



Diversity and Equal Opportunity

What criteria for Migrant Friendly Hospitals?

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What criteria for
MFH ?

Communication

Cross-cultural
Competences

Institution's policies

3 partners

Conclusion

Questions

Working group

الوصول الى الإتصالات

?

액세스 권한을 통신

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Communication



엑세스 권한을 통신

The institution ensures the availability of **qualified linguistic assistance** to patients speaking a foreign language.

The directly-involved collaborators are informed of the

procedures for resorting to interpreters/mediators.

The institution categorically

avoids resorting to children under 18 years of age for interpretation and does not authorize resorting to members of the immediate family for interpretation, except in case of emergency.

Criteria for the quality of interpretation/mediation are defined and the **service is regularly evaluated.**

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The patient's **reading competence and comprehension** of received information concerning his state of health are evaluated.

Important information intended for the patients is available in the patients' primary languages.

Signage within the institution is adapted for patients speaking a foreign language and illiterate patients.

If necessary, the institution offers the possibility of **translating** important information from **the patient's file** into English.

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Communication

Research questionnaires and satisfaction surveys

are available in the primary languages
of the patients.

الوصول الى الإتصالات

The declaration of consent for certain medical
procedures is available in the primary language of the patients.

If the declaration of consent is not available in the patient's
language, the presence of a trained interpreter is assured.

For rare languages, a recourse to translation tools is guaranteed.

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Cross-Cultural Competences



The collaborators' files contain information on their cross-cultural competence and all collaborators receive **introductory information**, including staff obligations and available services, upon employment with the institution.

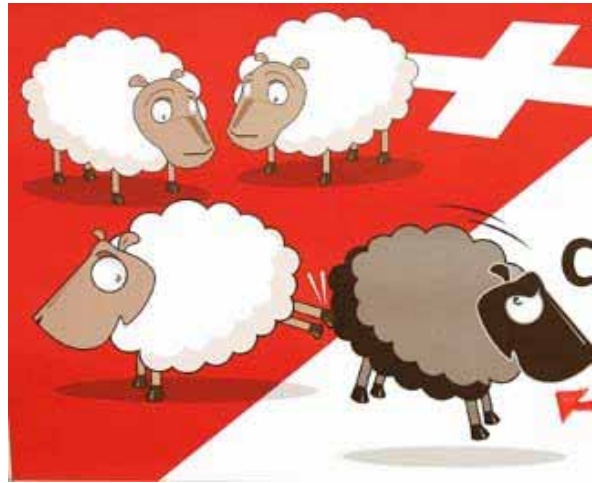
Training in cross-cultural competence is offered for involved collaborators.

Language classes are offered to collaborators of immigrant origin so that they can communicate without ambiguity with their colleagues and patients.

What criteria for MFH ?

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The institution carries out a **self-evaluation** and responds to the MFH criteria in good conscience.

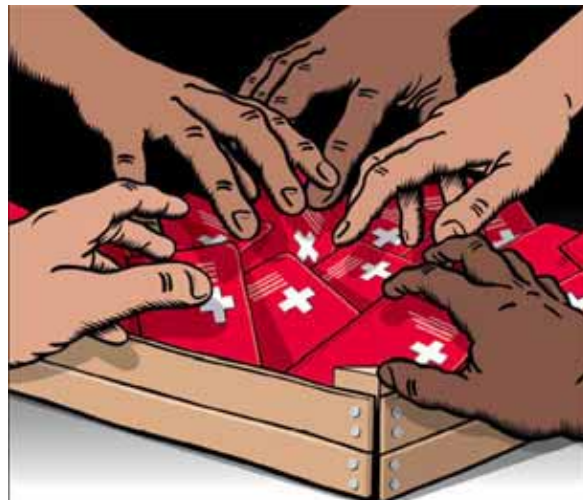
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The institution follows a **master plan** concerning reception of and communication with immigrants and the cross-cultural competence of collaborators.

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The needs and resources of collaborators and patients of immigrant origin are identified.

The institution follows an **action plan** including the objectives to be attained.

Institution's Policies



The institution encourages and facilitates working as a **network** to ensure that adequate responsibility is taken for patients of immigrant origin.

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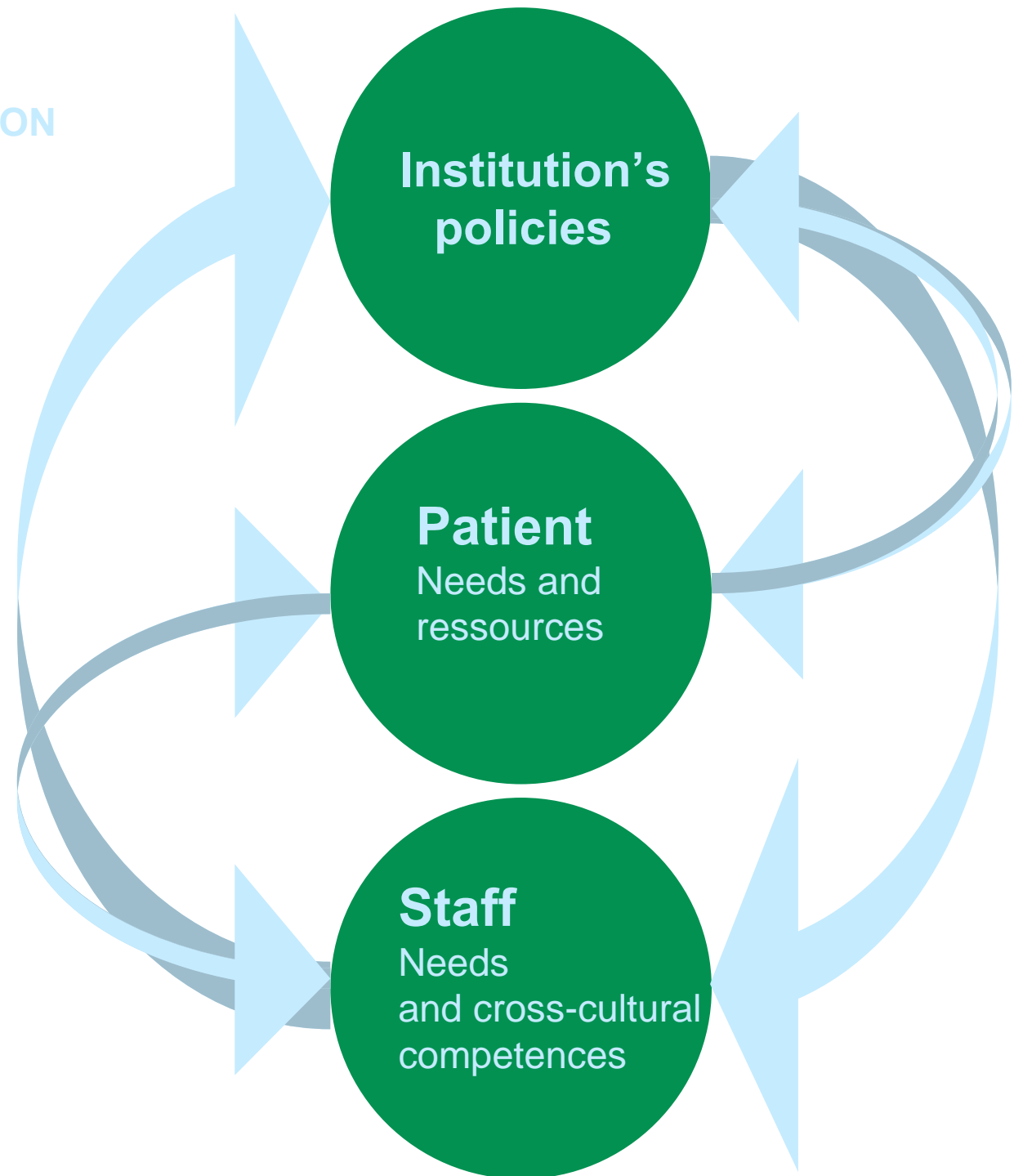
MFH criteria 3 partners

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Distinguishing an MFH healthcare institution by its capacity :



- To identify the linguistic and cultural needs of its patients
- To respond effectively
- To ensure access to quality healthcare for all patients

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- Requirements of good communication?
- Terms of use of an interpreter?
- Procedure in case of no interpreter?
- Promoting the integration?
- Definition of major languages?
- Implementation of the criteria?

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MIGRANT FRIENDLY HOSPITALS **MFH**

A network of **WHO**

