

**SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA**

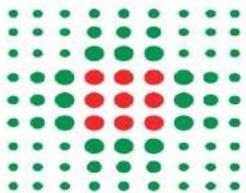
**Azienda Unità Sanitaria Locale di Reggio Emilia**

# **INTERCULTURAL MEDIATION AS PART OF A SYSTEM STRATEGY IN THE AUSL OF REGGIO EMILIA**

**Antonio Chiarenza, PhD  
Azienda USL di Reggio Emilia  
Ricerca & Innovazione**

**Kick-off meeting  
Progetto Tramig (Erasmus Plus)  
Università di Lubiana  
March 27-28, 2019 Lubiana**





## The Local Health Unit of Reggio Emilia (AUSL RE)



In the Emilia-Romagna Region there are

- 4.452.629 inhabitants

**17 HEALTH AUTHORITIES:**

- 11 Local Health Units
- 5 Hospital Trusts
- 1 Orthopaedic Institution

In the Province of Reggio Emilia there are:

- 532.575 inhabitants

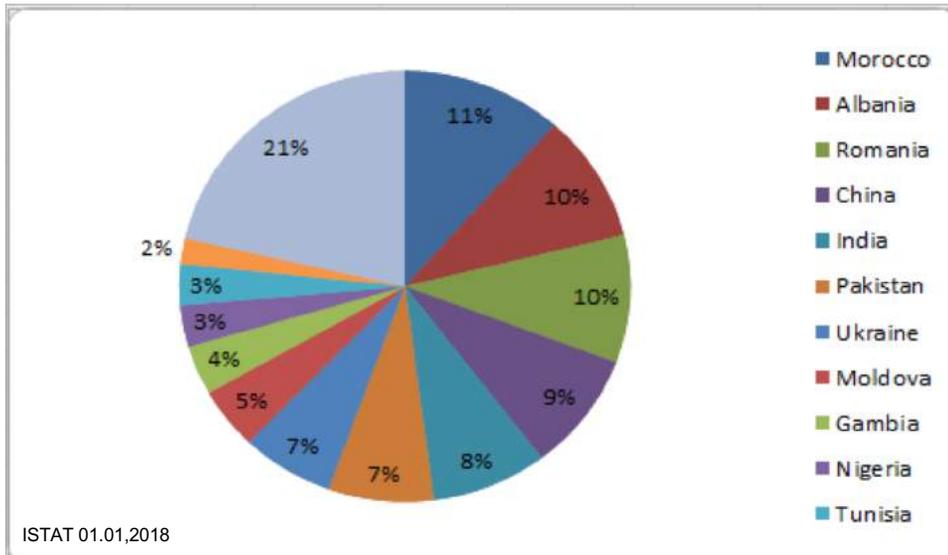
**1 LOCAL HEALTH UNIT (AUSL of Reggio Emilia)**

- 1 City hospital – Research institute (800 beds)
- 5 minor (district) hospitals (817 beds)
- 6 health districts (primary and secondary care)
- 6,737 employees (470 general practitioners)

## Reggio Emilia 12.3% of the population –non-national residents

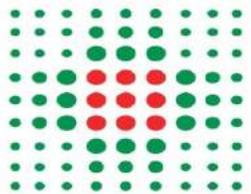
### More than 140 nationalities:

64,000 settled migrants (with residence permit)  
1,800 asylum seekers/refugees  
Irregular migrants?

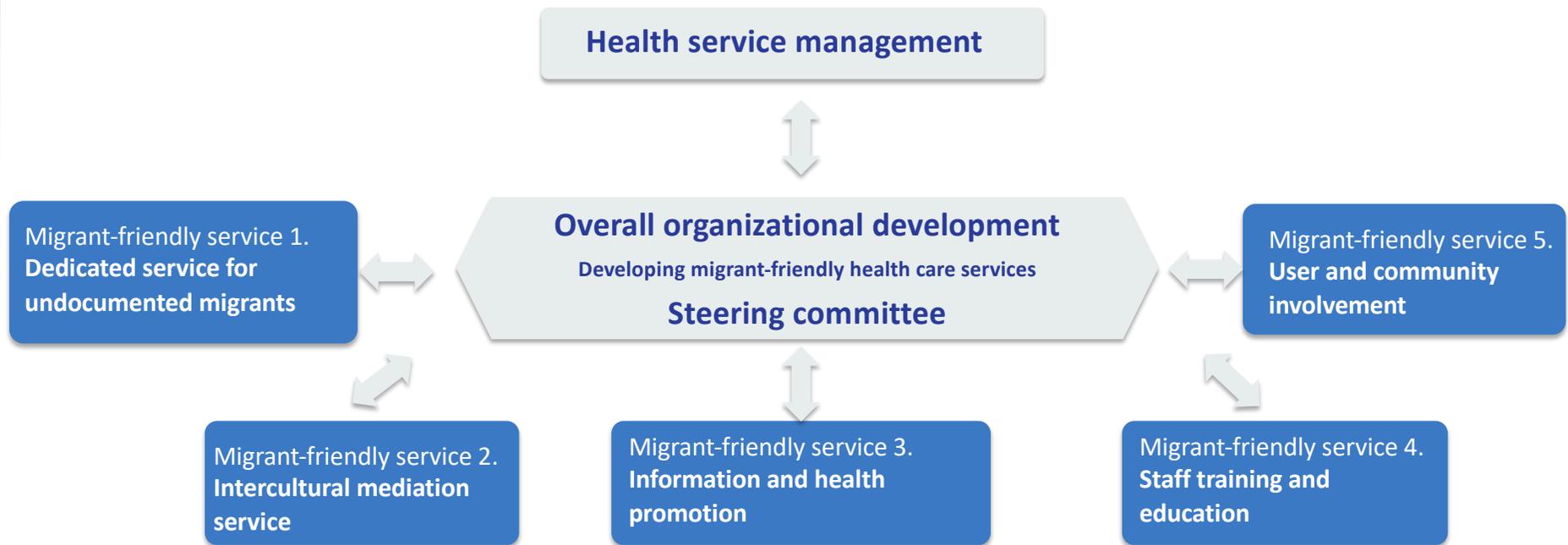


### More than 200 languages:

Arabic 10.700 (Morocco, Tunisia, Egypt)  
Albanian 6.250  
Romanian 6.200  
Chinese 5.760  
Indi 5.400  
Urdu 4.900

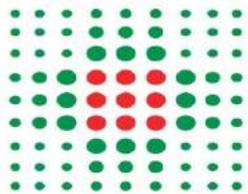


## The Migrant-friendly health care strategy (AUSL RE)



Chiarenza, A & Chiesa, V. (2018) The provision of migrant-friendly health care in Reggio Emilia. In *Compendium of health system responses to large-scale migration in the WHO European Region*. Copenhagen: WHO Regional Office for Europe.





## Intercultural mediation services in the Local Health Services of Reggio Emilia

### INTERCULTURAL MEDIATION SERVICE

- An external agency provides for intercultural mediators (a social cooperative)
- Responding to the needs of hospitals, primary care and social services
- Networking with other services of the local authority (e.g.: education, employment, housing)

### SERVICE COORDINATION

- Both at central and district level

### TRAINING

- For IMs and health professionals

### GUIDELINES

- For health professionals on service use

### SYSTEMATIC DOCUMENTATION

- For monitoring and evaluation
- Socio-linguistic research



# Intercultural mediators and types of interventions

## 6 HOSPITALS AND 6 HEALTH DISTRICTS

43 intercultural mediators (8 males) cover the most common languages:

- Arabic and French (7 IMs)
- Chinese and English (6)
- Hindi, Urdu, Punjabi, Creole and English (8)
- Russian, Ukrainian and eastern European languages (4)
- Bengali (4)
- Nigerian (3)
- Albanian (2)
- Romanian (1)
- Ghanian (2)
- Tamil (1)
- Turkish (1)
- Mandingo, Wolof, Sousou, Jola Fonyi and English (1)
- Amarico, French and English (1)
- English and French (2)

## Face-to-face interventions for clinical encounters, prevention and health promotion activities, social services:

- On site presence of the intercultural mediator (in hospitals and health districts)
- Weekly scheduled intervention
- Urgent intervention (within 2/3 hours)
- Interpreting and translations
- Intervention over the phone (24H, 100 languages)

**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进行有效的沟通?  
**Вам трудно общаться с медицинским персоналом?**  
 هل تعاني من صعوبة بالارتباط والتفاهم مع الفريق الطبي؟

**Potete essere aiutati da un Mediatore Culturale**  
 Le 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.

**Patete richiederla all'accettazione del reparto**

**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 examination;  
 • Can accompany you during your pregnancy;  
 • Can be present when you go to the A&E ward.

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

**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 devez vous rendre aux urgences.

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

**文化使者可以幫助您!**  
 文化使者:  
 • 講您的母語;  
 • 來自您的祖國;  
 • 在醫院候診時可以幫助您;  
 • 在懷孕期間可以陪伴您;  
 • 在急症室候診時可以為您提供幫助。  
 您可以在接診處要求文化使者服務。

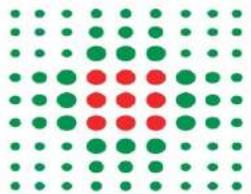
**Вам может помочь специальный посредник**  
 Такой посредник:  
 • говорит на вашем языке;  
 • он родом из вашей страны;  
 • он может помочь вам на приеме у врача;  
 • он может сопровождать вас в период беременности;  
 • он может присутствовать при посещении вами скорой помощи.  
 О его помощи можно попросить в регистрации.

**هل يمكن أن يساعدك الوسيط الثقافي**  
 الوسيط الثقافي هو شخص:  
 • يتحدث لغتك الأم;  
 • يأتي من بلدك الأم;  
 • يمكن أن يكون عوناً لك أثناء الفحوصات الطبية;  
 • يمكن أن يرافقك أثناء فترة الحمل;  
 • يمكن أن يكون موجوداً عند ذهابك إلى قسم الإسعاف الأولي;  
 يمكنك طلب مساعده الوسيط الثقافي في القبول.

## Additional roles of intercultural mediators in AUSL of Reggio Emilia

Service access and utilisation	<ul style="list-style-type: none"> <li>• Cultural mediators help migrants accessing and navigating the health system.</li> <li>• Cultural mediators accompany migrant patients (refugees) across services and departments</li> </ul>
Health care delivery	<ul style="list-style-type: none"> <li>• Cultural mediators participate in clinical meetings and discussion of clinical cases.</li> <li>• Cultural mediators help patients to understand informed consent.</li> </ul>
Patient's information and education	<ul style="list-style-type: none"> <li>• Cultural mediators have a role in patients' education programmes</li> <li>• Cultural mediators ensure cultural adaptation of written information.</li> </ul>
Staff education and training	<ul style="list-style-type: none"> <li>• Cultural mediators are involved in staff training</li> </ul>
Community information and participation	<ul style="list-style-type: none"> <li>• Cultural mediators provide information in the community on health promotion and prevention interventions</li> <li>• Collect migrants' needs and facilitate migrants' participation</li> </ul>





## The profile of the intercultural-mediator in the health care system

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

Description	Tasks
<p>An <b>intercultural mediator</b> is able :</p> <p>1.to accompany relations between migrants and the specific health and social context, fostering</p> <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> <p>2.to assist organisations in the process of making the services offered to migrant users appropriate.</p>	Understanding migrants' needs and resources
	Linguistic mediation: interpreting & translation
	Intercultural mediation: culturally competent communication
	Orientation of relations between migrant users/services

# Regional definition of the profile of Intercultural mediator

(Regional decree of Emilia-Romagna, N.141 26<sup>th</sup> february 2009)

## BRIEF DESCRIPTION

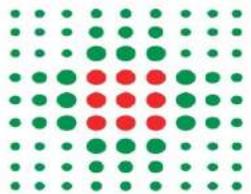
The *intercultural mediator* is able to identify and convey the needs of migrant users, to assist them and facilitate their integration in the host country, to connect the user to the network of services available in the local context and to promote interventions to spread interculturalism.

## Professional Area

*Social, health and social-health care*

## Connected/connectible profiles to the figure

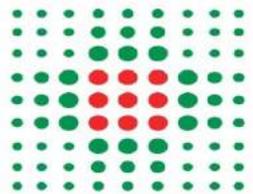
Reference system	Name
<i>ISTAT classification system</i>	5.5.3.4 Personal care operators in institutions
<i>ISCO classification system</i>	3460 social work intermediary professions
<i>ISFOL list of professions</i>	* Cultural mediator



## Regional definition of the profile of the Intercultural mediator

(Emilia-Romagna Regional Council Resolution N.141 26th february 2009)

Description	Tasks
An <b>intercultural mediator</b> is able :  1.To identify and convey the needs of migrant users  2.To assist them and facilitate their integration in the host country  3.To connect the user to the network of services available in the local context  4.To promote interventions to spread interculturalism	Welcoming migrant users
	Accompany the relations between migrant users and services
	Cultural/linguistic mediation service
	Development of social integration interventions



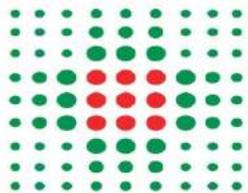
## **Profile of the Intercultural mediator in the AUSL of Reggio Emilia**

**(AUSLRE- technical document for the selection of IMs , 2013)**

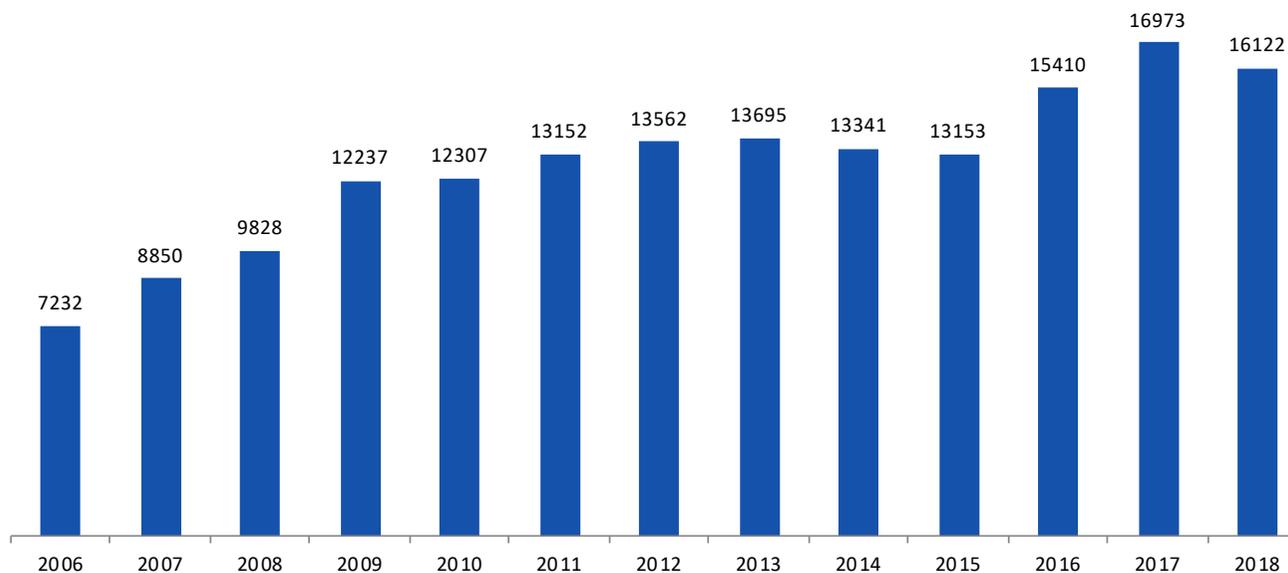
### **ART. 2**

The linguistic-cultural mediation service have to ensure qualified and competent personnel, in accordance with the following definition of role: The linguistic-cultural mediator is a "bridge" figure that favours the removal of linguistic and cultural barriers, the knowledge and promotion of cultures of belonging, as well as access to services.

In carrying out his specific skills the mediator must have a high level of competence both in the language they belong to, and in the Italian language (written and oral). In the social-health field, he has to provide the necessary skills to support the staff of social and health services in planning interventions aimed at specific groups, in facilitating relations and managing information with migrants, and in orientation to appropriate services for the needs expressed or implicitly expressed. In particular, the competences required to the linguistic-cultural mediator have to agree with those described in the Regional decree of Emilia-Romagna, N.152, 10th November 2004 and further developed in the Emilia-Romagna Regional Council Resolution No. 141, 16<sup>th</sup> February 2009



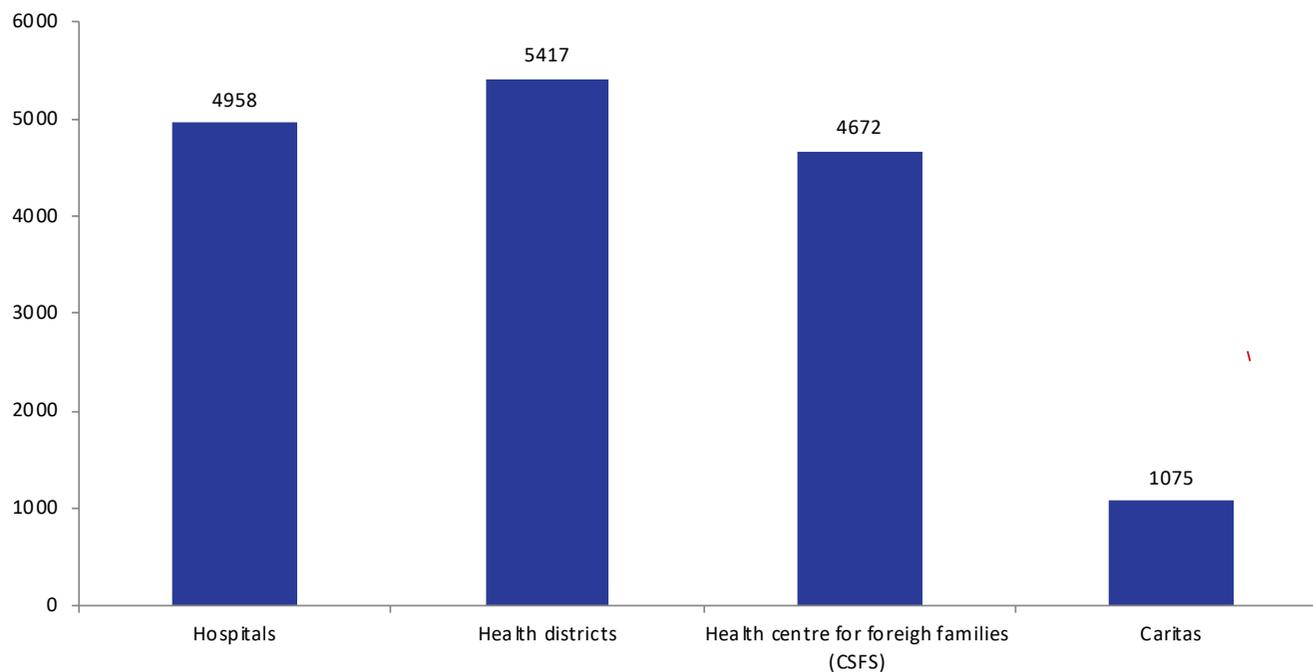
## Development of Intercultural mediation Hours per years 2006 – 2018



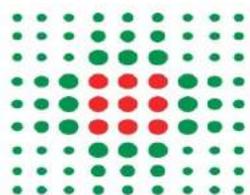
## Annual economic investment

- 2006: € 191.146
- 2015: € 256.646
- 2018: € 366.646

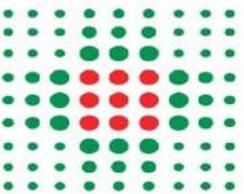
## Intercultural mediation service utilisation in 2018



**Total number of hours: 16.122**

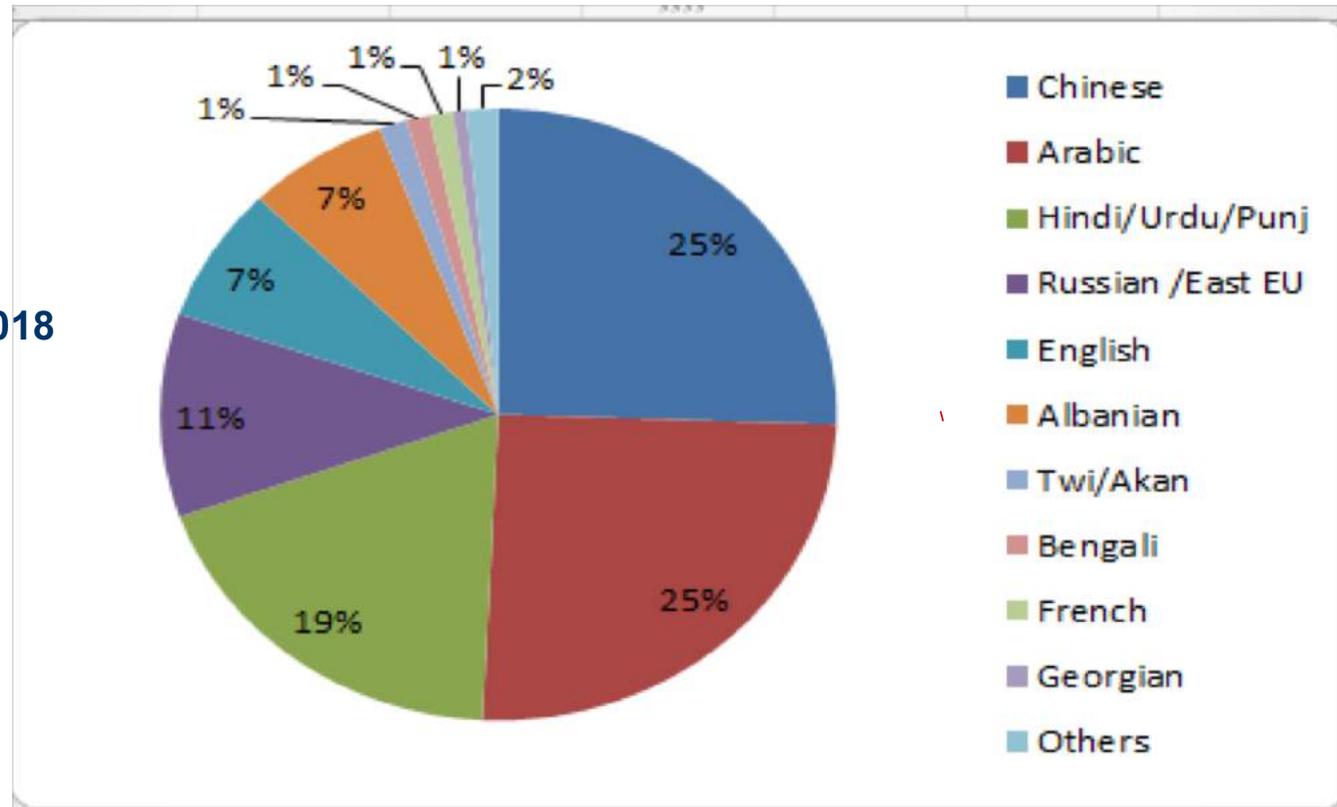


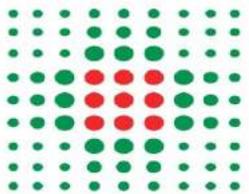
**SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA  
Azienda Unità Sanitaria Locale di Reggio Emilia**



## Intercultural mediation service utilisation in 2018

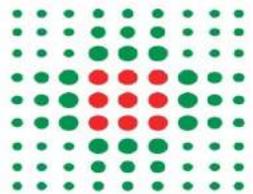
Languages  
mostly used in 2018





## In conclusion (some research dreams)

- We need research demonstrating that intercultural mediation:
  - Reduce communication barriers
  - Enhance the quality and safety of care
  - is cost-effectiveness
- We also need to evaluate the efficacy/quality of linguistic/cultural mediation interventions



SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA

Azienda Unità Sanitaria Locale di Reggio Emilia

## Information and documents

HPH-Task Force Migration, Equity & Diversity  
Azienda Unità Sanitaria Locale di Reggio Emilia  
Direzione Generale  
Ricerca e Innovazione  
Via Amendola, 2  
42100 Reggio Emilia

<http://www.ausl.re.it>

[antonio.chiarenza@ausl.re.it](mailto:antonio.chiarenza@ausl.re.it)