

WP 4: Development of a resource package to address access barriers to health care for refugees and asylum seekers

Dr Antonio Chiarenza
AUSL of Reggio Emilia

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“Improving access to health care and capacity building in
Member States under particular migratory pressure

Project team

- Antonio Chiarenza (AUSL RE IT)
- Anna Ciannameo (AUSL RE IT)
- Ilaria Dall'asta (AUSL RE IT)
- Bendetta Riboldi (AUSL RE IT)
- Hans Verrept (Federal Public Health Service BE)
- Marie Dauvrain (Univ. Louvain, BE)

Aims of the resource package

- Support Member States in promoting and ensuring access of the refugee, asylum seekers and other migrants populations to health care and public health interventions to reorient local strategies and plans.
- Support Member States to address barriers to access to health care and to ensure continuity of care of refugees, asylum seekers and other migrants along the whole migration journey, from arrival to transit areas of reception, to regions/countries of destinations.

Specific objectives of the resource package

- Provide evidence on the new challenges for health service related to the current refugee crisis
- Provide a framework and outline steps for improving access to health care for refugees, asylum seekers and other migrants.
- Provide evidenced tools and measures and other resources that can support MS addressing formal and informal barriers that hinder or limit the access to health care for refugees and asylum seekers

Methodology

- To collect evidence on access barriers and effective tools and measures to overcome them:
 - **Focus groups and interviews** in 10 EU countries:
 - **Literature review** (barriers + effective solutions; last 8 years)
- **Outcomes:**
 - **Country reports from the focus groups and interviews**
 - **Literature review analysis**
- Findings from both FGs and Literature Review inform/orient the development of the Resource Package.

Focus groups and interviews

- **20 interviews:** 4 in The Netherlands; 10 in UK; 6 in Austria;
- **10 focus groups:** 2 in Belgium; 2 in Greece; 2 in Spain; 1 in Italy; 1 in Slovenia; 1 in Hungary; 1 in Denmark
- **Targeted professionals :** health professionals; health managers; social workers; volunteers; NGO representatives; Local authority representatives ; cultural mediators; psychologists, ...
- **Who conducted the FGs and the interviews:**
 - Jeanine Suurmond and Vinny Mak (The Netherlands)
 - Nazmy k. Villarroel williams, (UK)
 - Allan Krasnik (Denmark)
 - Ursula Trummer and Sonja Novak Zezula (Austria)
 - Hans Verrept (Belgium)
 - Elisabeth Ioannidi and Anna Maina (Greece)
 - Ainhoa Rodríguez García de Cortazar, and Jaime Jiménez Pernet (Spain, Malaga)
 - Marta Escobar Ballesta and Rocío Valero Calle (Spain, Seville)
 - Benedetta Riboldi and Anna Ciannameo (Italy)
 - Simona Jazbinšek and Uršula Lipovec Čebren (Slovenia)
 - István Szilárd and Erika Marek (Hungary)

Literature review

Source of information:

- MEDLINE
- EMBASE
- CINAHL
- COCHRANE

Searched areas:

- Barriers to access to health care for asylum seekers and refugees
- Effective interventions to overcome barriers

Papers published between 2008-2015

Number of references included: European studies/systematic reviews 38; extra EU studies and systematic reviews 143

New and old challenges identified

General challenges to access to health care

- Legislative, administrative and bureaucratic barriers
- Linguistic and cultural barriers
- Lack of information and difficulties to ensure continuity of care
- Organisation and quality of health services
- Lack of coordination between services

Specific challenges for specific health care needs

- Mental health care
- Sexual and reproductive care
- Child care
- Victim of violence care
- Communicable diseases control and prevention

Effective interventions identified

Measures and tools to address barriers to health services

- Training of health and administrative staff / Adaptation of administrative procedures / Health system navigation
- Language and communication support services
- Patient information and education
- Organisational development / change
- Networking and intersectoral collaboration between services

Measures and tools to address barriers to specific health services

- Mental health care
- Sexual and reproductive care
- Child care
- Victim of violence care
- Communicable diseases control and prevention

How the Resource Package will look like

1. Description of the challenges/barriers to health care

- General barriers to access health care services (legislative, linguistic, ...)
- Specific barriers to specific health care (mental health care, ...)

2. Description of the effective strategies to address barriers

- General interventions to address access barriers to health services
- Specific interventions to address barriers to specific health care needs

3. Framework for the development of effective strategies

- Step-by-step guide
- Effective measures and tools (interpreting, organisational change, information...)
- Case studies (how different organisations have implemented the strategy/measure)
- Tips for success (learning from previous experiences)

4. Resource centre

- Directory of good practices/experiences

5. Dissemination/implementation strategy at local level

- Tips for integrating the resource package into the national and local means of communications
- Existing networks of experts/institutions to share experiences of the strategy or measure or to find out more about the approach adopted .