

How to optimize healthcare services for migrants? A Guideline.

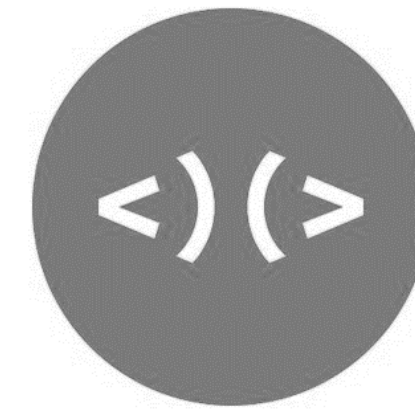
Background

- Despite formal health equality in the Austrian health system (only approx. 2% are not insured), people with a migration background are on average in poorer health and make less use of preventive services than people without a migration background.
- However, it is not the immigrant background itself that influences the poorer health conditions, but difficult socio-economic and structural conditions, in combination with experiences of discrimination and stigma as well as linguistic and intercultural barriers.
- Therefore, a guideline for practitioners has been worked out, that shows in brief and clear messages what should be considered for optimizing projects and practical work for – and with - migrants.

SUGGESTIONS AND QUESTIONS FOR REFLECTION TO OPTIMIZE HEALTHCARE SERVICES FOR MIGRANTS

BASIC ATTITUDES

Mutual Appreciation



At eye level with ALL

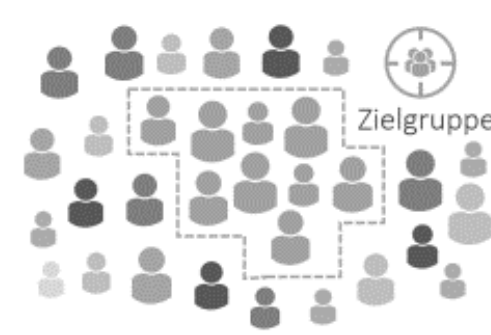
PLANNING

Is the target group for the planned activity exactly known?

Including different family structures and children

Who should be involved?

What socio-cultural background does the considered target group in particular have, and what derives from that for planned activities?



Adapting time frames and linking them to everyday processes of the communities

Asking the people in the target group for their real (existential) needs can help in a planning process

Activities should not be an additional burden for people in the community

Involving the considered community from the beginning (Participation)



Considering financial accessibility!

Project management – what is different - what is not? (Participation and flexibility is required)

Using participation in all project phases

IMPLEMENTATION

Adapting content to real life situations
Being flexible through out the implementation process



Using communication that matches with communication styles of the community

Using contacts and links to key persons and multiplier persons

Seeing and strengthening potential and resources of the community



Use optical design

Using easy language, if printed language is used

Method

- Project term: 9 month (Sept 2015 to May 2016)
- Research of existing (action) recommendations (appx. 50 project reports and publications in German language)
- Content analysis
- Clustering to the main messages
- Discussion/reflection the main messages with an interdisciplinary team of 30 Austrian experts in a sounding board
- Publishing Year of the Guideline "Reaching people with a migrant background better": 2016 (in German language only)

Further Tips and Tricks

- Taking participation seriously and avoiding shame issues within the target group
- Use of existing structures, and not setting up parallel ones
- Environment analyses can be helpful for an first overview
- Capturing and appreciating the diversity of the target group
- Dealing carefully with the challenges of different languages (lingual and cultural), cooperating with cultural interpreters
- Respect, appreciation and reflection are basic requirements for successful activities

Project Information

Project Team: Judith Anzenberger, Sylvia Gaiswinkler
In cooperation with: Austrian Chamber of labour, Austrian Ministry of Health, Austrian Health Promotion Fund Austria, City of Vienna und Vienna Health Insurance