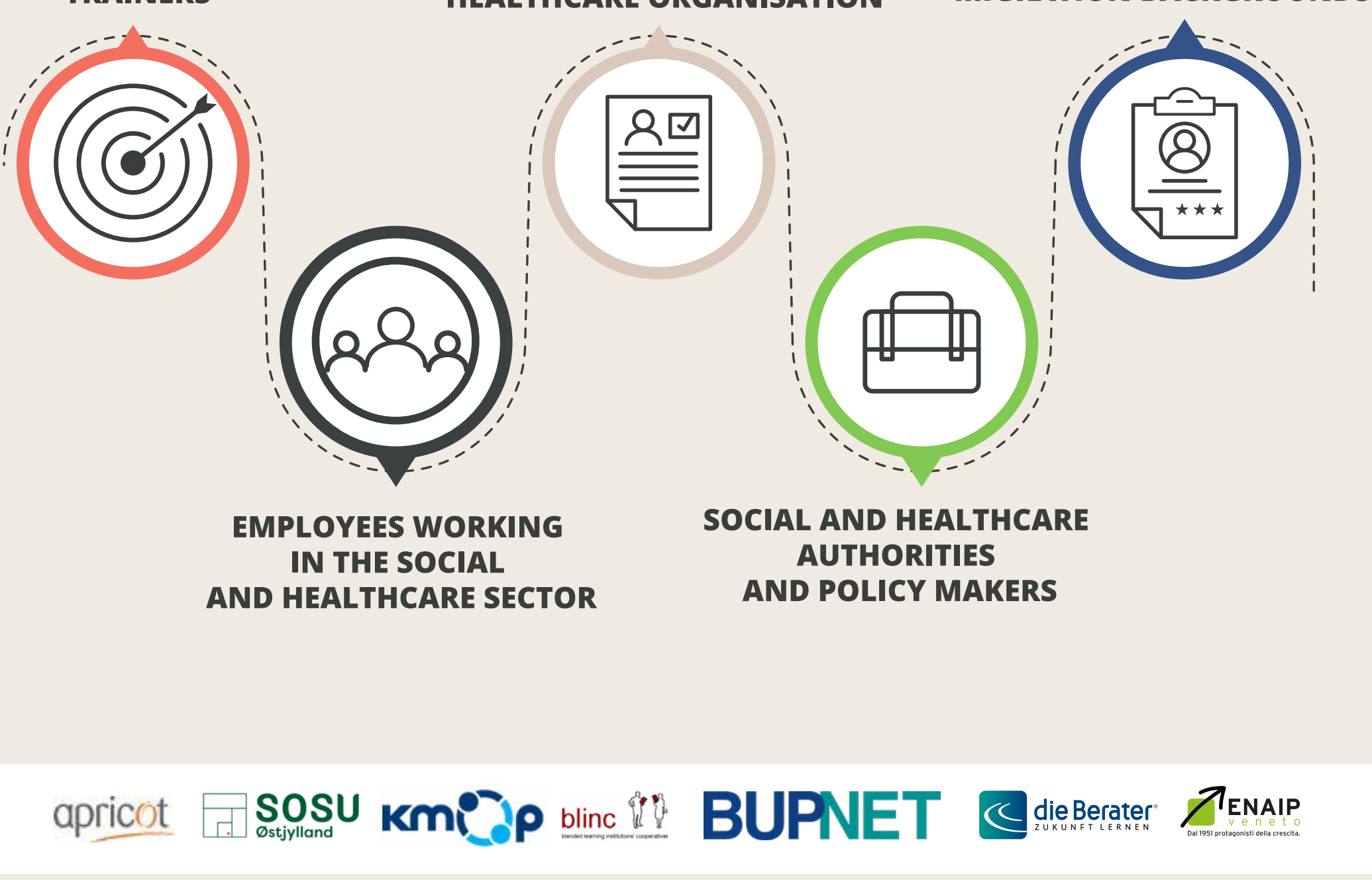


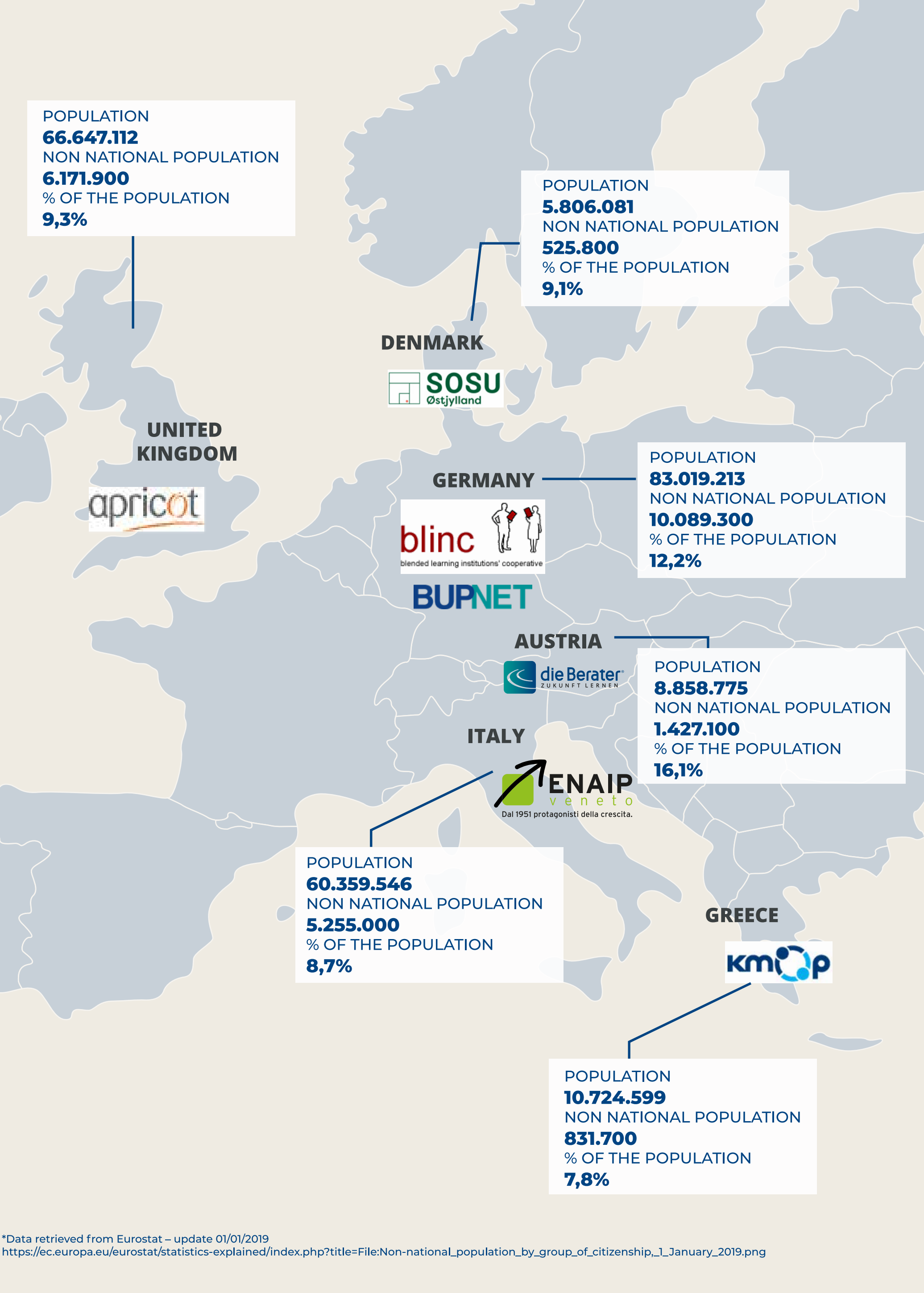


PROJECT'S TARGET GROUPS



PROJECT PARTNERS AND COUNTRIES

Cultural differences by country of project partners



*Data retrieved from Eurostat – update 01/01/2019
https://ec.europa.eu/eurostat/statistics-explained/index.php?title=File:Non-national_Population_by_group_of_citizenship_1_January_2019.png



WHAT HAPPENS WHEN INTERCULTURAL COMPETENCES ARE MISSING?

Results of the national desk research

PROBLEM AREAS

- Lack of familiarity with ethnic minorities' cultural backgrounds by health and social care operators
- Difficulties of the professionals to provide patient-centered care to migrants due to insufficient intercultural competences
- Problematic relationships between professionals and patients/clients, influenced by cultural biases & stereotypes
- Limited provision of interpretation/cultural mediation in social and healthcare services
- Lack of resources

NEGATIVE CONSEQUENCES

- People of different cultural background run the risk of receiving low-quality of care, leading to poor health outcomes and low patient satisfaction
- A lack of intercultural competences can lead to longer treatment times and increased costs of care
- Inadequate health for one group within the population can negatively impact on the whole community



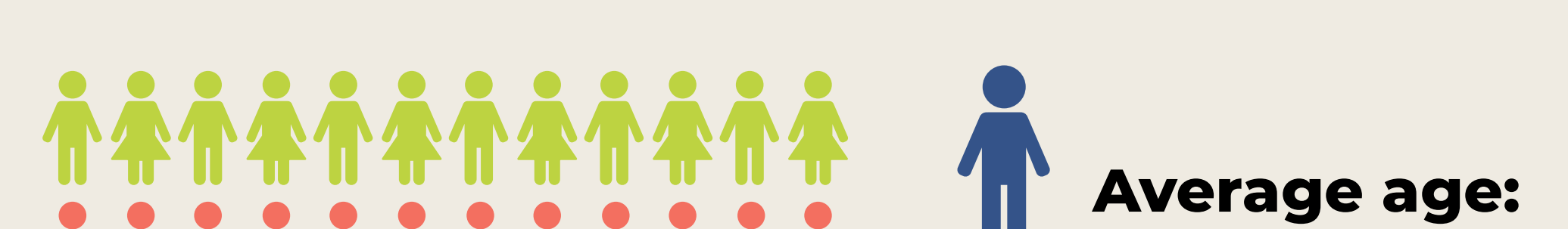
WHY ARE INTERCULTURAL COMPETENCIES SO IMPORTANT?

- Attentiveness to the patients' prior experiences regarding healthcare in their country of origin and understanding of their culture based on socio-cultural anthropology
- Better consideration of the social, economic, political and structural factors influencing the social and healthcare system
- Fewer misunderstandings and communication problems, improve both the day to day provision and long term effectiveness of care
- Patient/client benefits: improved physical and mental health well being and satisfaction
- Reduction of the disparity in the quality of services
- Better delivery of services
- More efficient social and healthcare sector leads to a better use of social resources and to lower social spending
- Set of common guidelines for training social and healthcare operators in intercultural competences



INTERVIEWS WITH PROFESSIONALS

Data on interviewees



77 interviewees: 57 females and 20 males

Average age: 45 years old
 (24 the youngest, 71 the oldest)

PROFESSIONS

- Social workers
Nursing home directors
Health centre managers
Counsellors in care education
- Medical assistants
Care givers in elder care
University hospital workers
Researchers in health sector education
- Psychologists
Social pedagogues
NGO's staff members
Training curricula developers

WHAT IS NEEDED

Competences and skills required in order to deal with clients from different ethnic backgrounds:



CONCRETE TOOLS AND SOLUTIONS

