

Migrant Health as an Emerging Public Health Issue - The Contribution of European Hospitals by developing into "Migrant Friendly Organisations"


Authors:


Ursula Karl-Trummer
Karl Krajic
Sonja Novak-Zezula
Jürgen M. Pelikan

Contact:

Ursula Karl-Trummer
www.mfh-eu.net
e-mail:
uschi.trummer@univie.ac.at

 Financially supported by the European Commission (DC Sanco)

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

 Pilot hospitals from 12 member states of the European Union:
Austria • Germany • Denmark • Greece • Spain • Finland • France • Ireland • Italy • The Netherlands • Sweden • United Kingdom

 Supporting partners
IAPO • ILO • HPH Network • IOM • IUPHE • Migrant Rights International • Pacemaker Foundation • Pharos • HOPE • United for Intercultural Action • WHO European Office

 Co-ordinated by LBISHM, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Institute for Sociology, University of Vienna

Project Goals

Moving migration and cultural diversity higher up on the agenda of European hospitals and health policies:

- Identify problems and solutions
- Implement and evaluate model solutions
- Develop European recommendations
- Disseminate experiences, results, recommendations

Project Results

- The Amsterdam Declaration "Towards Migrant-Friendly Hospitals in an ethno-culturally diverse Europe", published in 10 languages
- Pathways and tools for problem assessments, implementation and evaluation of model interventions

Assessment of Migrant Friendliness

The "Migrant Friendly Quality Questionnaire" (MFQQ) monitors status quo of overall "migrant-friendliness" concerning services and (quality) management structures. It was used for two assessments (2003 and 2004) within 12 European Partner Hospitals and for 5 observer hospitals in Germany and Ireland. It proved to be feasible and informative.

The MFQQ assessment is useful to monitor migrant-friendly service components such as interpreting services, information material for migrant patients, culturally sensitive services (religion, food), as well as components of a (quality) management system like policies, resources, process regulations and responsibilities.

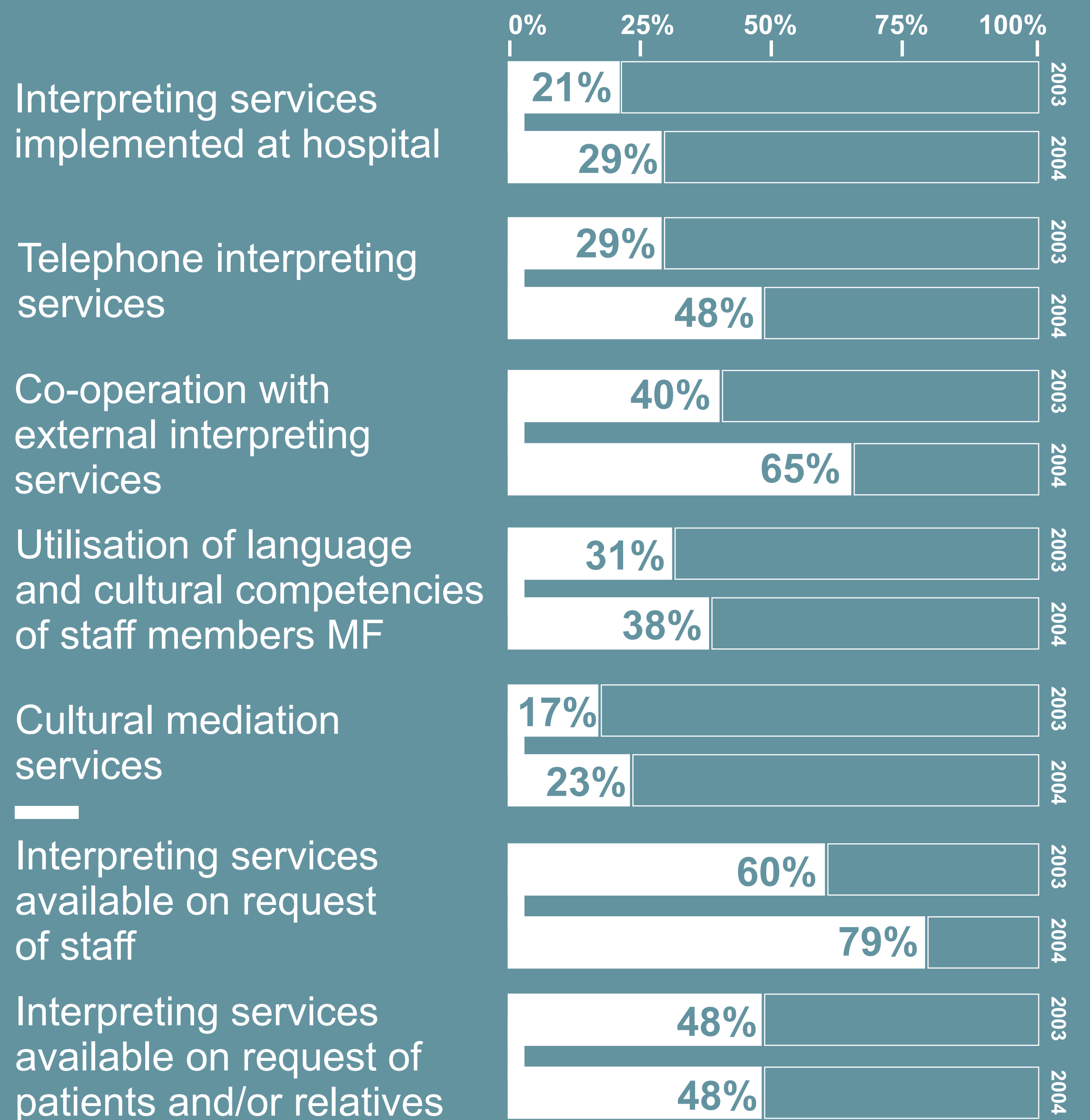
The MFQQ

The "Migrant Friendly Quality Questionnaire" is:

- an assessment instrument
- for monitoring "Migrant friendliness" of hospitals
- developed by LBISHM and pilot hospitals
- used in 2 surveys (2003/2004)
- Part A: MF characteristics of services
- Part B: MF quality support system

MFQQ - selected Results

Part A . Change within services - (■ = Degree of implementation within the group of 12 hospitals)



Part B . Change in quality support system (■ = established , □ = not established)

