

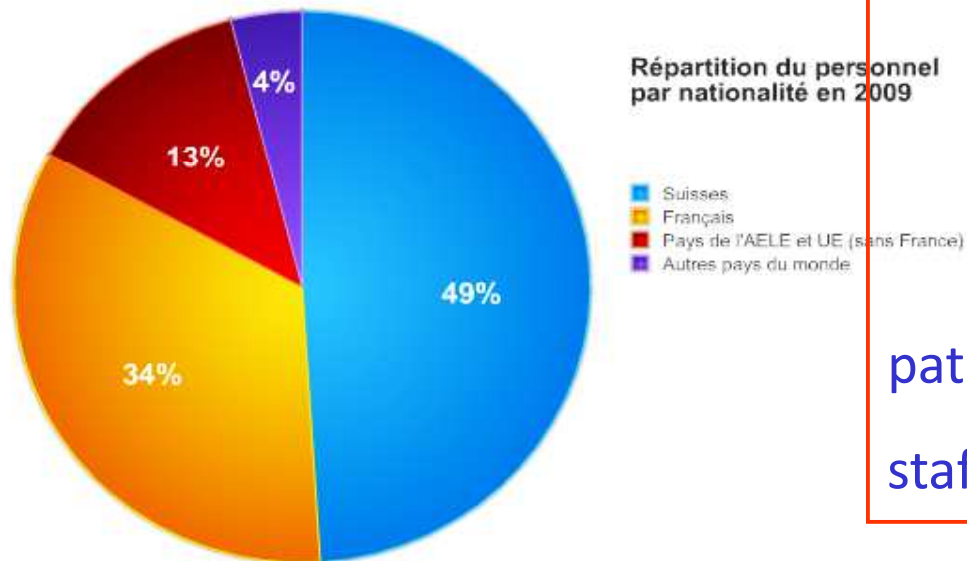
The Health for all network University Hospitals of Geneva

Why and what for ?



Groupe santé migrants des HUG

HUG : diversity of the patients, diversity of the staff



Geneva : 470 500 inhabitants

40 % foreigners

25% non french speaking foreigners

HUG : 1'800 beds, staff : 10'000

patients : 51% foreigners (180 countries)

staff : 51,6% foreigner (92 countries)



diversity is a treasure, but also a constraint



Dealing with language, culture and socio-economic barriers :
health professionals feel sometimes like funambulist



Impact on the quality of care

Inpatient satisfaction survey 2007

- **15%** of non EU patients reported feeling at least one time discriminated because language barrier, nationality, religion, color of the skin

Hudelson, Kolly, Perneger, Health Expectations, 2009



What was existing before the programme

Access to health care for uninsured patients (PNF)

Included in the « community service mission » :
180 millions CHF/year for 4 years
(10% of the budget)

Specialized medical consultations

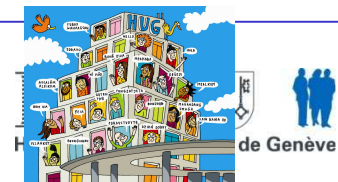
- Asylum seekers
- Undocumented

Specific resources for staff

- cultural consultation service
- pre and post graduate training on cultural competences

Interpreting service :

→ 13'500 hours in 2009 (945'000.-CHF)



Activities 2010-13 of the Health for All network

- Creation of a centralized reference-nurse post at the hospital for migrant care issues.
- Inclusion of patient language data in the electronic patient file.
- Promotion of a national telephone interpreting service in 4 emergency services at the HUG.
- Brief presentations to all new staff (during an obligatory staff orientation day) about interpreter services and other “migrant friendly” services at the HUG.
- Development and dissemination of brochures to all staff containing information about the “health for all network”, migrant friendly services at the HUG, and when and how to work with an interpreter.
- Organization of several public events to bring attention to the Health for All network and its activities.



Conclusions

- importance of institutional commitment and financing, inter-departmental participation in all activities, and multi-pronged efforts aimed at maintaining institutional visibility of the project.
- Importance to show the positive financial impact for the institution : saving money by insuring some uninsured patients
- Financing interpreting services : where is the limit ? What are the alternatives ?
- anti-immigrant sentiment increased across Europe. Project such as ours is an important reminder to health policy makers and practitioners of their responsibility to provide non-discriminatory, quality health care to all patients



→ CALL to ACTION !

- Promote exchange among cantons regarding strategies to ensure equal access to health care for all
- Strengthen the capacity of health services to identify and effectively respond to the needs of diverse patients populations
- Ensure that the health equity programs and projects include efforts to adapt health information for populations with low literacy

→ Have you signed it ?