
National Intercultural Health Strategy 2007 - 2012

Update March 2010



National Intercultural Health Strategy
2007 – 2012



Introduction

Welcome to the latest issue of the newsletter! These updates are produced twice yearly as part of commitments to keep all interested people informed of progress made in implementation of the National Intercultural Health Strategy (NIHS).

We are halfway through the life of the NIHS. Since the launch of the strategy early in 2008, much has been achieved; much, though, still needs to be done. These are challenging times but it has still been possible to use all possible resources towards addressing priority recommendations of the strategy.

The National Advisory Body was established to guide and support implementation of recommendations of the NIHS. Membership was drawn from a range of sectors, including the statutory and voluntary sector, NGOs and minority ethnic led organisations. Terms of reference of the NAB provided for a review of its role and function after a year of operation. Given the dramatic changes in the economic and social climate, as well as changes in structures and functions within the HSE itself, it was agreed that new ways of supporting implementation of the strategy be developed to “fit” more closely with the restructured HSE. Members of the NAB have contributed time and expertise during the first phase of implementation of the strategy and we thank them for this generosity. We certainly intend to call on them for further input as often as necessary!

The slide overleaf outlines the programme of work around the strategy for 2010; ongoing work on the Emergency Multilingual Aid and the Intercultural Guide is a part of this. The slide gives some idea of the breadth of activity around its implementation.

The HSE National Service Plan governs the major priorities for the HSE which must be achieved during the year. In this context, the following three areas are key deliverables for us in intercultural health:

- Setting up a Forum with the Department of Justice to progress discussions around the impact Direct Provision may have on the physical and mental health of asylum seekers and refugees.
- Progressing health related recommendations of Ireland’s National Action Plan around Female Genital Mutilation.
- Progressing health related recommendations of Ireland’s National Plan to Combat Human Trafficking.

This issue outlines developments and progress linked to recommendations of the NIHS. Queries and feedback are always welcome; at the same time, please remember that this newsletter is also a means for you to connect, communicate and promote your work around intercultural health. All information and comments should be forwarded to diane.nurse@hse.ie or socialinclusion@hse.ie

**HSE National Intercultural Health Strategy
2007 – 2012
Framework for Implementation: 2010**

Access to Services & Service Delivery

NSP 2010
Addressing KRAs:
 Health impacts of Direct Provision
 Framework FGM
 Framework Trafficking

Interpretation
 Applying learning of "G.P. Report"
 Collaborative HSE/HRB/NUIG project
 Progressing north South collaboration
 Development of standards/business process

Translation
 Development of toolkit
 Business process
 Translated information on HSE website
 Hub for supporting best practice

**Addressing identified & emerging issues/
 Progressing recommendations of projects**
 Refugee Resettlement
 Gender Mainstreaming
 Gender based violence & minority ethnic women
 European Refugee Fund projects
 Maternity issues
 Carers from diverse groups

Information, Data, Research

NSP 2010
 M&E of relevant KRAs
 Supporting effecting of Performance Contracts
 Mapping of services
 Participation in HealthStat etc

Ethnic Identifier
 Phased rollout
 Applying learning

Building capacity to support evidence based planning
 Population trends
 Business processes
 VFM
 Good practice
 Links with expert bodies
 - within Ireland
 - at European level
 Performance Indicator development

Staff Learning, Training, Support

Intercultural Health Project
 Supporting Whole Organisational Approach across settings
 Hospital Diversity Forum

Intercultural Guide
 Responding to cultural & religious diversity

Emergency Multilingual Aid
 Applying learning from Evaluation
 Further targeted adaptation/ expansion



Approach to Implementation

Population Health approach
 Social Inclusion approach
 Primary Health care approach
 Linking with existing structures & processes
 Evidence based support for HSE objectives
 Cross sectoral collaboration
 Reporting to stakeholders

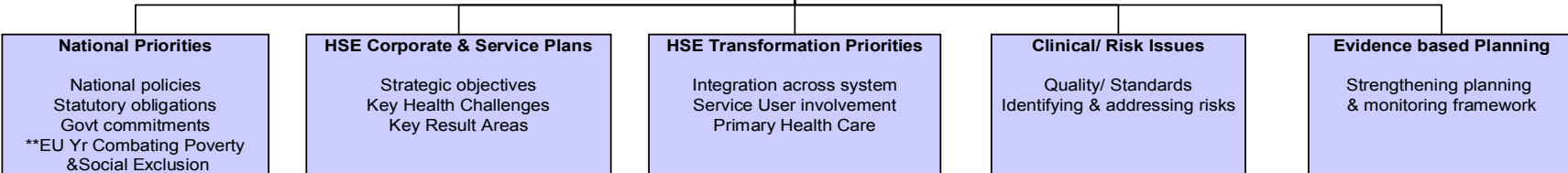
Governance

Structures/ Processes supporting NIHS implementation
 Participation in relevant Steering/ Working groups to ensure inclusion of NIHS priorities e.g. Primary Care/ Community Participation, Womens' Health
 Risk issues incl. Health Screening

Core principles of Implementation

Integrated, cross cutting approach
 Person centred
 Partnership working within & beyond HSE
 Community engagement
 Mainstreaming

Key Drivers



National Priorities

National policies
 Statutory obligations
 Govt commitments
 **EU Yr Combating Poverty & Social Exclusion

HSE Corporate & Service Plans

Strategic objectives
 Key Health Challenges
 Key Result Areas

HSE Transformation Priorities

Integration across system
 Service User involvement
 Primary Health Care

Clinical/ Risk Issues

Quality/ Standards
 Identifying & addressing risks

Evidence based Planning

Strengthening planning & monitoring framework

Prioritised Themes of Strategy

Translation and Interpreting

Translation

Issues around quality translation of health related information come up on a regular basis. The whole area of improving access to information is a priority of the NIHS and specific translated information is already on the HSE website www.hse.ie. This may be found by clicking on the “Language Hub” section of the site.

Mention was made previously of the intention to compile a guide for staff in managing all aspects of translation of health related materials. The first draft of this guide has now been completed; we hope to circulate finalized copies of this toolkit by the end of the summer.

Interpreting

The Report: **“An Evaluation of Uptake and Experience of a Pilot Interpreting Service in General Practice in the Eastern Region”** has also been mentioned in earlier updates. It is now available for download at <http://www.nuigalway.ie/generalpractice/research/research-reports.html>. An overview of the report may also be contained from Diane Nurse at diane.nurse@hse.ie

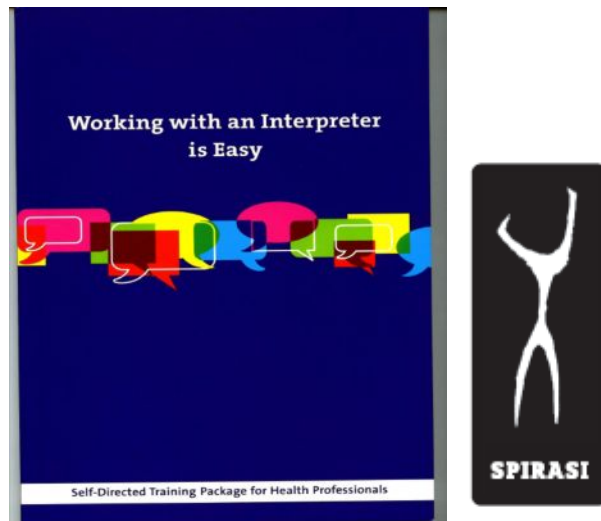
This report is a rich mix of detailed qualitative and quantitative information around the mode of research used in the study, views of GPs around the usefulness of the pilot interpreting service, and positive and negative experiences and actions by GPs around this. It also offers valuable insight into the pressures faced by GPs in delivering services and provides some pointers around the organizational context within which GPs operate, as well as recommendations around progressing efforts to improve communication between GPs and those using their services, who are not proficient in English.

The report comprises a valuable contribution to the HSE’s work to enhance access to services and service delivery for all service users. Although it was commissioned under the aegis of the NIHS, principles of mainstreaming, together with the HSE’s drive towards a more integrated service delivery suggest that the findings of the report will be widely applicable across a range of sectors within the health service. We will be following up the recommendations of the report with all relevant sectors and agencies.

Interpreting and Support to Staff

The previous issue of this newsletter devoted attention to the rollout of the Emergency Multilingual Aid (EMA) across all public acute hospitals. In response to interest from colleagues in other healthcare settings, e.g. Local Health Offices, Mental Health Services, Cancer Screening Services, Out of Hours Services and Direct Provision Hostel, we have provided EMA boxes and CD's to a range of these services so they can evaluate how useful they would be in their day to day work.

A formal evaluation in consultation with staff of the EMA in all the public acute hospitals is being carried out and the findings will help us determine the next steps in roll out. Overall, the interim findings have been positive and encouraging.



Working with Interpreters is Easy!

SPIRASI is a humanitarian, intercultural, non-governmental organisation that works with asylum seekers, refugees and other disadvantaged migrant groups, with special concern for survivors of torture. They have developed a new resource around Interpreting with funding received via the European Refugee project and supported by the HSE. This self directed learning package is designed to support staff in developing their skills in working with Interpreters. It contains a manual and a DVD, together with the opportunity to take part in a 3 hour experiential workshop. The workshop can also take place in two one and a half hour sessions.

The entire package – including the Workshop – costs € 80. SPIRASI plans to convene at least 2 Workshops during the year and would also be available to conduct these in local workplaces.

Enquiries should be directed to alma@ccst.ie

Collaborative Work Linked to Recommendations of the NIHS

The NIHS emphasises the cross cutting, multidimensional nature of recommendations to be implemented. A partnership approach across all sectors – both within and beyond the HSE - is of critical importance in ensuring a coordinated approach to the implementation of the strategy. This is even more crucial in the current climate where resources are continually diminishing and there is an urgent need to harness all resources and use them to best effect. Much work takes place in this way. Some projects and outcomes emphasizing this collaborative approach are listed below:

Action around Prevention of Domestic, Sexual and Gender based Violence

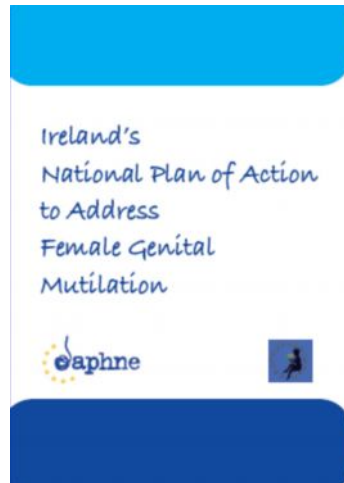
COSC is the National Office for the Prevention of Domestic, Sexual and Gender based Violence. This office - an executive body of the Department of Justice - was established in 2007 to coordinate the state's response to these issues. In March, COSC launched the National Strategy on Domestic, Sexual and Gender based Violence 2010 – 2014. In a “Whole of Government” approach, the strategy “cuts across” the remit of several government departments and key agencies, including the HSE, An Garda Síochána, Court Services and Local Authorities. Both this strategy and the recently produced HSE Policy on Domestic, Sexual and Gender based Violence contain a number of high level objectives which dovetail and complement each other.



“Several international studies have found that minority ethnic women and women living in poverty are at higher risk of violence of all types, particularly for severe and life threatening violence. (Greenfield et al 1998). In Ireland, the Women’s Health Council examined the experiences of gender based violence among minority ethnic women living in Ireland. This study reports that 13% of users of gender based violence services were non indigenous minority ethnic women. Traveller women comprised 15% of service users. This study also found that among a sample of GP’s, just less than one third said that gender based violence had been disclosed to them by minority ethnic women in the previous twelve months”

These documents are very relevant around aspects of improving women’s health, especially as a relatively higher number of women from minority ethnic groups are at significant risk of violence and abuse. The aims and associated actions are closely aligned with relevant recommendations of the HSE National Intercultural Health Strategy. It is in this context that we will be collaborating formally around progressing common objectives once the present industrial action issues are resolved.

Female Genital Mutilation



Objective #1 *To develop professional supports for those involved with providing care and support for women and girls who have undergone FGM*



ACTION	SUGGESTED LEAD RESPONSIBILITY
Development and adoption of statements prohibiting the practice of FGM by professional regulatory bodies	Medical Council & relevant professional bodies
Guidance for health care professionals providing care for women who have undergone FGM	Department of Health & Children, Health Service Executive, HIQA & relevant professional bodies
Development of policies on care for women with FGM in maternity hospitals	Health Service Executive, Hospitals Working Group & relevant professional bodies

Objective #3 To address the physical, psychological and emotional health care needs of women and girls living in Ireland with FGM

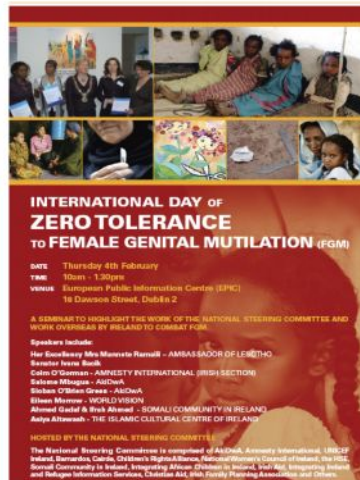
ACTION	SUGGESTED LEAD RESPONSIBILITY
Develop referral pathways for women and girls who present with FGM including psychological care pathways	Health Service Executive
Produce patient information leaflets for women and girls who have undergone FGM in appropriate languages and formats	Health Service Executive

Objective #4 To improve data collection of women with FGM presenting to maternity hospitals

ACTION	SUGGESTED LEAD RESPONSIBILITY
Uniform data collection system to record incidence/prevalence of FGM in Ireland	Health Service Executive, Department of Health & Children

One of the key result areas in the National Service Plan for 2010 relates to actions around Ireland's National Plan to address Female Genital Mutilation. The HSE will continue to fund AKiDwa to progress these actions which are outlined above. Care will be taken too, to ensure that work around FGM is closely integrated with actions undertaken under the COSC Strategy and related HSE policy.

The National Steering Committee for Ireland's National Plan organized a seminar on 4 February to mark the International Day of Zero Tolerance to FGM. This event provided a forum for discussion on priorities in Ireland and overseas in relation to combating FGM. It highlighted achievements and barriers around legislation, implementation, human rights violations and community engagement. Current work around progressing health related aspects formed an important part of the agenda.



EU Year for Combating Poverty and Social Exclusion



The European Council and the European Commission have designated 2010 as the European Year for combating poverty and social exclusion. This is the 10th anniversary of the Lisbon Strategy which aims to make a significant impact on the eradication of poverty. The EU Year was launched officially in Madrid on 21 January, while Ireland marked the launch with an event at Dublin Castle on 5 February.

The Social Inclusion Division in the Department of Social and Family Affairs – now renamed the Department of Social Protection - is the National Implementing Body for the Irish Programme for this year.

A range of events have been organized throughout Ireland. These include seminars on cross cutting themes – including aspects of migration – as well as different showcase events. The outcomes of all events will be marked in a National Conference scheduled to take place in November.

Further information on the EU Year, together with updated details on the Irish programmes may be downloaded from www.welfare.ie/en/eu2010

If anyone is organizing an event that reflects the aims of this EU Year, please contact the Social Inclusion Division of the Department of Social Protection with details.



Translocations; Journal on Migration and Health!

Translocations is an Irish Inter University Open Access E journal discussing aspects of migration and social change. The current edition is a special issue with a focus on Migration and Health. It contains a range of peer reviewed and “Platform” articles of interest to NGOs, policy makers and anyone involved in the area of intercultural health. The Content page is shown below. This journal may be accessed on www.translocations.ie

All Ireland Programme for Immigrant Parents

Do you work with immigrant parents?

Would you like to improve your skills in engaging this target group?

Would you like access to programme materials and information, translated into ten languages?



Would you benefit from considering cultural issues and raising your own awareness regarding promoting positive parenting with immigrant families?

This workshop could be just the thing for you!

for the globe

The Globe all-Ireland Programme for Immigrant Parents

has developed a set of programme materials (to toolkit) and an information pack, aimed at enabling immigrant parents to access services; understand how our system works; and link into supports. It also offers the practitioner ideas for working in an inclusive, non-judgemental way, with this client group.

Over the course of one day, participants will consider factors which impact on cultural competence, be taken through 'some activities' from 'The Globe' Toolkit for practitioners working with immigrant parents, and have the opportunity to network with others engaged in similar work.

The event is targeted at anyone working (paid or unpaid) with immigrant parents, in either group work settings, or on a one-to-one.

www.cawt.com/theglobe

Capacity & Awareness Training Programme
CALENDAR

County	Date	County	Date
NI Belfast	14 Jan	Dublin North	18 Feb
NI Derry/Londonderry	20 Jan	Co. Tipperary (Newry)	23 Feb
NI Belfast	21 Jan	Dublin Central	24 Feb
Cork	26 Jan	Co. Carlow	25 Feb
Waterford	27 Jan	Dublin Tallaght	2 Mar
Cork (Midleton)	28 Jan	Galway	3 Mar
Galway	2 Feb	Cork	4 Mar
Co. Sligo	3 Feb	NI Belfast	9 Mar
Co. Donegal	4 Feb	NI Newry	10 Mar
Limerick	9 Feb	NI Belfast	11 Mar
Clare	12 Feb	Co. Kerry	18 Mar
Limerick	11 Feb	Cork	19 Mar
Dublin West	16 Feb	Dublin North (Finglas)	23 Mar
Co. Wick/Wexth (Warrington)	17 Feb	Co. Meath (Navan)	24 Mar
		Dublin Central	25 Mar

Time: 9.30 – 5.00

There is no charge for this workshop and the places will be allocated on the basis of first come first served.

Please complete and return the attached booking form to infotheglobe@gmail.com



ABOUT THE GLOBE

The Globe (All Ireland Programme for Immigrant Parents) is a cross border, inter-agency initiative aimed at immigrant parents and practitioners working with them throughout the island of Ireland. The project aims to promote positive parenting through the provision of resources and practice tools, which can be used by parents and practitioners. The project supported by the HSE is overseen by a multi sector cross border project management committee. The Irish Society for the Prevention of Cruelty to Children (ISPCC) carried out the research consultation and developed the materials for the first part of the project.

The Globe Capacity and Awareness Training Programme is conducted by CultureWise Ireland. HSE staff and other practitioners who work with immigrant families may access this programme free of charge. To date more than 400 practitioners have been trained across the country.

From April onwards, training will be offered subject to request from organisations. The training comprises a once off session that can accommodate up to 24 staff.

Enquiries about training should be directed to infotheglobe@gmail.com

More information about the programme is available on www.cawt.com under "Projects"