



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

TRAINING MATERIALS

Core Contents

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Migrants & Ethnic Minorities
Training Packages



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Training Materials: Core Contents

Contents and activities for the 20 hours face-to-face training will be adapted and translated in the six piloting countries following the indications shown below:

1. The **essential core contents** from Modules 1-4 will be piloted in the national trainings, complemented with contents from Additional Modules pending on every country's specific context.
2. Culture and context specific aspects related to access and quality of health services are to be taken into account for the piloting in the national context:
 - a. Identification of cultural and social issues, structure of the Healthcare System and context specific aspects in migrants' and ethnic minorities health and health care, related to the own local, regional and national context.
 - b. Development of strategies for improving access and quality of health services for migrants' and ethnic minorities' health and healthcare related to the own local, regional or national socioeconomic and cultural context.
 - c. Identification of shared priorities at the local, regional, national and European context related to migrants' and ethnic minorities' health and healthcare.
 - d. Identification of target groups (Additional Module 1) and specific health concerns (Additional Modules 2) relevant in the own national context, to be included in the training materials.
3. Focus of the training is on skills development and management of change, following the national context. For this purpose, the training should be based on an *experiential and participatory pedagogical approach*. Therefore, the proposed distribution between presentations and activities is 50%/50%.

<p style="text-align: center;">Module 1: Sensitivity and Awareness of Cultural and Other Forms of Diversity</p> <p style="text-align: center;">Time: 5 hours</p> <p><i>(Proposed distribution between presentations and activities: 50% / 50%. The proposed time distribution for each presentation / activity, as well as the proposed slides are indicative. The presentations should contain the listed core contents).</i></p>		
<p style="text-align: center;">Unit 1: Diversity</p>		
<p style="text-align: center;">Objectives of the presentation</p>		
<ul style="list-style-type: none"> • To introduce the concepts of “culture”, “ethnic groups and minorities”, “migrants” and their background. • To introduce the concept of “intersectionality” and its application in the field of health care for migrants and ethnic minorities. • To introduce the concepts of “stereotypes and generalisations”, “prejudices” and “discrimination”. 		
<p style="text-align: center;">Objectives of the activities</p>		
<ul style="list-style-type: none"> • 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 open a space for reflection on strategies against discrimination in health care oriented towards cultural and ethnic diversity. 		
<p style="text-align: center;">Format and Proposed Time Distribution</p>	<p style="text-align: center;">Core Contents</p>	<p style="text-align: center;">Proposed Slides</p>
<p>Presentation (50 min)</p>	<ul style="list-style-type: none"> • Concepts: <ul style="list-style-type: none"> ○ Culture ○ Ethnic groups and minorities ○ Migrants and their background 	<p>1-9</p>
	<ul style="list-style-type: none"> • Concept: <ul style="list-style-type: none"> ○ Intersectionality ○ Application in the field of health care for migrants and ethnic minorities 	<p>11-15, 18-19</p>

Activities (90 min)	<ul style="list-style-type: none"> • Individual activity and group discussion <ul style="list-style-type: none"> ○ Application of the intersectionality concept to the own professional context, as well as to the own personal and professional position. • Nominal group <ul style="list-style-type: none"> ○ Identification of barriers and strategies for taking into account intersectionality in the health care practice • Video Screening “Tzafar” <ul style="list-style-type: none"> ○ Space for reflection on strategies against discrimination in health care oriented towards cultural and ethnic diversity. 	16,17,21 (Templates)
Presentation (30 min)	<ul style="list-style-type: none"> • Concepts <ul style="list-style-type: none"> ○ Stereotypes and generalisations. ○ Prejudices ○ Discrimination 	25-28,30,31
Activity (20 min)	<ul style="list-style-type: none"> • Discrimination <ul style="list-style-type: none"> ○ Open a space for reflection on strategies against discrimination in health care oriented towards cultural and ethnic diversity, regarding national context (<i>awareness raising, laws and practical experiences</i>). 	29
Unit 2: Intercultural competence and diversity sensitivity		
Objectives of the presentation		
<ul style="list-style-type: none"> • To introduce the concepts of “multiculturalism”, “interculturalism”, “cultural competence”, “intercultural competence” and “diversity sensitivity”, and the shifts in their use. • To provide the key elements for understanding the influence of cultural backgrounds on the perceptions and behaviours of health professionals and patients. • To introduce the concepts of “health promotion”, “health education” and relate them with cultural diversity and interculturality. 		
Objectives of the activities		
<ul style="list-style-type: none"> • To present different concepts related to the topic. • To introduce the concept of “<i>Cultural Awareness</i>” and to apply “<i>The Process of Cultural Competence in the Delivery of Healthcare Services Model</i>”. • To identify aspects related to the positive contribution of interculturality and sensitivity to diversity. 		

Format and Proposed Time Distribution	Core Contents	Proposed Slides
Activity 1 (20 min)	<ul style="list-style-type: none"> • Brainstorming of the concepts multiculturalism, interculturalism, cultural competence, intercultural competence, difference and diversity (<i>in the plenary</i>). <p><i>If there is enough time, we propose you to add activity 2, as a complementary activity, not included in the assessment process.</i></p>	4 (Activity 2: Slide 10)
Presentation (30 min)	<ul style="list-style-type: none"> • Introduction of the concepts: <ul style="list-style-type: none"> ○ Multiculturalism ○ Interculturalism ○ Cultural competence ○ Intercultural competence ○ Diversity sensitivity • Shifts in their use. 	5-9, 11-12
Activity (25 min)	<p>Cultural Awareness</p> <ul style="list-style-type: none"> • Application of “<i>The Process of Cultural Competence in the Delivery of Healthcare Services Model</i>” 	18-22
Presentation and activity (30 min)	<ul style="list-style-type: none"> • Aspects related to the positive contribution of interculturality and sensitivity to diversity. 	25-30
Presentation (25 min)	<ul style="list-style-type: none"> • Introduction of the concepts: <ul style="list-style-type: none"> ○ Health promotion ○ Health education • Relationship with cultural diversity and interculturality. 	32-37

<p align="center">Module 2: Knowledge about Migrants, Ethnic Minorities and their Health</p> <p align="center">Time: 5 hours</p> <p align="center"><i>(Data of Module 2 need to be adapted to specific demographic characteristics of their migrant population and ethnic minorities, the specific health outcomes and morbidity/mortality patterns. Contents from Additional Module 2 have to be added to this content adapted to the specific health concerns of the local context).</i></p>		
<p align="center">Unit 1: Migrants' and ethnic minorities' health problems and health determinants</p>		
<p align="center">Objectives of the presentation</p>		
<ul style="list-style-type: none"> • To describe basic demographic characteristics of the current migrant population and ethnic minorities. • To identify 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. 		
<p align="center">Objectives of the activities</p>		
<ul style="list-style-type: none"> • To apply the acquired knowledge to clinical practice. 		
<p align="center">Format and Proposed Time Distribution</p>	<p align="center">Core Contents</p>	<p align="center">Proposed Slides</p>
<p>Presentation (30 min)</p>	<ul style="list-style-type: none"> • Social context of migrants and ethnic minorities • Social determinants of health • Needs and frequent types of health problems of migrants and ethnic minorities • Morbidity and mortality patterns 	<p>M2, U1 3-6 (with local data) 7-12 14-20 (with local data)</p>
<p>Presentation (30 min)</p>	<p>Country specific chronic diseases of the migrant and ethnic minorities' population.</p>	<p>AM2, U1 3-13 (with local data)</p>
<p>Presentation (30 min)</p>	<p>Country specific communicable diseases of the migrant and ethnic minorities' population.</p>	<p>AM2, U2 3-21 (with local data)</p>
<p>Presentation (30 min)</p>	<p>Country specific mental health concerns for the migrant and ethnic minorities population.</p>	<p>AM2, U3 3-15 (with local data)</p>

Presentation (30 min)	Country specific reproductive health concerns for the migrant and ethnic minorities population.	AM2, U4 3-16 (with local data)
Presentation (30 min)	Country specific children's health concerns for the migrant and ethnic minorities population.	
Activity (30 min)	<ul style="list-style-type: none"> • Work in small groups to identify experiences related to the specific health concerns. • Representation and discussion in plenary 	
Unit 2: Migrants' and ethnic minorities' use of health care		
Objectives of the presentation		
<ul style="list-style-type: none"> • To describe the main patterns of use of health care services by migrant population and ethnic minorities according to the literature. • To identify barriers of access to health care. 		
Objectives of the activities		
<ul style="list-style-type: none"> • To show the previous knowledge of participants about patterns of use of health care of migrants and ethnic minorities. • To identify barriers of access to health care and strategies to overcome those barriers. 		
Format and Proposed Time Distribution	Core Contents	Proposed Slides
Presentation (40 min)	<ul style="list-style-type: none"> • Patterns of health services usage • Barriers of access to health care 	3-12 (with data from local context)
Activity 1 (15 min)	Brainstorming in plenary to reflect previous knowledge on patterns of use of health care.	
Activity 2 (35 min)	Nominal group about identification of barriers in the participant's context.	

**Module 3:
Professional Skills**

Time: 5 hours

*(We suggest you to focus on activities as the contents of this Module require an **experiential pedagogical approach**. Each Unit includes various activities prepared to address different professional skills. We propose a selection of the activities related to the core contents that you can adapt according to the level of skills' development of the trainees and complement with other)*

Unit 1: Intrapersonal skill development

Objectives of the presentation

- To identify key elements in communicating with migrants or ethnic minority patients.
- To recognise 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 identify communication and intrapersonal skills (empathy, active/reflective listening).
- To acquire the ability to manage stress situations in the health professional-migrant/ethnic minority patients interaction.

Format and Proposed Time Distribution	Core Contents	Proposed Slides
Presentation (30 min)	<ul style="list-style-type: none"> • Key elements in communication. • Empathy. • Active/Reflective listening. 	5-10, 12-15, 17-18, 20-22
Activity (20 min)	Group work on confronting labels and stereotypes in the patient-professional interaction.	
Activity (30 min)	Work in small groups and group work on empathic process with migrant and ethnic minority patients.	
Activity (40 min)	Work in small groups and group work on reflective listening with migrant and ethnic minority patients.	

Activity (30 min)	Individual work and group work on self-control techniques	
Unit 2: Interpersonal skill development		
Objectives of the presentation		
<ul style="list-style-type: none"> • To identify barriers and facilitators to communication according to the literature. • To identify aspects of conflict regulation and negotiation processes. 		
Objectives of the activities		
<ul style="list-style-type: none"> • To practice the negotiation and collaboration skills of the participants. • To contribute with examples of good practices in the interpersonal communication. • To think over the application of the negotiation process to the trainees' context. • To think over the behaviors involved in conflict management. 		
Format and Proposed Time Distribution	Core Contents	Proposed Slides
Presentation (30 min)	<ul style="list-style-type: none"> • Barriers and facilitators to communication • Negotiation/collaboration • Conflict management 	5, 8-10, 12, 14-19, 22
Activity (30 min)	Work in small groups and group discussion o key elements affecting interpersonal communication.	
Activity (20 min)	Brainstorming to identify the barriers to effective communication that participants face in their daily practise.	
Activity (30 min)	Individual and group work on the negotiation process.	
Activity (30 min)	Individual work and group discussion about solving specific problems.	

<p style="text-align: center;">Module 4: Knowledge Application</p> <p style="text-align: center;">Time: 5 hours</p> <p><i>(Proposed distribution between presentations and activities: 50% / 50%. The proposed time distribution for each presentation / activity, as well as the proposed slides are indicative. The training sessions should contain the listed core contents and activities).</i></p>		
<p style="text-align: center;">Unit 1: Strategies and procedures for people-centered health care services oriented towards cultural and ethnic diversity</p>		
<p style="text-align: center;">Objectives of the presentation</p>		
<ul style="list-style-type: none"> • To introduce the concept of “people-centered health care” and its application in the field of migrants’ and ethnic minorities’ health care. • To present different models of health care for migrants and ethnic minorities, including a model of “diversity sensitive people-centered health care” / “people-centered health care oriented towards cultural and ethnic diversity”. • To introduce related frameworks, such as a Human Rights framework, social determinants of health model, community participation approaches, as well as a model of intercultural ethics. 		
<p style="text-align: center;">Objectives of the activities</p>		
<ul style="list-style-type: none"> • 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. 		
Format and Proposed Time Distribution	Core Contents	Proposed Slides
Activity (20 min)	Video Screening and Discussion	3-4
Presentation (20 min)	<ul style="list-style-type: none"> • People-centered health care <ul style="list-style-type: none"> ○ Concept ○ Terms ○ Principles 	5-8
	<ul style="list-style-type: none"> • People-centered approaches in health care for migrants and ethnic minorities <ul style="list-style-type: none"> ○ Conceptual shifts ○ Policies levels <p style="text-align: center;">Related frameworks (<i>overview: slide 14</i>)</p>	9-14, 34-39

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		
<ul style="list-style-type: none"> To present 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		
<ul style="list-style-type: none"> To open a discussion on experiences, opportunities, and limitations for intercultural mediation. To open a space for reflection on strategies against discrimination in health care oriented towards cultural and ethnic diversity. To reflect on the opportunities and limitations for applying organizational change related to cultural and ethnic diversity in one's own institutional context. To open a reflection 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. 		
Presentation (30 min)	<p>Health care oriented towards cultural and ethnic diversity</p> <ul style="list-style-type: none"> Relevant aspects <p><i>Please mention all relevant aspects briefly (overview: slide 3), and present the following strategies more in detail:</i></p> <ul style="list-style-type: none"> Access to health care Continuity of care Translation services Community interpreting Cultural / Intercultural mediation Discrimination Service Organization and Change Management 	1-8, 11-16, 18-21, 23-25, 34-39
Activity (20 min)	<ul style="list-style-type: none"> Activity 4: Case Studies <p><i>Activity 4 is proposed as core activity. The other activities proposed in Unit 2 can be introduced as complementary activities, without being included in the assessment process.</i></p>	31

Unit 3: Public health, health prevention and promotion from multidisciplinary perspectives		
Objectives of the presentation		
<ul style="list-style-type: none"> To present strategies and Best Practices related to health prevention and promotion oriented towards cultural and ethnic diversity from multidisciplinary perspectives. 		
Objectives of the activities		
<ul style="list-style-type: none"> To open a reflection on conflict situations in health prevention and health promotion interventions oriented towards cultural and ethnic diversity, and strategies to resolve the situation. 		
Presentation (30 min)	<ul style="list-style-type: none"> Health prevention and promotion oriented towards cultural and ethnic diversity: <ul style="list-style-type: none"> Conceptual model Health prevention oriented towards cultural and ethnic diversity: <ul style="list-style-type: none"> Relevant aspects and strategies Health promotion oriented towards cultural and ethnic diversity: <ul style="list-style-type: none"> Definition Strategies Reduction of health inequalities: <ul style="list-style-type: none"> Strategies and Best Practices 	1-10, 13-14
Activity (40 min)	<p>Role playing:</p> <ul style="list-style-type: none"> Identification of a situation related to health promotion and prevention oriented towards cultural and ethnic diversity and strategies for reinforcing positive health habits. Development of a role playing scene and representation in the plenary. 	11
Unit 4: Quality of health care taking diversity into account		
Objectives of the presentation		
<ul style="list-style-type: none"> To present relevant aspects of quality oriented towards cultural and ethnic diversity, assessment methodologies and strategies. 		

Objectives of the activities		
<ul style="list-style-type: none"> To open a discussion on experiences, opportunities and limitations of assessment methods for quality of health care oriented to cultural and ethnic diversity. 		
Presentation (20 min)	<ul style="list-style-type: none"> Quality of health care oriented towards cultural and ethnic diversity <ul style="list-style-type: none"> Relevant aspects Access to and quality of health care for migrants and ethnic minorities <ul style="list-style-type: none"> Analysis of the current situation Strategies and Best Practices Quality assessment <ul style="list-style-type: none"> Current situation of assessment practices Assessment models (<i>overview: slide 9</i>) Limitations and challenges of quality assessment 	1-9, 19, 22-26
Activity	<i>The activity proposed in Unit 4 can be introduced as complementary activity if there is enough time, without being included in the assessment process.</i>	20
Unit 5: Community-based approaches, promotion of user and community participation and involvement		
Objectives of the presentation		
<ul style="list-style-type: none"> To introduce the topic (community-based approaches, promotion of users, community participation and involvement). To introduce the fundamentals of community-based approaches. To introduce concepts and relevant aspects related to community-based approaches. 		
Objectives of the activities		
<ul style="list-style-type: none"> To enhance 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 open a reflection on community-based approaches. To reflect on power/control relationships and the relativity of choices. 		
Presentation (30 min)	<ul style="list-style-type: none"> Introduction. The fundamentals of community-based approaches Definitions and relevant aspects related to community development and community-based approaches. Concepts and relevant aspects related to involvement 	1-2, 4, 7, 13-19, 21-26,

	<p>and participation.</p> <ul style="list-style-type: none"> Challenges and limitations of community-based approaches. Strategies for community-based approaches. 	30-31
Activities (15 min + 15 min)	<ul style="list-style-type: none"> Activity 1: Exchange in pairs about the own community. Activity 4: Power / Control Relationships and Relativity, Part II. <p><i>Activity 1 and 4 are proposed as core activities. The other activities included in Unit 5, as well as the videos, can be introduced as complementary activities if there is enough time, without being included in the assessment process.</i></p>	3, 27-28
Unit 6: Intersectoral approach		
Objectives of the presentation		
<ul style="list-style-type: none"> To introduce the concept of “intersectorality” and relevant applications to health care and health policies addressed to migrants and ethnic minorities. 		
Objectives of the activities		
<ul style="list-style-type: none"> To identify relevant stakeholders for intersectoral action related to the health of migrants and ethnic minorities in the own context, as well as opportunities, barriers, resources and strategies. 		
Presentation (20 min)	<p>Intersectoral Action</p> <ul style="list-style-type: none"> Concept Opportunities and limitations Strategies Relevance Recommendations Constructing an intersectoral action plan 	1-10, 13-14
Activity (40 min)	Mapping stakeholders and resources for an intersectoral action	11