

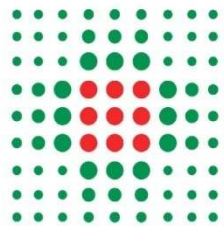
Co-funded by  
the Health Programme  
of the European Union



# The Linguistic & Cultural Mediation service

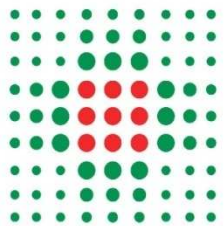


**Local Health Authority of Reggio Emilia  
Research and Innovation Staff**



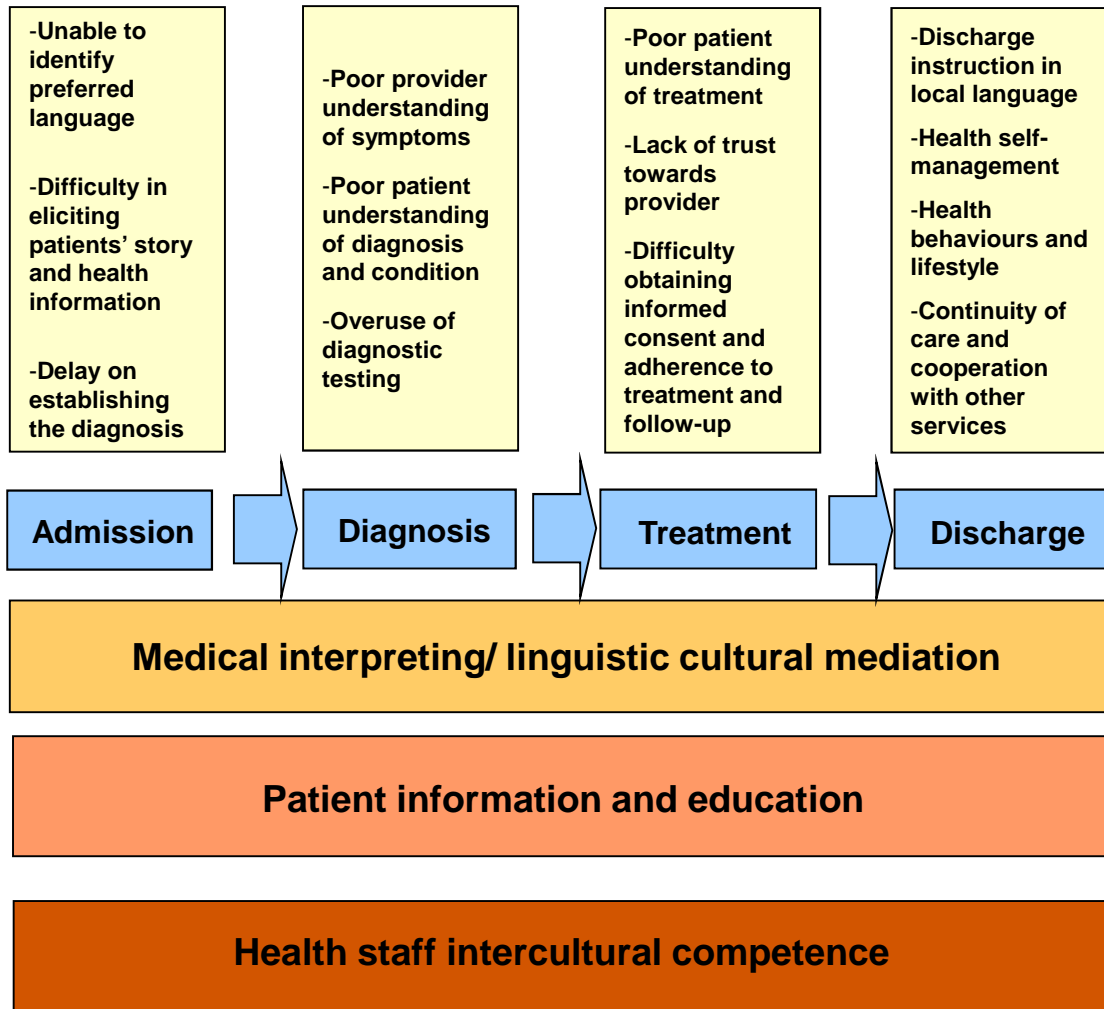
**Main goal of the health care organization**  
Become migrant-friendly and culturally competent health organisations, develop individualised, personal services from which all patients will benefit, ensure equality of access to all citizens  
(Amsterdam Declaration, MFH-2005)

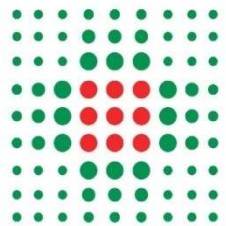




## Overview of critical issues in clinical communication

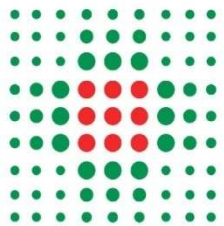
**Critical issues in  
clinical  
communication**





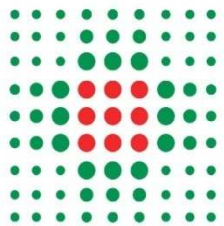
## Effective interventions to improve clinical communication and reduce inequities in health care

<b>LINGUISTIC AND CULTURAL MEDIATION</b>	<b>PATIENT'S INFORMATION AND EDUCATION</b>	<b>STAFF INTERCULTURAL EDUCATION</b>
Face-to-face interventions;  Telephone interpreting;  Community Health Educators	Patients' health literacy;  Appropriate health information;  Patients' decision-making process;	Staff awareness;  Staff skills;  •Staff knowledge;



## **Aim of the linguistic and cultural mediation service is**

- To support relations between migrants, ethnic minorities and health system
- To support the removal of cultural and linguistic barriers
- To support the access to health services for everyone
- To include migrants in the ordinary circuits of health system
- To help social system and health system to conform and empower performances and services to migrants



## Three stages for the development of LCM Service

### WELCOME AND SOLIDARITY

Aim → Responding to the urgent needs of undocumented migrants.

Action → Specific Health Care Center for migrant families (1998-2003)

### SOCIAL INTEGRATION

Aim → Responding to the needs of settled migrants

Action → Developing a model of interpreting & intercultural mediation service in the Emergency division and in the mother and child care unit of the Guastalla Hospital (2004-2005)

### CULTURAL PLURALISM

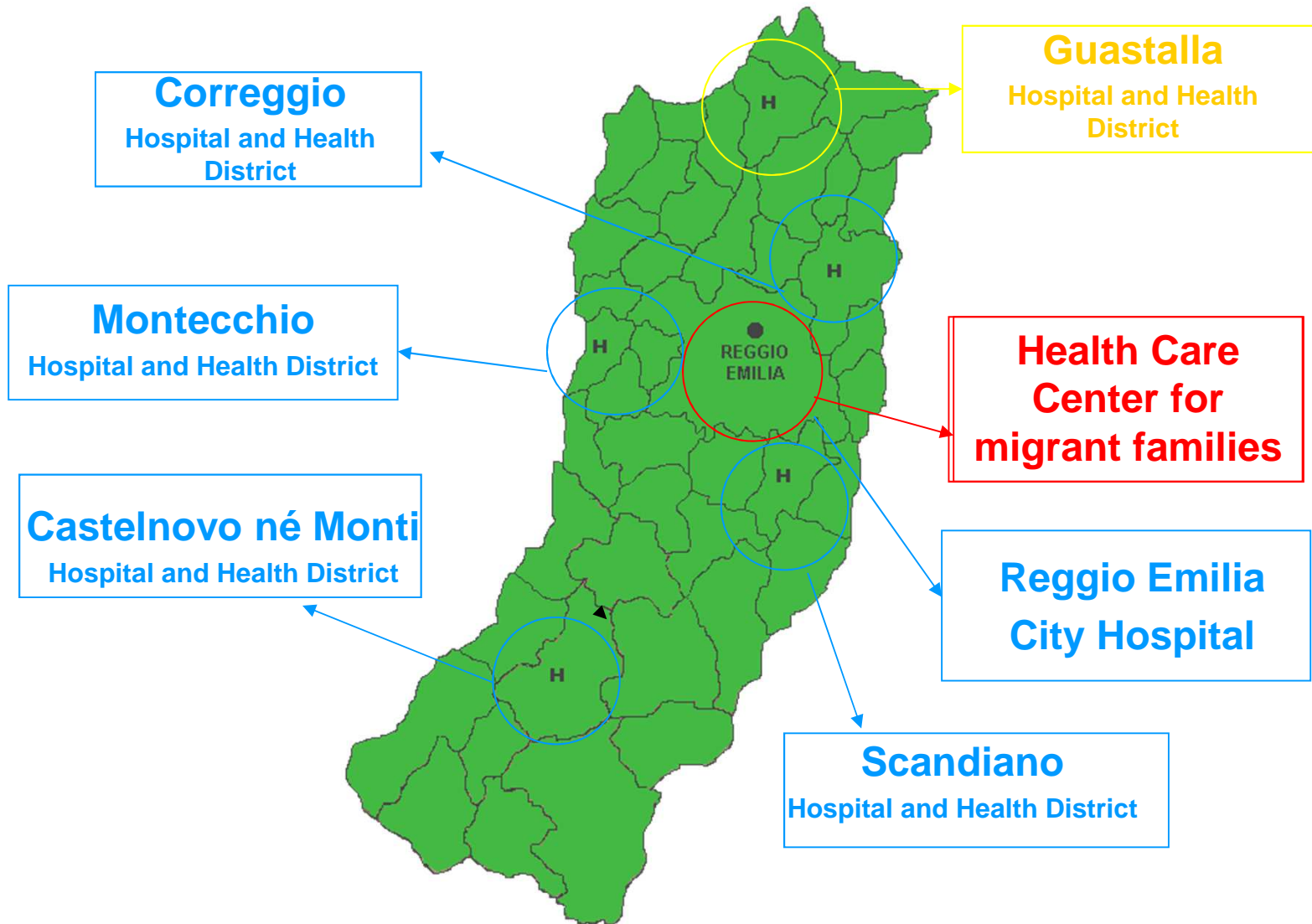
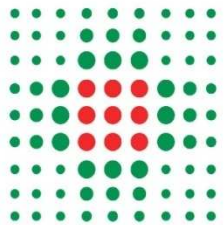
Aim → Ensuring equality of access to all citizens

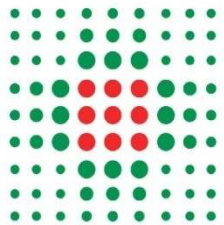
Action → Implementation and evaluation of the LCM service in all 6 hospitals and 6 health districts (2006-onward)



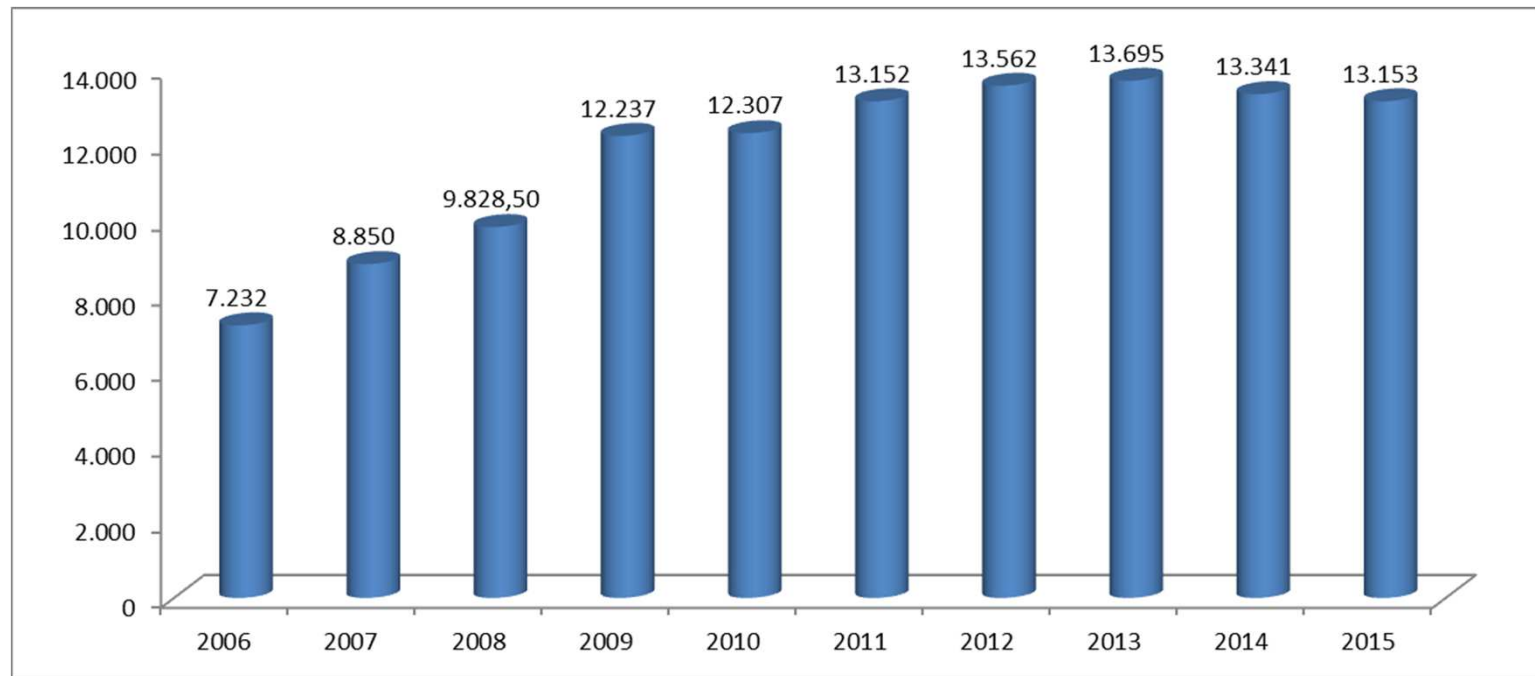
# The linguistic and cultural mediation service

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





## The development of LCM service from 2006 to 2015

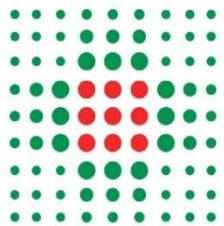


Annual economic  
investment

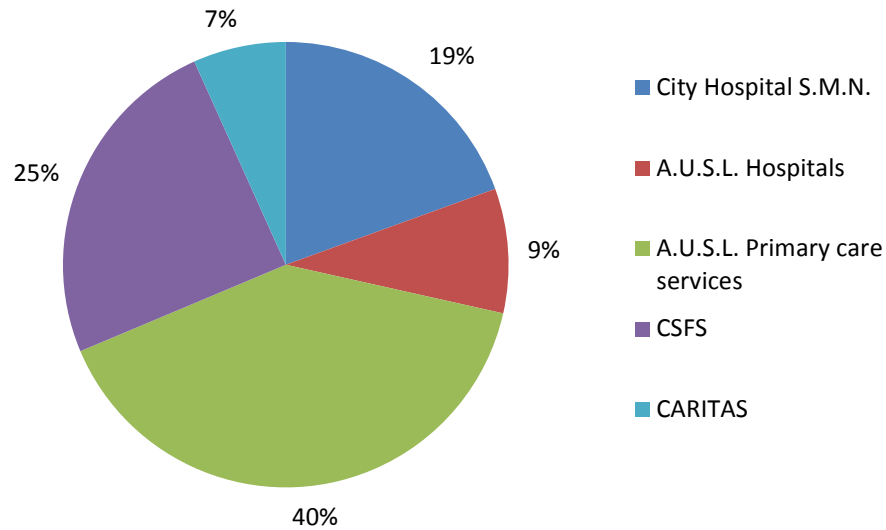
2006: 191.146  
euros

2015: 256.646  
euros



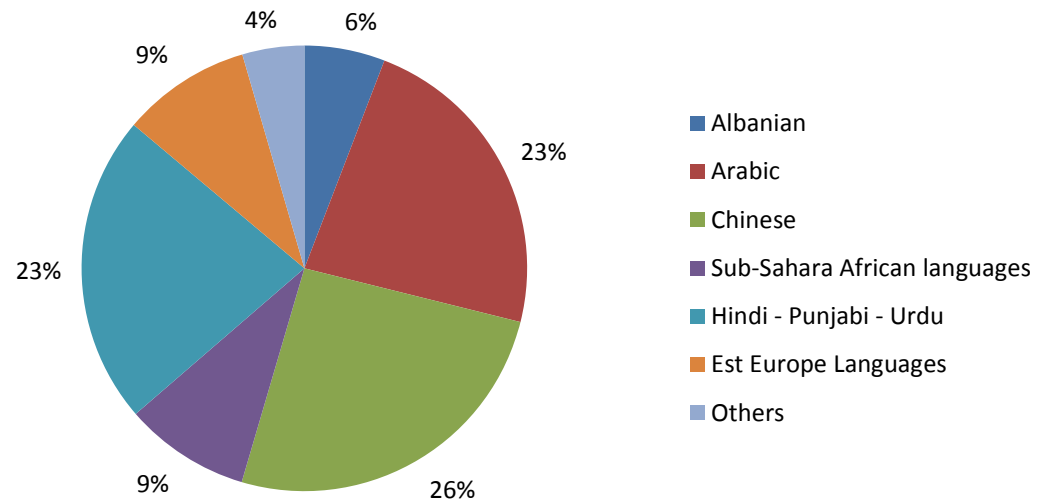


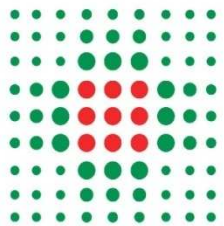
## LCM service: Utilization in 2015 - 13.153 hours



**Results**

## LCM service: Languages used in 2015





## LCM Service organization

**General coordination** (administration, economic management, decisional center)

Research and Innovation Staff A.U.S.L. di R.E.

**Operative and organizing coordination**

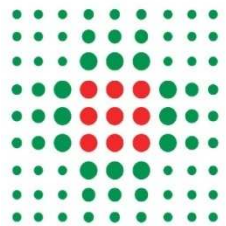
Social Cooperative

**Monitoring and evaluation**

Qualitative: Interdisciplinary group in every health district for local coordination activities;

Quantitative: Monitoring service utilization every month to re-organize hours and/or planning new activities

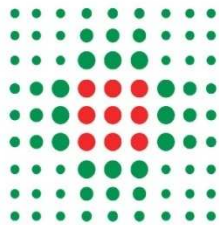




## Integrating linguistic and cultural mediation in the organisation

Service access and utilisation	Cultural mediators help migrants accessing and navigating the health system. Cultural mediators accompany migrant patients across services and departments
Health care delivery	Cultural mediators participate in clinical meetings and discussion of clinical cases. Cultural mediators help patients to understand informed consent.
Patient's information and education	Cultural mediators have a role in patients' education programmes Cultural mediators ensure cultural adaptation of written information.
Staff education and training	Cultural mediators are involved in staff training
User and community involvement	Cultural mediators provide information in the community, collect migrants' needs and facilitate migrants' participation





# The role of LC mediator in the health care system

(Regional decree of Emilia-Romagna, N.152, 10th November 2004)

Description	Tasks
<p>An <b>LC mediator</b> is able :</p> <ol style="list-style-type: none"> <li>to accompany relations between migrants and the specific health and social context, fostering                             <ul style="list-style-type: none"> <li>the removal of linguistic and cultural barriers</li> <li>the understanding and the enhancement of one's own culture and</li> <li>the access to services.</li> </ul> </li> <li>to assist organisations in the process of making the services offered to migrant users appropriate.</li> </ol>	Understanding migrants' needs and resources
	Linguistic mediation: interpreting & translation
	Intercultural mediation: culturally competent communication
	Orientation of relations between migrant users and services

**Avete difficoltà a comunicare con il personale sanitario?**  
**Do you find it difficult communicating with healthcare staff?**  
**Vous avez vous du mal à communiquer avec le personnel sanitaire**  
**您是不是觉得难以与医务人员 员进行有效的沟通?**  
**Вам трудно общаться с медицинским персоналом?**  
**هل تعاني من صعوبة بالالتصال والتفاهم مع الفريق الطبي؟**

**Potete essere aiutati da un Mediatore Culturale**  
 Il Mediatore culturale è una persona che:

- parla la vostra lingua;
- viene dal vostro paese di origine;
- può esservi di aiuto durante le visite mediche;
- può accompagnarvi durante la gravidanza;
- può essere presente quando andate al pronto soccorso.

**You can be helped by a cultural mediator**  
 The cultural mediator is a person who:

- Speaks your language;
- Comes from your own country;
- Can help you during your medical consultation;
- Can accompany you during your pregnancy;
- Can be present when you go to the A&E ward.

**Vous pouvez recevoir l'aide d'un médiateur culturel**  
 Le médiateur culturel est une personne:

- qui parle votre langue;
- qui est originaire de votre pays;
- qui peut vous aider pendant les visites médicales;
- qui peut vous accompagner pendant la grossesse;
- qui peut être présente lorsque vous allez aux urgences.

**Вам может помочь культурный посредник**  
 Такой посредник:

- говорит на вашем языке;
- он родом из вашей страны;
- он может помочь вам на приеме у врача;
- он может сопровождать вас в период беременности;
- он может присутствовать при посещении вами скорой помощи.

**Potete richiederlo all'accettazione del reparto**  
 您可以在急诊室或科室接待处索取服务。

**You can ask for a mediator to the reception desk**

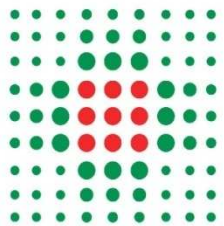
**Vous pouvez demander ce service à l'accueil**

**Вам может помочь специальный посредник**  
 Такой посредник:

- говорит на вашем языке;
- он родом из вашей страны;
- он может помочь вам на приеме у врача;
- он может сопровождать вас в период беременности;
- он может присутствовать при посещении вами скорой помощи.

**您可以在急诊室或科室接待处索取服务。**

20 permanent mediators of the usual languages and 10 extra mediators for the unusual languages



## LCM services provided

**On-site presence in hospitals:** mediators are present in the hospital in certain time-tables and days according to the annual program. They work in all wards which need mediation and every operator could reach them by cordless.

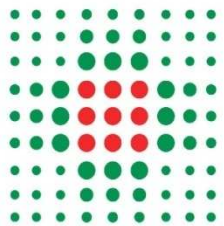
**On-site presence in primary care services:** mediators are present in surgeries organized to receive in certain days only migrants (ex: pediatric surgery, gynaecological surgery).

**Weekly Scheduled presence:** presence scheduled week by week in some health district's surgery like public health or mental health in which isn't possible to program the work in a long period. It is used also for the patients education and staff training.

**Urgent presence:** we cover every languages 24h a day for seven days in the week. All the staff have mediators' list with name, languages, telephone number and availability of them.

**Telephone intervention:** Every operator could telephone to free call center that cover 100 languages, 24h a day for 7 days in the week.

**Translation service:** Operators could contact Research and Innovation Staff to ask document translation. After a simplification of the document (HL), it will be translated in more than 11 languages and delivered in every service or ward which is interested.

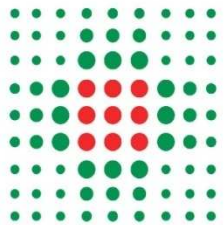


## And... what about refugees? Refugees management system in Italy

Refugees arrive in Italy → At the arrival:  
First health screening  
National authorities organize national  
allocation of refugees

For the management of refugees Regions work independently

Refugees arrive in  
Emilia Romagna Region → HUB center in  
Bologna: Second health screening  
Local authorities organize regional  
allocation of refugees



## LCM service for refugees emergency

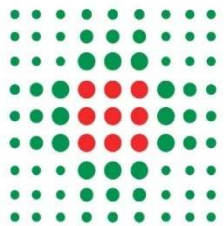
Refugees management system in Reggio Emilia:

At the arrival → First meeting at the CSFS concerning:

- General medical examination
- Delivery of health service map of RE
- Release of Health card
- Monitoring the health check list from HUB  
Bologna

If necessary → Specialistic medical examinations are scheduled

In every meeting and during all the path there is a LC MEDIATOR



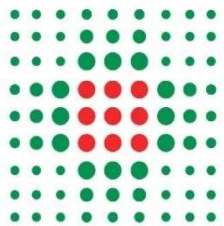
## Specific actions:

In 2014 → Health education courses for refugees (3 modules: access to health services, public health, infectious diseases) and contemporary medical examination and vaccinations;

In 2015 → Health education for Nigerian women and for the educators which work with them (women health and sexual health);

In 2014/15/16 → Specific trainings about migrants health and needs for the social cooperative educators;





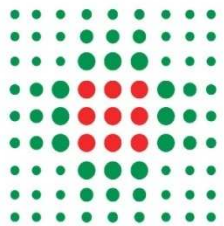
## Facilitating factors in implementation

- Obtain the management support for the organisation of a systematic and long-lasting service;
- Ensure economic support from the management organisation;
- Establish a centralized coordination of the service;
- Market the service to increase awareness and visibility through communities and health staff;

## Hindering factors in implementation

- Lack of recognition of the professional role of LC mediators;
- Tendency to consider the use of LC mediators as a panacea for the management of intercultural encounters;
- Need to create appropriate and recognized training programmes for LC mediators;
- Difficulty to integrate LCM interventions in the daily health staff work;





SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA

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## Local Health Authority of Reggio Emilia Research and Innovation Staff