



Piloting experience at country level: Denmark



Migrants & Ethnic Minorities
Training Packages



Claire Mock-Muñoz de Luna, PhD - fellow &
Hanne Winther Frederiksen, PhD - fellow



Open invitation Letter sent to Hospitals, Municipalities and GPs in February

STATE-OF-THE-ART Cultural Competence Training for Health Professionals

...

'The training is free of charge and will take place on the following days; March 12th, March 26th and April 9th, 2015.

If you want to participate in the training then please write an e-mail and express your interest to mesu-office@sund.ku.dk. We have 30 places and we strive to put together a group with different educational backgrounds and professions such as doctors, nurses, physical therapists, dentists, midwives, managers, etc.

Lunch and refreshments will be served during the three course days and it is possible to apply for reimbursement of travel expenses, if travelling from outside the greater Copenhagen area.

For more information about the training, please contact ...'

Migrants & Ethnic Minorities
Training Packages





Structure

Three-day course (7+7+6 hours), spread over one month:

Day 1: Module 1

Day 2: Module 2 & 3

Day 3: Module 4 and additional module on vulnerable groups

The three days structure: Easier for participants to reserve three working days instead of four half days

Migrants & Ethnic Minorities
Training Packages





Participants

> 40 applications

Applications were dismissed under the following terms:

1. Not being able to participate all three days
2. Only administrative or planning tasks
3. Application received after deadline

Final number of participants: 38

Professional backgrounds: Nurses, physiotherapists and medical doctors. One midwife, one dietician, one social worker working in a community psychiatry service and one master in public health sciences working with health promotion strategies in a municipality

All participants had experience from working with migrants and ethnic minorities (MEMs)

Migrants & Ethnic Minorities
Training Packages



Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



UNIVERSITY OF
COPENHAGEN





Adaptation of training material

Module 1

- Most of the core theoretical content was covered
- reorganized and the presentation methods altered slightly to better reflect the audience and invite their participation.

Module 2

- extensively adapted to include disease patterns, determinants for health and access to health services specifically for the ethnic minority and migrant populations in Denmark

Migrants & Ethnic Minorities
Training Packages





Adaptation of training material

Module 3

- Adapted to include more practical cases from a Danish context
- Some of the concepts too basic for some of the Danish health professionals (e.g. empathy, and reflexive listening)
- Included an activity on reflexive listening, but participants found it too basic

Module 4

- Adapted to a Danish context.
- Units were shortened down – a lot of material
- Some concepts were a little too basic, some too theoretical
- Included more practical cases from a Danish context, and reserved time for activities and the additional module on vulnerable groups

Migrants & Ethnic Minorities
Training Packages



Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



UNIVERSITY OF
COPENHAGEN





Translation of material

Most of the materials were translated into Danish.

- time consuming
- Necessary adaptations to reflect:
 - the Danish migration history & MEM populations
 - the Danish health care system
 - Danish traditions related to this kind of training and the background and competences of participants
- Could not rely on translations from a student assistant but needed to do the translations and adaptations ourselves

Migrants & Ethnic Minorities
Training Packages



Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



UNIVERSITY OF
COPENHAGEN





Trainee's comments

- Mixed professional backgrounds of participants received both positive and negative feed-back
- Calls for more knowledge and tools on how to convince administrative staff and advocate for better health services for MEMs – we were 'preaching to the choir'
- Real - life cases from Denmark were well evaluated, but participants also appreciated the presentation of international perspectives
- Some of the activities (especially communication skills) were considered too basic

Migrants & Ethnic Minorities
Training Packages



 Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES







 SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



UNIVERSITY OF
COPENHAGEN





Concluding remarks

- Consider pros and cons of mixed professional backgrounds of participants
- Too much material for 20 hours – leave time for discussions
- Real-life cases from a national context work well and enhance the transition of knowledge into competencies
- Trainers manual could be supplemented with guidance on the importance of taking trainees background and past experiences into consideration in planning and adaptation of the course
- Large differences across Europe with regard to traditions, knowledge and experiences among health professionals. Course material must be flexible to adaptations

Migrants & Ethnic Minorities
Training Packages



Escuela Andaluza de Salud Pública
CONSEJERÍA DE IGUALDAD, SALUD Y POLÍTICAS SOCIALES



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



UNIVERSITY OF
COPENHAGEN

