Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
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Département fédéral de l'intérieur DFI

Office fédéral de la santé publique OFSP
Unité de direction Politique de la santé

Criteria and indicators for success and sustainability of the action programmes within hospitals

Legitimacy of the action programmes

Commitment from the hospital management to carry through a Migrant-friendly programme.
Integration of the commitment in a strategy paper of the hospital.
- The strategy of the hospital makes explicit reference to the implementation of an MFH programme.
- The performance agreement contract signed between the hospital management and the cantonal authorities makes explicit reference to the implementation of an MFH programme.

Institutional integration of the action programmes

Definition of responsibilities for the direction of the programme
Assignment of the function of programme management to a person/team
- The hospital management designates a person/team to be responsible for the MFH programme.
- The requirements specification of this person/team makes explicit mention of this responsibility and the associated tasks.
- At least one member of the hospital management assumes responsibility for the implementation of the MFH action programme and ensures its promotion on behalf of the management.

Adequate integration of the management of the project in the organisation
Proximity of the management
- The function of programme manager is linked directly to the hospital management.
- The programme manager has direct access to the management.

Proximity to actual practice
- The programme manager works together in synergy with the hospital staff.

The establishment of a coordination body for the programme
Representation of the different fields of action in the hospital
- The supervision of the programme includes an active participation of the representatives of all the considered fields of action.

Effective coordination
- A permanent coordination body ensures an optimal participation and information of the hospital partners involved in the planning and implementation of the action programme.

Financial continuity

Disclosure of the sources of financing and the costs
Cost transparency
- The programme costs, including the financial and human resources are identified and described.

Transparency of the sources of finance
- The sources for funding the programme and their allocation to the respective cost centres are identified and described.

Full use of fund raising
- The different possible sources of funds are identified and requested.

Actual budgetary planning
- The trends in costs and financing are forecast over several years.

Existence of guarantees for the allocation of resources (funds, personnel)

Formal definition of the guarantees
- The equity invested by the hospital in the programme in the form of financial or human resources is decided by the hospital management.

Sustainability of the origin of the finance
- The equity invested by the hospital in the programme is sustainably secured.
- The equity is sufficient to cover the ongoing costs of the measures and services put into place.

Programme development

Relevance

Taking account of the needs of the beneficiaries
- The selection of the measures proposed in the programme in favour of the beneficiaries follows from the needs analysis and addresses the prioritised needs.

Consideration of the particular circumstances
- The principal particular circumstances of the hospital (financing, organisation, processes and procedures etc.) that can influence the orientation of the MFH programme have been identified and described beforehand.
- The choice of proposed measures and the elements of their implementation takes into account the relevant particular circumstances.

Consideration of experience gained elsewhere
- Exemplary equal opportunity practices in hospital health care that have been reported in the specialist literature have been determined and identified.
- The choice of measures and the implementation steps of the programme take into account these good practices.

Consistency
Consistency of the choices in regard to the actions to be implemented
- The chosen measures form a coherent whole and are coordinated with each other.
- Arguments put forward for the selection of the chosen measures have been considered and have also cited the reasons why certain possible measures have been excluded.
- The chosen measures are integrated into an implementation timeline that translates the priorities and the identified constraints.

Making good use of the research

Evaluation and disclosure of the research

Adequate layout of the research
- The programme includes a self-evaluation concept that specifies the assessment questions, defines and plans data collection as well as their analysis.

Collection of assessment data
- The required data in regard to the implementation and the effects of the programme have been identified.
- The methods for collecting the data have been defined (satisfaction survey, analysis of patients' records, etc.), the systematic measure of the programme implementation is described (number of persons concerned, number of implemented activities, etc.).
- The responsibilities and the resources for the collection of data have been defined.

Reporting the research
Active communication of the results
- The utilisation by the hospital of the self-evaluation is defined, the procedures for communicating both internally and externally are clarified.

Participation in the exchange of research between hospitals and other sectors
- The requirements specification of the programme manager makes provision for an exchange with other hospitals.
- The exchange of research between hospitals forms part of the procedures for communicating the results of the self-evaluation.

Programme management

Expertise of the programme manager for the implementation and evaluation of the programme
Professional competence
- The profile of the programme manager is commensurate with his/her requirements specification, notably in regard to programme management and evaluation experience.