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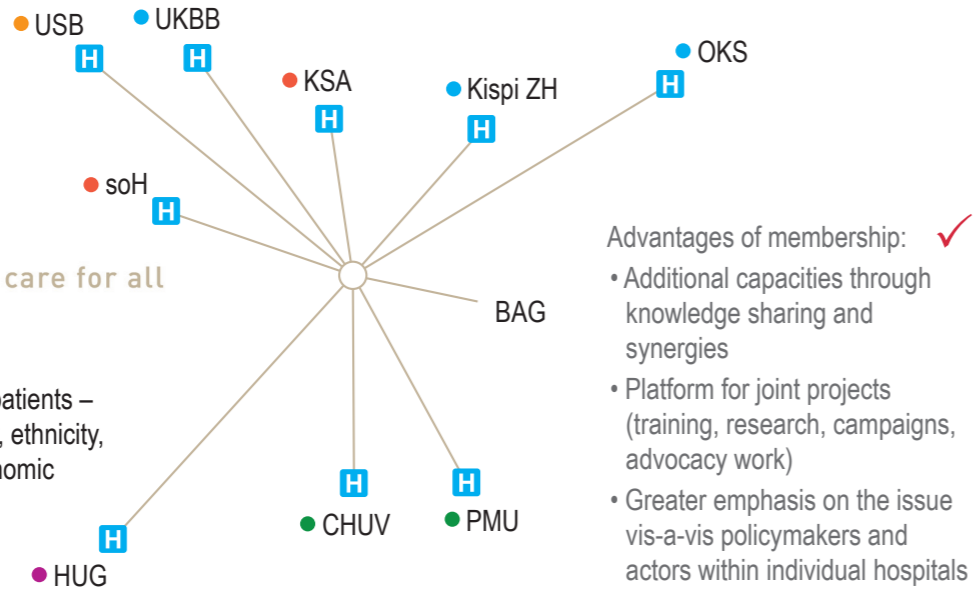
**Phase C of the programme at a glance**

- 2009 : **Phase A of the programme**
  - With financial support from the FOPH, eight hospitals and hospital groups commit to becoming competence centres for the needs and treatment of the migrant population.
  - An internal assessment, a needs analysis for the action programme and an evaluation concept are drawn up.
- 2010 : **Phase B of the programme**
  - Implementation of initial measures.
  - The FOPH funds implementation of the action programme at five hospitals/hospital groups: AIKidS, CHUV & PMU, HUG, UNIDO, USB.
- 2014 : **Phase C of the programme**
  - Continuation of measures and enhancement of the action programmes.
- 2017



**Mission**

Ensuring quality care for all patients – regardless of their nationality, ethnicity, language, religion, socioeconomic status and health literacy.



- Advantages of membership: ✓
- Additional capacities through knowledge sharing and synergies
  - Platform for joint projects (training, research, campaigns, advocacy work)
  - Greater emphasis on the issue vis-a-vis policymakers and actors within individual hospitals



Hospitals/  
hospital groups

Providing support for managers and guaranteeing human and financial resources ✓

Training and research

- Optimisation and creation of new teaching materials
  - USB • CHUV & PMU
- Courses for students on bachelor's and master's programmes in the field of cultural competence and diversity in daily hospital life
  - CHUV & PMU • HUG • USB
- CAS (Certificate of Advanced Studies) to promote cultural competence or to deal with mental health treatment for certain target groups
  - CHUV & PMU • HUG
- New professorship
  - CHUV & PMU
- Generating data and gaining insight through research projects (including on unconscious bias of hospital staff and the influence of case management and cultural competence on healthcare provision)
  - CHUV & PMU • HUG
  - USB



Goal:  
Ensuring health equity for all patients



**Cultural competence**

Information events and training programmes  
Cross-cultural consultation

- AllKidS • CHUV & PMU • HUG • UNIDO • USB

**Communication** ✓

Disseminating the MFH criteria through internal communications

- AllKidS

**Mental health**

Guaranteeing access to psychiatric treatment for all asylum seekers with mental health problems

- CHUV & PMU

**Diversity management**

Recording of MFH criteria in HR management guidelines and regulations ✓  
Deployment of case managers to coordinate the treatment of socially disadvantaged people  
Development of diversity management programme

- AllKidS • UNIDO
- HUG • CHUV & PMU
- USB

Promoting employee competencies and optimising processes

**Interpreting**

Information events to raise awareness of interpreting services  
Use of new technologies in the field of interpreting (e.g. video interpreting, apps) and use of national telephone interpreting service (cost savings)

- AllKidS • CHUV & PMU • UNIDO • HUG • USB
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Guidelines and training courses for improved collaboration between staff and intercultural interpreters

- AllKidS • CHUV & PMU • HUG • USB

Training of internal interpreters

- AllKidS • CHUV & PMU • UNIDO • USB

**Patient empowerment**

Collecting additional health equity data when patients are admitted for the purpose of providing information material  
Promoting health literacy (antenatal classes for migrants and hospital tours for asylum seekers)

- AllKidS • CHUV & PMU • HUG • USB
- UNIDO

Low-threshold access and adequate communication, information and healthcare services

Supporting actors

- Actors in the field of interpreting**
  - Training and teaching materials
    - CHUV & PMU
  - Development of a cantonal interpreting platform
    - CHUV & PMU
- Actors from social services**
  - Linking up with community actors to develop appropriate offers, raise awareness, use existing communication channels
    - AllKidS • CHUV & PMU • UNIDO • USB
- Asylum centres**
- Cantons**
- SEM (integration programme)** ✓

✓ **Success factors:** aspects that have proven particularly important to a successful project.