Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma
MEM-TP

TRAINEES MANUAL.

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Migrants & Ethnic Minorities Training Packages

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Background information

The European Commission (EC) has identified migrants and ethnic minorities to be particularly vulnerable populations that suffer from substantial health inequalities. In response to this concern, the EC launched several initiatives to "both raise awareness and promote actions to improve access and appropriateness of health services, health promotion and preventive care for migrants and ethnic minorities."[1] The MEM-TP project (Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma) is one of these important initiatives. The project aims to improve access and quality of health services for migrants and ethnic minorities in the EU countries by reviewing, developing, testing and evaluating training of front-line health professionals in migrant and ethnic minority health. The contract for its execution was awarded to a consortium of institutions in December 2013. The consortium consists of the Andalusian School of Public Health as the lead institution, the Universities of Copenhagen and Amsterdam, and the Reggio Emilia Health Department in Italy.

The MEM-TP project commenced with two extensive reviews. The first (Work Package 1) examined the migrant and ethnic minorities' situation in the EU, and identified common challenges and best practices to address these challenges. The second (Work Package 2) reviewed existing training materials, which have been developed at national and European levels. These materials aim to increase cultural awareness and sensitivity of the health professionals, develop their managerial and administrative competence in regard to the target populations' health needs and rights, improve professional competence in relevant health conditions, and increase the professionals' awareness of barriers to access.

The reports of the two reviews provided valuable input to the next step, the development of a model training package (Work Package 3). This training package is now piloted in six countries (Denmark, Italy, Poland, Romania, Slovakia and Spain). Prior to piloting, three selected trainers from each country were trained in the application of the package in a three-day Training of Trainers workshop in Granada, Spain. Next, the trained trainers adapted the training package to their own countries. The country-level pilots take place in April/May 2015 in each country (Work Package 4). They will be evaluated and the model training package revised accordingly (Work Package 5). A final dissemination workshop will be organised in Luxembourg in September 2015 for an interdisciplinary group of government experts.

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[1] European Commission. Commission Communication – Solidarity in Health: Reducing Health Inequalities in the EU, 2009. http://ec.europa.eu/health/social_determinants/policy/commission_communication/index_en.htm (retrieved: March 28, 2015).

2. Outline of contents

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3. Learning objectives

Module 1: Sensitivity and Awareness of Cultural and Other Forms of Diversity

Unit 1: Diversity

Objectives of the Presentation

- To understand the concepts of "culture", "ethnic groups and minorities", "migrants" and their background.

- To get familiar with the concept of "intersectionality" and its application in the field of health care for migrants and ethnic minorities.

- To learn about the concepts of "stereotypes and generalisations", "prejudices" and "discrimination".

Objectives of the Activities

- To reflect on the opportunities and difficulties for applying the intersectionality concept in the own professional practice, as well as the own social position / trajectory.

- To identify barriers and strategies for taking into account intersectionality in the health care practice.

- To identify strategies against discrimination in health care oriented towards cultural and ethnic diversity.

Unit 2: Intercultural competence and diversity sensitivity

Objectives of the Presentation

- To understand the concepts of "multiculturalism", "interculturalism", "cultural competence", "intercultural competence" and "diversity sensitivity", and the shifts in their use.

- To learn about key elements for understanding the influence of cultural backgrounds on the perceptions and behaviours of health professionals and patients.

- To get familiar with the concepts of "health promotion", "health education" and relate them with cultural diversity and interculturality.

Objectives of the Activities

- To discuss different concepts related to the topic.

- To reflect on the application of the different approaches (interculturalism, intercultural competence and diversity sensitivity) in the concrete, context-specific professional practice.

- To reflect on the concept of *"Cultural Awareness"* and to apply **"***The Process of Cultural Competence in the Delivery of Healthcare Services Model"*.

- To identify aspects related to the positive contribution of interculturality and sensitivity to diversity.

Module 2: Knowledge about Migrants, Ethnic Minorities and Their Health

Unit 1: Migrants' and ethnic minorities' health problems and health determinants

Objectives of the Presentation:

- To understand basic demographic characteristics of the current migrant population and ethnic minorities.

- To get familiar with major trends and health concerns in the state of health of migrants and ethnic minorities, with focus on chronic diseases, communicable diseases, mental health and reproductive health.

Objectives of the Activities:

- To reflect on previous knowledge and perceptions on prevalence of certain illnesses among migrants and ethnic minorities.

- To analyse the social determinants of health of migrants and ethnic minorities.

- To apply the acquired knowledge to clinical practice.

Unit 2: Migrants' and ethnic minorities' use of health care

Objectives of the Presentation:

- To understand major trends in the use of health care services for migrant population and ethnic minorities.

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- To learn about the main barriers in the access to health care for migrants and ethnic minorities according to the literature.

Objectives of the Activities:

- To analyse the effect of the barriers identified in the video.

- To identify barriers in the access to health care for migrants and ethnic minorities in the specific region / country.

Module 3: Professional Skills

Unit 1: Intrapersonal skill development

Objectives of the Presentation:

- To understand key elements in communicating with migrants or ethnic minority patients.

- To get familiar with communication and intrapersonal skills.

- To learn about techniques related to intrapersonal outcomes aiming to improving health professional-patient interactions in culturally diverse contexts.

Objectives of the Activities:

- To identify the role of stereotypes in the communication with migrants and ethnic minorities.

- To achieve awareness of the influence of nonverbal communication in health professional-patient interaction.

- To acquire the ability to take roles.

- To acquire the ability to listen.

- To acquire the ability to manage stress situations in the health professional-migrant/ethnic minority patients interaction.

Unit 2: Interpersonal skill development

Objectives of the Presentation:

- To understand key elements of communication.

- To learn about barriers and facilitators to communication according to the literature.

- To be familiar with aspects of conflict regulation and negotiation processes.

- To understand the relevance of breaking bad news techniques.

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Objectives of the Activities:

- To emphasise different dimensions of communication.

- To reflect on previous knowledge related to communication.

- To practice negotiation and collaboration skills.

- To recognise the role of perceived meanings of verbal messages and the role of feed-back to guarantee correct understanding.

- To identify barriers to effective communication faced in the daily professional practice.

- To reflect on the application of principles for inclusive communication in the own professional context.

- To contribute examples of good practices related to interpersonal communication.

- To achieve awareness of the challenges that limited attention spans present in the communication with health care users and communication.

- To reflect on the application of the negotiation process to the own professional context.

- To reflect on behaviours contributing to conflict solution.

- To acquire knowledge about strategies for breaking bad news.

Module 4: Knowledge Application

Unit 1: Strategies and procedures for people-centred health care services oriented towards cultural and ethnic diversity

Objectives of the Presentation:

- To understand the concept of "people-centred health care" and its application in the field of migrants' and ethic minorities' health care.

- To learn about different models of health care for migrants and ethnic minorities, including a model of "diversity sensitive people-centred health care" / "people-centred health care oriented towards cultural and ethnic diversity".

- To get familiar with related frameworks, such as a Human Rights framework, social determinants of health model, community participation approaches, as well as a model of intercultural ethics.

Objectives of the Activities:

- To reflect on the opportunities and limitation of different models of health care services and health policies addressed to migrants and ethnic minorities, and their application to the own professional context.

Unit 2: Development of strategies for planning and implementing actions related to one's own workplace and daily professional practice with migrants and ethnic minorities

Objectives of the Presentation:

- To get familiar with strategies for planning and implementing actions related to one's own workplace and daily professional practice with migrants and ethnic minorities.

Objectives of the Activities:

- To discuss experiences, opportunities, and limitations for intercultural mediation.

- To reflect on strategies against discrimination in health care oriented towards cultural and ethnic diversity.

- To think about opportunities and limitations for applying organizational change related to cultural and ethnic diversity in one's own institutional context.

- To reflect on strategies for resolving daily situations in health care oriented towards cultural and ethnic diversity.

- To identify strategies for implementing health care oriented towards cultural and ethnic diversity.

Unit 3: Public health, health prevention and promotion from multidisciplinary perspectives

Objectives of the Presentation:

- To learn about strategies and Best Practices related to health prevention and promotion oriented towards cultural and ethnic diversity from multidisciplinary perspectives.

Objectives of the Activities:

- To reflect on positive habits in health prevention and health promotion interventions oriented towards cultural and ethnic diversity, and strategies to maintain and reinforce these habits.

Unit 4: Quality of health care taking diversity into account

Objectives of the Presentation:

- To understand relevant aspects of quality oriented towards cultural and ethnic diversity, assessment methodologies and strategies.

Objectives of the Activities:

- To discuss experiences, opportunities and limitations of assessment methods for quality of health care oriented to cultural and ethnic diversity.

Unit 5: Community-based approaches, promotion of user and community participation and involvement

Objectives of the Presentation:

- To get familiar with the topic (community-based approaches, promotion of users, community participation and involvement).
- To understand the fundamentals and definitions of community-based approaches.
- To learn about concepts and relevant aspects related to "involvement" and "participation".
- To reflect on challenges, limitations and strategies related to community-based approaches.

Objectives of the Activities:

- To achieve awareness of the concepts 'community' and 'participation'.

- To reflect on challenges related to being a migrant, ethnic minority, including the Roma in European societies and healthcare system, attitudes and stereotypes.

- To identify levels of involvement and participation of migrants and ethnic minorities in the own professional context, as well as strategies for improving these levels.

- To reflect on power/control relationships and the relativity of choices.

Unit 6: Intersectoral approach

Objectives of the Presentation:

- To understand the concept of "intersectorality" and relevant applications to health care and health policies addressed to migrants and ethnic minorities.

Objectives of the Activities:

- To identify relevant stakeholders, resources, interactions, barriers and strategies for intersectoral action related to the health of migrants and ethnic minorities in the own context.

Additional Module 1: Target Groups

Unit 1: Ethnic minority groups, including Roma and Sinti communities

Objectives of the Presentation:

- To receive an evidence- based update on ethnic minorities in Europe

- To learn about major trends in the health status of the ethnic minorities including Roma and Sinti communities, among them those who migrate.

Objectives of the Activity:

- To identify strategies for improving access to health care for ethnic minorities in the own region / country, and prioritize these strategies according to their perceived relevance.

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Unit 2: Migrants in an 'irregular' situation

Objectives of the Presentation:

- To introduce the concept of "migrants in an 'irregular' situation" and to present recent comparative studies on the access to health and health of migrants in an 'irregular' situation, including case studies and recommendations.

Objectives of the Activity:

- To identify strategies for improving access to health care for migrants in an 'irregular' situation in the own region / country, and prioritize these strategies according to their perceived relevance.

Unit 3: Refugees and Asylum Seekers

Objectives of the Presentation:

- To receive an evidence-based update on refugees and asylum seekers' health.
- To learn about major trends in the health status of refugees and asylum seekers.

Objectives of the Activity:

- To identify strategies for improving access to health care for refugees and asylum seekers in the own region / country, and prioritize these strategies according to their perceived relevance.

Unit 4: Vulnerable Groups

Objectives of the Presentation:

- To present recent studies on migrant women's health.
- To present the health risks and consequences of human trafficking.
- To present recent studies on elderly migrants and health service access.
- To present health risks and consequences of detention.
- To present recent comparative studies on racism and hate crime and their health effects, including case studies and recommendations.
- To present recent studies about the impact of the economic crisis on migrants and Roma people.

Objectives of the Activity:

- To identify strategies for improving access to health care for the different vulnerable groups and prioritize these strategies according to their perceived relevance.

Sub-Unit: Children's health

Objectives of the Presentation:

- To provide an evidence-based update on migrant and ethnic minorities children's health concerns.

Additional Module 2: Specific health concerns

Unit 1: Chronic diseases

Objectives of the Presentation:

- To understand the general patterns of chronic diseases in migrant and ethnic minority populations, among them the Roma.

- To learn about the epidemiology of specific chronic diseases in migrants and ethnic minorities, among them the Roma, in Europe and how EU institutions could address these problems.

Objectives of the Activity:

- To apply the acquired knowledge to clinical practice.

Unit 2: Communicable diseases

Objectives of the Presentation:

- To understand the general patterns of communicable diseases in migrant and ethnic minority populations, among them the Roma.

- To learn about the epidemiology of specific communicable diseases in migrants and ethnic minorities, among them the Roma, in Europe and how EU institutions could address these problems.

Objectives of the Activity:

- To apply the acquired knowledge to clinical practice.

Unit 3: Mental health

Objectives of the Presentation:

- To understand the general patterns of mental health in migrant and ethnic minority populations, among them the Roma.

- To learn about the epidemiology of specific mental health problems in migrants and ethnic minorities, among them the Roma, in Europe and how EU institutions could address these problems.

Objectives of the Activity:

- To apply the acquired knowledge to clinical practice.

Unit 4: Sexual and reproductive health

Objectives of the Presentation:

- To understand the general patterns of sexual and reproductive health in migrant and ethnic minority populations, among them the Roma.

- To learn about the epidemiology of problems related to sexual and reproductive health in migrants and ethnic minorities, among them the Roma, in Europe and how EU institutions could address these problems.

Objectives of the Activity:

- To apply the acquired knowledge to clinical practice.

4. Copies of slides

See Annex 1.

5. Templates for practical exercises

See Annex 2.

6. Recommended Readings

Module 1: Sensitivity and awareness of cultural and other forms of diversity

Unit 1: Diversity

- Cattacin S, Chiarenza A, Domenig D. Equity Standards for Health Care Organisations: a Theoretical Framework. Diversity and Equality in Health and Care 2013;10(4):249-258.
- Chiarenza A. Developments in the concept of 'cultural competence.' In: Ingleby D, Chiarenza A, Devillé W, Kotsioni I (eds). Inequalities in health care for migrants and ethnic minorities, Vol. 2, p. 66-81. COST Series on Health and Diversity. Antwerp/Apeldoorn: Garant Publishers, 2012.
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- Leininger M (ed). Qualitative research methods in nursing. New York: Grune & Stratton, 1985.
- Mock-Muñoz de Luna C, Ingleby D, Graval E, Krasnik A. Synthesis Report. MEM-TP, Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma. Granada, Copenhagen: Andalusian School of Public Health, University of Copenhagen, 2015a, p. 13. http://www.mem-tp.org/pluginfile.php/619/mod_resource/content/1/MEM-TP_Synthesis_Report.pdf (retrieved: March 5, 2015).
- Renschler I, Cattacin S (2007). Comprehensive 'difference sensitivity' in health systems. In: Bjorngren-Cuadra C, Cattacin S (eds). Migration and Health: difference sensitivity from an organizational perspective. Malmö: Malmö University. http://dspace.mah.se/dspace/bitstream/handle/2043/4289/M&H%20MUEP[1].pdf;jsessionid=21FC1FA86E03B57182D9AF3E66AB4C23?sequence=1 (retrieved: March 5, 2015).
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- Sears KP. Improving cultural competence education: the utility of an intersectional framework. Medical Education 2012: 46: 545-551.
- Scott JGM (1990). A resynthesis of the primordial and circumstantial approaches to ethnic group solidarity: towards an explanatory modal. Ethnic and Racial Studies 1990;2(13):147-171.
- Tervalon M, Murray-García J. Cultural humility versus cultural competence: A critical distinction in defining physician training outcomes in multicultural education. Journal of Health Care for the Poor and Underserved 1998;9(2):117–125.

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- European Union. Consolidated version of the Treaty on the Functioning of the European Union, 2010. Official Journal of the European Union C326/47, 26.10.2012. http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:12012E/TXT&from=en (retrieved: March 5, 2015).
- Viruell Fuentes EA, Miranda PY, Abdulrahim S. More than culture: Structural racism, intersectionality theory, and immigrant health. Social Science & Medicine 2012;75(12):2437-2445.

Unit 2: Intercultural competence and diversity sensitivity

- Barrett M. Introduction – Interculturalism and multiculturalism: concepts and controversies. In: Barrett M (ed). Interculturalism and multiculturalism: similarities and differences, p. 15-42. Strasbourg: Council of Europe Publishing, 2013.
- Campinha-Bacote J. The Process of Cultural Competence in the Delivery of Healthcare Services: a model of care. J Transcult Nurs 2002;13(3):181-184.
- Cattacin S, Chiarenza A, Domenig D. Equity standards for healthcare organisations: a theoretical framework. Diversity and Equality in Health and Care 2013;10:249-258.
- Chiarenza A. Developments in the concept of 'cultural competence.' In: Ingleby D, Chiarenza A, Devillé W, Kotsioni I (eds). Inequalities in health care for migrants and ethnic minorities, Vol. 2, p. 66-81. COST Series on Health and Diversity. Antwerp/Apeldoorn: Garant Publishers, 2012.
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- European Commission. Synthesis Report Migrant access to social security and healthcare: policies and practice European Migration Network Study. Luxembourg: Office for Official Publications of the European Commission, 2014. http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/european_migration_network/reports/docs/emn-studies/emn_synthesis_report_migrant_access_to_social_security_2014_en.pdf(retrieved: March 5, 2015).
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- U.S. Department of Health and Human Services, Health Resources and Services Administration. About Health Literacy, 2013. http://www.hrsa.gov/publichealth/healthliteracy/healthlitabout.html (retrieved: March 5, 2015).

Module 2: Knowledge about Migrants, Ethnic Minorities and Their Health

Unit 1: Migrants' and ethnic minorities' health problems and health determinants

- ECDC, European Centre for Disease Prevention and Control. Assessing the burden of key infectious diseases affecting migrant populations in the EU/EEA. Stockholm: ECDC, 2014. http://ecdc.europa.eu/en/publications/Publications/assessing-burden-disease-migrant-populations.pdf (retrieved: March 5, 2015).
- Ingleby D. Ethnicity, Migration and the 'Social Determinants of Health' Agenda. Psychosocial Intervention 2012;21(3):331-341.
- Marmot M, Allan J, Bell R, Bloomer E, Goldblatt P, on behalf of the Consortium for the European Review of Social Determinants of Health and the Health Divide. WHO European review of social determinants of health and the health divide. Lancet 2012;380(15):1011-1029.
- Matrix Knowledge. Roma Health Report. Luxembourg: European Commission, Health and Consumers, 2014. http://ec.europa.eu/chafea/documents/health/roma-health-report-2014_en.pdf (retrieved: March 5, 2015).
- Mock-Muñoz de Luna C, Bodewes A, Graval E, Ingleby D. Appendices I-VI, Synthesis Repport. MEM-TP, Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma. Granada, Copenhagen: Andalusian School of Public Health, University of Copenhagen, 2015b. http://www.mem-tp.org/pluginfile.php/620/mod_resource/content/1/MEM-TP_Synthesis_Report_Appendices_I-VI.pdf (retrieved: March 5, 2015).

Unit 2: Migrants' and ethnic minorities' use of health care

- Mock-Muñoz de Luna C, Ingleby D, Graval E, Krasnik A. Synthesis Report. MEM-TP, Training packages for health professionals to improve access and quality of health services for migrants and ethnic minorities, including the Roma. Granada, Copenhagen: Andalusian School of Public Health, University of Copenhagen, 2015. http://www.mem-tp.org/pluginfile.php/619/mod_resource/content/1/MEM-TP_Synthesis_Report.pdf (retrieved: March 5, 2015).
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Module 3: Professional Skills

Unit 1: Intrapersonal skill development

- IHC, Institute for Healthcare Communication. Impact of Communication in Healthcare, 2011. http://healthcarecomm.org/about-us/impact-of-communication-in-healthcare/ (retrieved: March 5, 2015).
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Unit 2: Interpersonal skill development

- Buckman RA. Breaking bad news: the S-P-I-K-E-S strategy. Community Oncology 2005;2(2) http://www.acssurgerynews.com/co/journal/articles/0202138.pdf (retrieved: March 5, 2015).
- Council of Europe. Constructing an inclusive institutional culture. Strasbourg: Council of Europe Publishing, 2011- http://cdn.basw.co.uk/upload/basw_100713-4.pdf (retrieved: March 5, 2015).
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- Scottish Government. Principles of Inclusive Communication: An information and self-assessment tool for public authorities. Edinburgh: Scottish Government, 2011. http://www.gov.scot/Resource/Doc/357865/0120931.pdf (retrieved: March 5, 2015).
- T-SHaRE Project team. Transcultural Skills for Health and Health Care. Standards and Guidelines for Practice and Training, 2012. http://tshare.eu/drupal/sites/default/files/confidencial/WP11_co/MIOLO_TSHARE_216paginas.pdf (retrieved: March 5, 2015).

Module 4: Knowledge Application

Unit 1: Strategies and procedures for people-centred health care services oriented towards cultural and ethnic diversity

- Cattacin S, Chiarenza A, Domenig D. Equity standards for healthcare organisations: a theoretical framework. Diversity and Equality in Health and Care 2013;10:249-258.
- Chiarenza A. Developments in the concept of 'cultural competence'. In: Ingleby D, Chiarenza A, Devillé W, Kotsioni I (eds). Inequalities in health care for migrants and ethnic minorities, Vol. 2, p. 66-81. COST Series on Health and Diversity. Antwerp: Garant Publishers, 2012.

- Ingleby D. Ethnicity, Migration and the 'Social Determinants of Health' Agenda. Psychosocial Intervention 2012;21(3):331-341.
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Unit 2: Development of strategies for planning and implementing actions related to one's own workplace and daily professional practice with migrants and ethnic minorities

- Council of Europe, Commissioner for Human Rights. Human rights of Roma and Travellers in Europe. Strasbourg: Council of Europe, 2012. http://www.coe.int/t/commissioner/source/prems/prems79611_GBR_CouvHumanRightsOfRoma_WEB.pdf (retrieved: March 5, 2015).
- FRA, European Union Agency for Fundamental Rights. Fundamental Rights of Migrants in an Irregular Situation in the European Union. Luxembourg: Publications Office of the European Union, 2011a. http://fra.europa.eu/sites/default/files/fra_uploads/1827-FRA_2011_Migrants_in_an_irregular_situation_EN.pdf (retrieved: March 5, 2015).
- FRA, European Union Fundamental Rights Agency, UNDP, United Nations Development Programme. The situation of Roma in 11 EU Member States. Survey results at a glance. Luxembourg: Publications Office of the European Union, 2012. http://fra.europa.eu/sites/default/files/fra_uploads/2099-FRA-2012-Roma-at-a-glance_EN.pdf (retrieved: March 5, 2015).
- Médicins du Monde (Doctors of the World), Chauvin D, Simonnot N, Vanbiervliet F, et al. Access to Health Care in Europe in Times of Crisis and Rising Xenophobia: An Overview of the Situation of People Excluded from Health Care Systems. Paris: Médicins du Monde, 2013. http://b.3cdn.net/droftheworld/d137240498b91ca33e_jhm62yjg1.pdf (retrieved: March 5, 2015).

Recommended audiovisual material

- Médecins du Monde: Médiation de santé auprès des Rom à Nantes. https://www.youtube.com/watch?v=0mPnMdQ8e-M (retrieved: March 5, 2015).

Unit 3: Public health, health prevention and promotion from multidisciplinary perspectives

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Additional Module 1: Target Groups

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Additional Module 2: Specific Health Concerns

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Unit 4: Sexual and reproductive health

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Annex 1. Copies of slides

Annex 2. Templates for practical exercises