

# Existing measures and solutions to address barriers in the access of health care

Results of the focus groups' analysis

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# Good practices identified

measures	Services	NGOs	Partnerships
Staff training / Adaptation of administrative procedures / Health system navigation	3	0	2
Language and communication support services	2	3	1
Refugee information and education	0	2	0
Organisational development / change	2	3	1
Organisation and collaboration between services	3	5	2
Staff information and education	5	2	2
Total	15	15	8

# Measures to address legislative, administrative and bureaucratic barriers

## **Staff training**

- Target: health professionals and administrative staff.
- Contents: different type of migrants' legal status, their impact to access health care services, and bureaucratic procedures; interpersonal and sensitive skills.

## **Adaptation of administrative procedures**

- Measures to address financial barriers (e.g. vouchers for one- free consultation)
- Simplification of bureaucratic procedures in the work contexts for health staff through different facilitating measures (access to interpreting services, outpatient transport facilities, refugee pharmacy depot, etc.)

## **System navigation**

- Availability of intercultural mediation to facilitate access to administrative procedures/requirements for migrants

# Measures to address language and cultural barriers

## Intercultural mediation and interpreting services

- Models: Face-to-face, video-interpreting, telephone-interpreting
- Settings: Hospitals, Primary health care centres, reception centres, etc.
- Supportive interventions: funding strategies, interpreting service coordination, training for mediators and health care providers, technical equipment, etc.

# Measures to address the lack of information and continuity of care

## Strategies:

- extensive medical data collection made by nurses and referral to appropriate health care providers.

## Tools:

- Inter- centres information system (health and social data) connecting different levels of reception;
- Transmission of health care data from reception centres to primary health services (GPs).

# Measures to address organisational barriers to health care (hospital + primary care)

## Settings:

- Provision of health care in Refugee camps
- On-site health care (including pharmaceutical items) in transit zones.
- Consultations at the GPs' practice, outside of asylum seekers center.

## Strategies/ measures:

- Psychiatric and psychological support: development of common approach and procedures to diagnosis of mental health.
- Definition of a shared protocol for psychological support targeting health care providers.
- Rapid response to arise awareness and collaboration among Universities and psychologists' associations.

## Tools:

- Guide for psychological assistance to migrants.

# Organization and collaboration between services

## Strategies:

- Formal agreement and coordination between social and health care services.
- Multidisciplinary teams (e.g. psychologists, social workers, lawyers, labour counsellors, etc.).
- Public- private partnerships between Red cross and UNHCR, Filantropija and Doctors of the World, etc.

## Tools

- Mapping and connecting health care providers available in a given territory.
- Research reports on migration flows to detect smuggling, borders' protection systems, and other organizational gaps.

# Measures to address the lack of information for both staff and refugees

## Training

- For refugees (to promote the empowerment and health literacy of migrants) about: health care system, sexual and reproductive health, maternal and child health, life-style, rights to health care;
- For health care providers about: cultural and historical aspects of refugees background; Communicable diseases; relational and psychological dynamics; self-reflexion and debate about a common view of work.
- For students: on-site training about first aid and emergency in refugee camps.

## Tools

- experimental planning games for health care staff to emphasize with migrants.
- Map of local health care services for migrants