

Geneva Health Forum  
19-21 April 2010



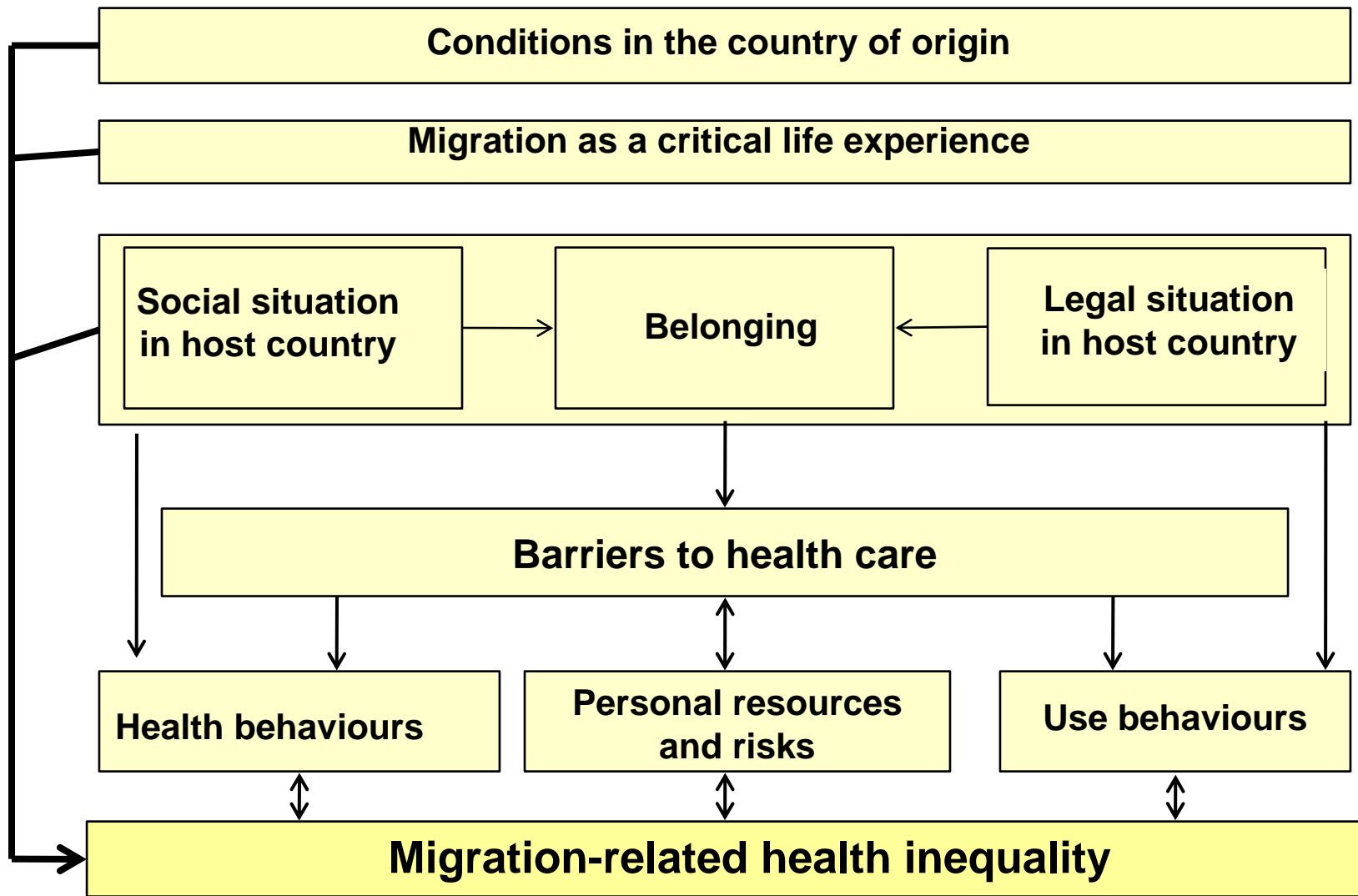
Parallel Session on Tuesday, 20 April 2010  
Migrant Access to Health in Switzerland: From Policy to Practice

## **Improving access by transcultural competence: the impact of training health-care professionals**

Speaker: Anke Kayser, SRC



# Migration & Health

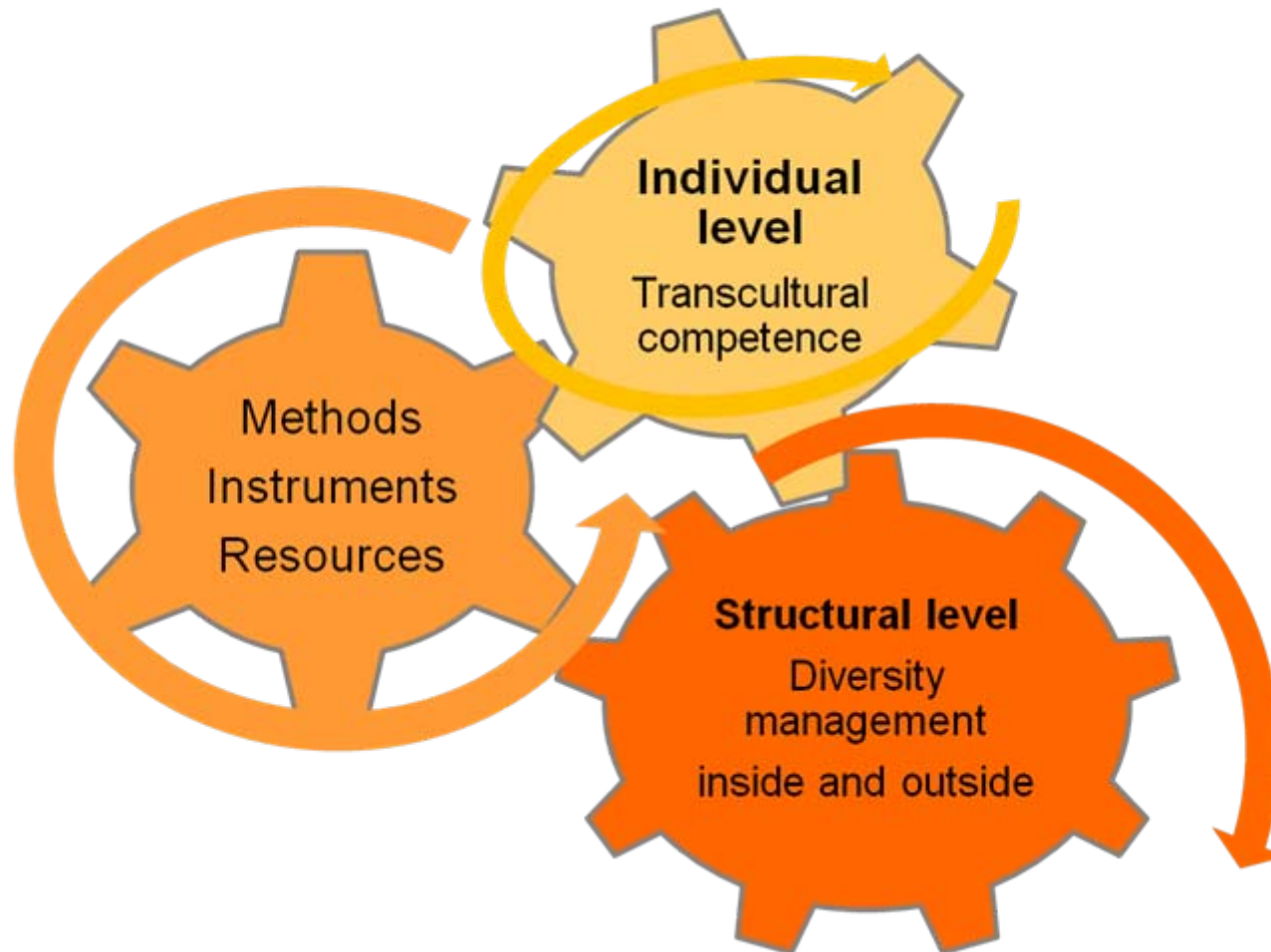


Source: after Schenk (2007), in: *Int. J. Public Health* 52: 87-96

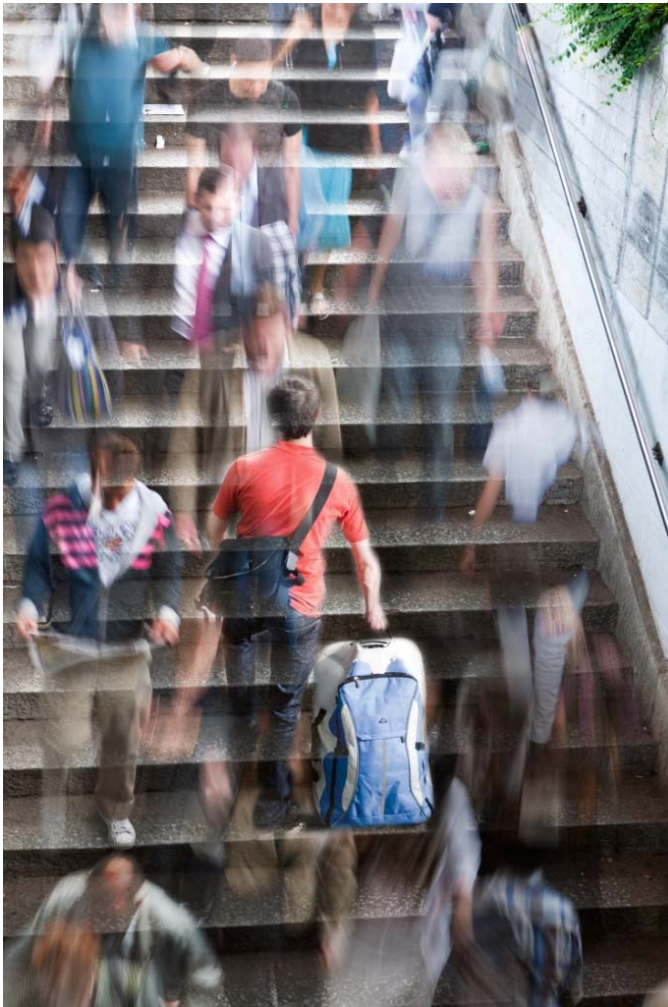
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# Transcultural opening of the health-care system



# Transcultural competence is...

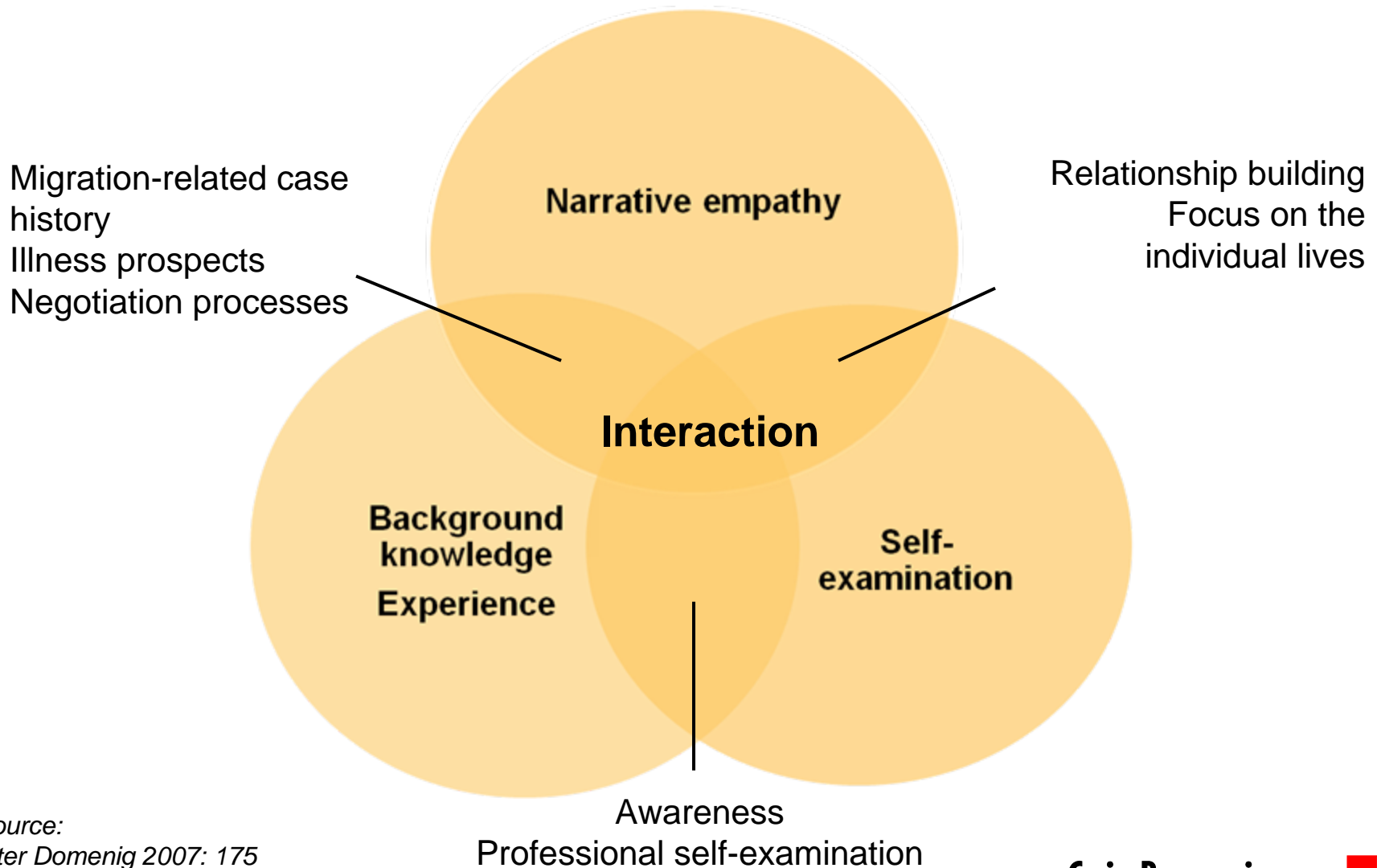


the ability to understand individual lives in terms of the particular situation and in various contexts and derive from them suitable, adapted procedures.  
(Domenig, 2001)

© all photos: Martin Volken



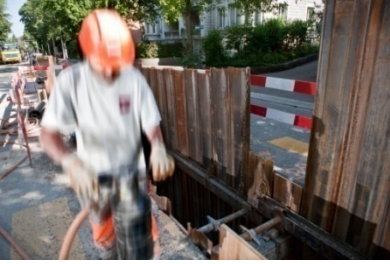
# Transcultural competence



Source:  
after Domenig 2007: 175

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# Transcultural background knowledge

- Re-examining static and dynamic cultural understanding
- Migration, integration
- Migration and health (migration-related stressors), migration-related lives
- Interaction and communication / transcultural interpreters.
- Major concepts from ethnology, sociology and psychology
- Racism and discrimination
- Religion and lifestyles



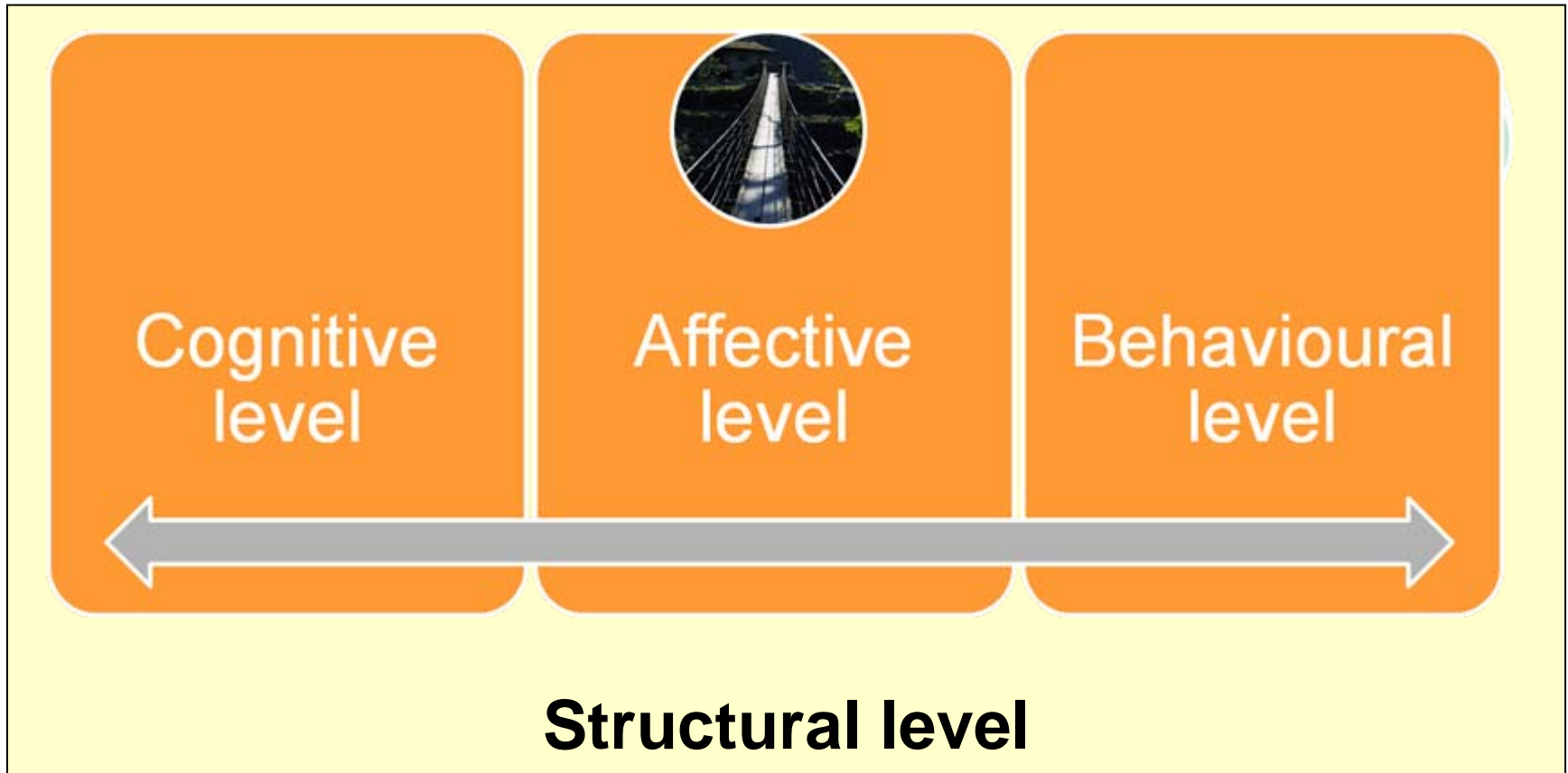
# Instruments , resources, methods

- Professional interpretation
- Transcultural case history / Transcultural assessment
- Migration-related guidelines
- Specific counselling strategies, resources
- Access to target groups
- Networking
- Time



# Promoting transcultural thinking

Methodical-didactic implementation on several levels



# Transcultural competence – training activities at the SRC

## **Specialists in various professions**

- General nursing
- Geriatric nursing
- Nutrition and dietetics, nutrition counselling
- Physiotherapy
- Psychosomatics
- Psycho-oncology
- Neuro-rehabilitation
- Social work

## **Medical specialists in various disciplines**

- General internal medicine
- Psychiatry

## **Staff of health insurance companies**

- Case management
- Operational health management



# Cooperation with various institutions

- Hospitals
- Technical colleges
- Geriatric institutions (nursing and care)
- Health insurance companies
- Medical networks
- Health leagues
- Trade unions



# Quotations from training evaluations

*“It opened my eyes to migration and intercultural issues.  
Greater awareness of this topic.”*

MAS Palliative Care course participant, Fachhochschule St. Gallen 2008

*“Sensitivity: once again I have learnt how complex it is to  
provide care for people, especially migrants. There are no  
specific recipes – everything is individual and that I  
especially need to keep my eyes and ears open and apply  
tolerance.”*

Participant in the basic course in transcultural competence, Inselspital  
Bern, 2008



*“I learnt a lot and the exchange of views was excellent. I will call in an interpreter in future. Previously we only did that for diagnosis, information, and discharging patients. I have learnt that I might need an interpreter for the first consultation: it will probably shorten hospitalization time.”*

Participant in the basic course in transcultural competence, Basel University Hospital, 2009





**Thank you for your attention!**

