

Integration Exchange: Online integration services of third country nationals

Theme 2: Implementing Common Basic Principles 5 & 6: education and access to institutions and public and private goods and services

2nd Transnational Workshop

“Education and access to Health and Housing”

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Ex-MONASTERO DEI TEATINI
Via Vittorio Emanuele, 34
LECCE

WG 3- Access to Health: *Facilitators: Nagy Katalin*

Case study 1: "Health for All within the National Health Service. The Experience of San Gallicano Hospital and NIMP of Rome"

Teresa D'Arca, MD & Asta Brauklyte, Intercultural mediator, National Institute for Health, Migrants and Poverty (NIMP) Rome- Italy

Case study 2: "An excellence case within healthcare services for migrants in Rome: The Caritas out-patient service"

Annamaria Cacchione, MondoDigitale, Rome (Italy)

Case study 3: Healthcare GGZ and Amsterdam South-East choose a colour

Mrs. Margo van den Berg, GGZ Kiest Kleur project Manageress



Major issues set by the Working Group 3 concerning access to health

In the frame of the working group session we listened to three case studies (see above) and to a short summary concerning research-results in the field of healthcare services in the Netherlands. In the course of discussion as a first issue we tried to define **major demands** in respect of access to healthcare services for third country nationals.

Experience in different parts of Italy, in the Netherlands, in the UK and in Hungary showed that there is a specific demand for

- intercultural mediators. Intercultural mediators may play a determining role in the integration process. Experience of different countries show that not only training facilities for intercultural mediators should be provided for, but rather more creating and sustaining jobs for them would be necessary.
- a re-qualification of health staff, as in many cases the otherwise qualified health professional has to play the role of a mediator as well. Those health professional who often face this kind of situation should have an opportunity to be trained for that.
- for a recognition of immigrants as people. It is important for the integration of immigrants that they should be accepted as a group of people with special needs, suffering under extern stress and facing extraordinary challenges which in a lot of cases causes health and adjustment problems.
- for an improved information dissemination in respects of rights, duties, opportunities, health risks of immigrants.
- a better information dissemination is also needed for communities with a high share of immigrants in order to help a better understanding and create more empathy for the problems of immigrants, and thus create an improved climate for integration.
- for building trust in institutions dealing with immigrants. Experience shows that immigrants prefer to collect information in the first line from other groups of immigrants. A lot of efforts are needed to make institutions dealing with immigrants acceptable and trustworthy for them.
- for defining a priority list of healthcare services. There is always a problem of shortage of financial resources. Thus it would be necessary to ser some kind of priority list between necessary healthcare services. Experience shows that the availability of mental services for immigrants should be on the top of the list. However, this kind of list should be regularly evaluated, and case new priorities set.
- there is a special need for a structural observation, a continuous evaluation and monitoring of programmes in the field of healthcare services available for third country nationals. Demands and needs are changing by the time, s it is important that programs and projects try to concentrate at the most important necessities of immigrant groups in different areas.



- there is a demand for network-building between different projects and programmes. In many cases programmes with similar goals, even in the same area are implemented isolated, without using the chance of synergy.

As a second issue the members of our working group drew attention to the importance of some kind of ***fine tuning of policy implementations***. While on the ground of the defined needs there is a necessity to define goals at European level, one should see that due to regional differences the implementation of these goals demand other kinds of forms and resources depending on the specific needs and attained level of development in the various regions. As a good example the difference between the needs in Southern Italy (e.g. Enna) or the new Eastern European member states on the one hand, and the Northern part of Europe (e.g. Northern Italy, the Netherlands or the UK) on the other were mentioned.

As a third issue the ***allocation of resources*** were mentioned. Members of the working group agreed that in some cases (like satisfying the demand for financed jobs for intercultural mediators) actually more money should be allocated for, and especially at the level of local governments. In some cases not the amount of the allocated resources should be raised, but a more efficient and target oriented use of available funds is necessary. In this respect the already mentioned synergy between programmes and projects and a better information about each others activity is badly needed in order to avoid simultaneous financing. Another important task of governments and local governments would be to attract private funds for programmes aiming at easing needs in the field of healthcare services for third country nationals.

A fourth issue raised by the working group was the importance of the establishment of some kind of ***European observation centre***. The situation, the problems and needs of the groups of immigrants is continuously changing and varying from country to country, from region to region. Thus a quick flow of information and the creation of some continuously updated database is unavoidable and should be regarded as an urgent necessity. The demand was also expressed that between local players directly involved in assisting immigrants and politicians at national and/or European level some kind of communication should be provided for.

