulu” Sanchez
	WORKSHOP AND DISCUSSION on Sub-Project B: Culturally Adequate Education and Information in Mother + Child Care Uschi Trummer, Susan Auger
	WORKSHOP AND DISCUSSION on Sub-Project C: Raising the Cultural Awareness of Hospital Staff by Training Programmes Karl Krajic, Anita J. Arnold
20.30	Social Dinner, Hotel Astoria

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Saturday, 20.09.03	
9:30 – 10:00	PLENARY Evaluation – A general overview Uschi Trummer
10:00 – 11:00	PARALLEL SESSIONS
	<b>Sub-Project A: Interpreting and Language Services for Clinical Communication</b> How to go about project evaluation? Beate Schulze, Lourdes “Lulu” Sanchez
	<b>Sub-Project B: Culturally Adequate Education and Information in Mother + Child Care</b> How to go about project evaluation? Uschi Trummer, Susan Auger
	<b>Sub-Project C: Raising the Cultural Awareness of Hospital Staff by Training Programmes</b> How to go about project evaluation? Karl Krajic, Anita J. Arnold
11:00 – 11:30	<i>Coffee Break</i>
11:30 – 12:45	MFH – Next Steps <ul style="list-style-type: none"> <li>▪ 3 Sub-projects: Implementation, Evaluation, Support offered by LBI, Benchmarking process)</li> <li>▪ Overall project</li> <li>▪ Project Workshop (February 2004)</li> <li>▪ Final Conference 2004</li> <li>▪ Mfh synergy effects?</li> <li>▪ Other issues</li> </ul>
12.45 – 13.00	Closing