Deutsche Aktionstage Nachhaltigkeit an der Universität Hamburg,

Multilingualism in Hospital setting -
Needs, resources and practices

Mike Mösko, Juliette Maggu, Kristin Bührig, Gabriele Vogt, Holger Schulz

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Research Team

Mike Mösko  Juliette Maggu  Kristin Bührig  Gabriele Vogt  Holger Schulz
20% of Germany’s population have a „migration background“
Statistisches Amt für Hamburg und Schleswig-Holstein, 2013

56% of Hamburg’s population under 18 has a migratory background
Statistisches Amt für Hamburg und Schleswig-Holstein, 2013

Rising number of patients and employees with foreign language skills in health care system in the upcoming years
Mösko, Dingoyan & Schulz, in press

➢ Cultural and linguistic enrichment for society
➢ Challenges for the health care system
„Health care services should develop an attitude that is respectful towards the different cultural needs of their patients“
• Lower utilisation rate of in and outpatient (mental) health care services of migrants (Odening et al. 2013, Meier, 2008, Mösko et al., 2013, Mösko, et al. 2011)

• Lower outcome quality of some migrant groups in in- and outpatient psychotherapy (Maier 2008; Mösko et al., 2011)

• Language and culture barriers are the main difficulties for the access to health care services (Bischoff, et al. 2003; Mösko 2015)

• Numbers of patients how are not able to speak sufficient German health care system is estimated to be 5% (Odening et al., 2013; Deininger, 2007)
Outpatient mental Health Care Service in Hamburg

Foreign languages

Offered foreign lanuguages (GKV; PP)*

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<th>Language</th>
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Demand (1. Quarter 2014)**

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<td>Indonesisch</td>
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Quellen: *Psychotherapeutenkammer HH, 06.06.2014;  ** Dr. Riedel, www.psych-info.de, 09.06.2014
Background – Language Barriers

No legal regulations for the implementation of professional language assistance like e.g. Sweden (Bäärnhielm & Mösko, 2013)

Strategies to overcome language barriers:
- “Talking with hands and feet”
- Interpreting aid by family members, friends or colleagues
- Use of qualified interpreters
- ....

Source: https://igorristic.files.wordpress.com/2012/03/the-doctor-patient-relationship2.jpg
Interpreting aid by family members

Source: http://trialog.inter-pret.ch/de/filme/misslungene-kommunikation-23.html
Aims of the Study

Short term project goals
• Situation analysis on multilingualism in inpatient health care services

Long term project goals
• Improvement of regular health care services for patients that do not speak German as their native language sufficiently enough
Main research questions

- Which language resources do employees have, how and to what extent are they used?
- How many limited-German-proficient patients are attending the hospital and which languages do they speak?
- How are communication barriers handled in day-to-day work?
- What kind of support do employees in health care services need to attend limited-German-proficient patients?
Cross sectional design on all workforces at two clinics of the University Medical Center Hamburg-Eppendorf

- Department of psychiatry & psychotherapy
- Department of oncology & hematology

Integration of staff members of all different professions involved in patient care:

- Administrative staff
- Doctors
- Nurses and doctor’s assistants \( N = 697 \)
- Psychologists
- Specific therapists
- Cleaning staff and food supply assistants \( N = 47 \)
Recruited staff:

- Cleaning staff: 12 out of 16 (76% response-rate)
- Food supply assistants: 27 out of 31 (87% RR)
- In Total: 39 out of 47 (83% RR)
Country of birth: 45% born outside Germany

Mother languages (N=39)
1. German: 19
2. Spanish: 3
3. Portuguese: 2
4. English: 2
5. Serbo-Croatian: 12
6. French: 1
7. West-African languages: 2
8. Other languages: 4

=> 2/3 have a foreign mother language
Have you used a further language at work in the last month beside German?
Did it happen, that you support other persons at work with patients who do not speak sufficient German?

- Nein
- Ja
- Nicht zutreffend
Results – Language Usage

Did it happen, that you support other persons at work with patients who do not speak sufficient German?

- With, translating texts: 2.5%
- With communication with patients: 52.5%

Appreciation of the language support (very much)?

- Patients: 50%
- Colleagues: 25%
- Head: 13%

Do you need support in your work with non-German speaking patients:

Yes: 65%
- With interpreters
- Flyer for food
- ...

flyer for food
Conclusion

- Cleaning staff and food supply assistants have substantial language competencies.
- These competencies are used in clinical setting.
- Conflict appears between the professional role (duties) and clinical needs.
- ...
Outlook

- Completing the main study with a response-rate of at least 40%
- Presenting and discussing the findings with personnel of the two clinics
- Initiating measures in order to improve the service for (some) Migrants
Thank you for your attention!

Dr. Mike Mösko
Head of Study Group Psychosocial Research of Migration
Phone: +49 (0) 40 7410-59743
Telefax: +49 (0) 40 7410-54940
mmoesko@uke.de
www.uke.de