

# *Working towards migrant friendly and equitable health care services*

## *Experiences from Norway*

*Embedding Health Equity in Policy, Practice and Participation*

McGill University Health Centre

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Bernadette Kumar & Ragnhild Storstein Spilker

Norwegian Centre for Migration and Minority Health (NAKMI)



# Outline of presentation

- Some facts about Norway
- Migrants in Norway
- Norwegian Centre for Migration and Minority Health
- Equitable Health Care Services in Norway



Arctic Ocean

Norway

OnTheWorldMap.com

Atlantic Ocean

Pacific Ocean

Pacific Ocean

Atlantic Ocean

Indian Ocean

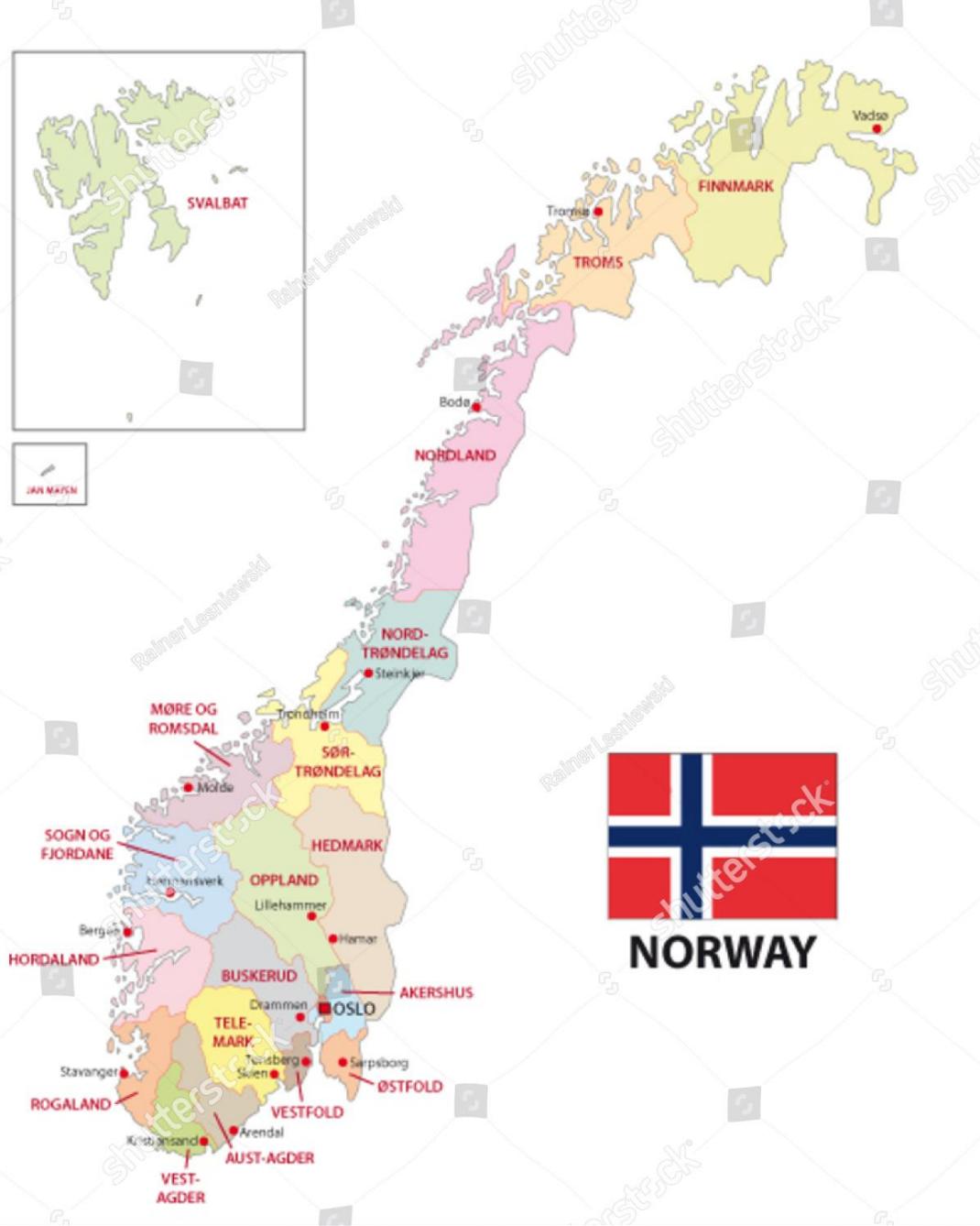
Southern Ocean

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## NORGE

- Constitutional democracy and parliamentary democracy
- 5.2 million inhabitants
- Oslo, capital 667 000 inhabitants
- Sami population (indigenous people) appr. 40.000 persons
- 17 per cent migrant population



# Sami people – the indigenous people of the north



# World Migration



- 1 billion Migrants
- 244 millions International Migrants
- 21.3 millions International Refugees

(IOM 2015)



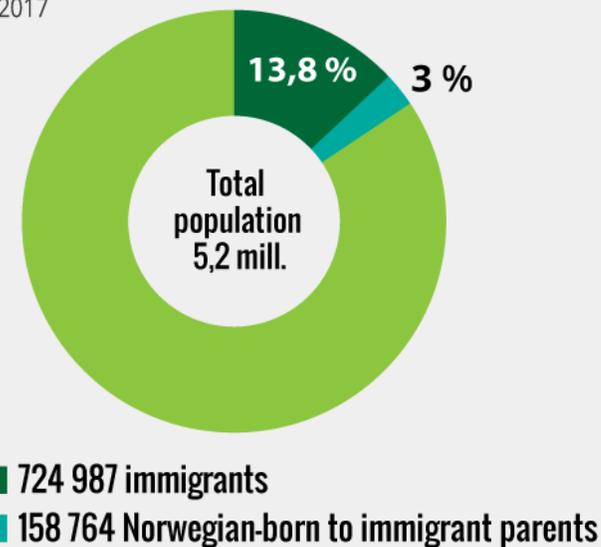
# Where do the immigrants come from?

1 January 2017



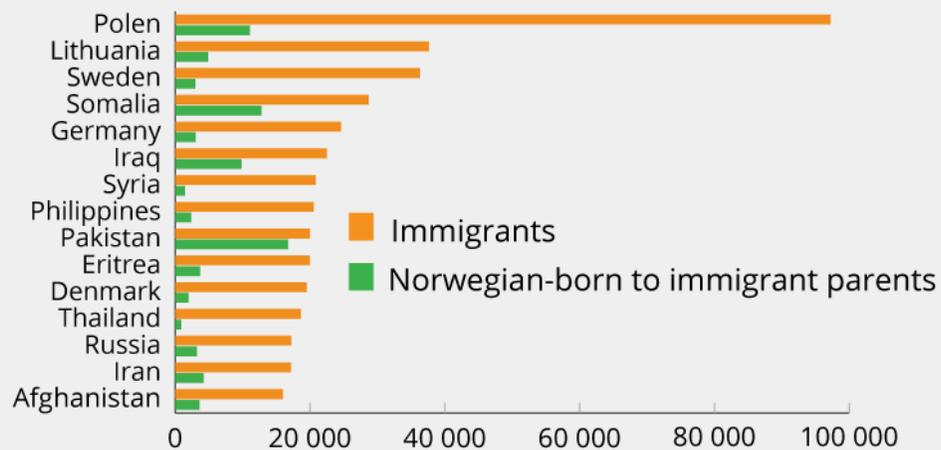
# How many immigrants are there?

1 January 2017



# The 15 largest countries

1 January 2017



# Why do immigrants come to Norway?

Resident non-nordic citizens immigrated after 1989.

2015

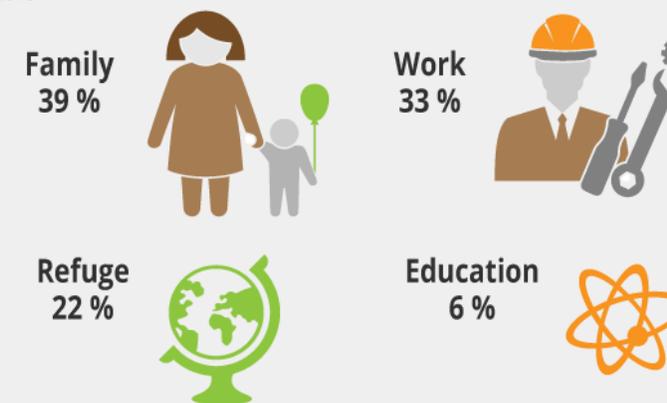
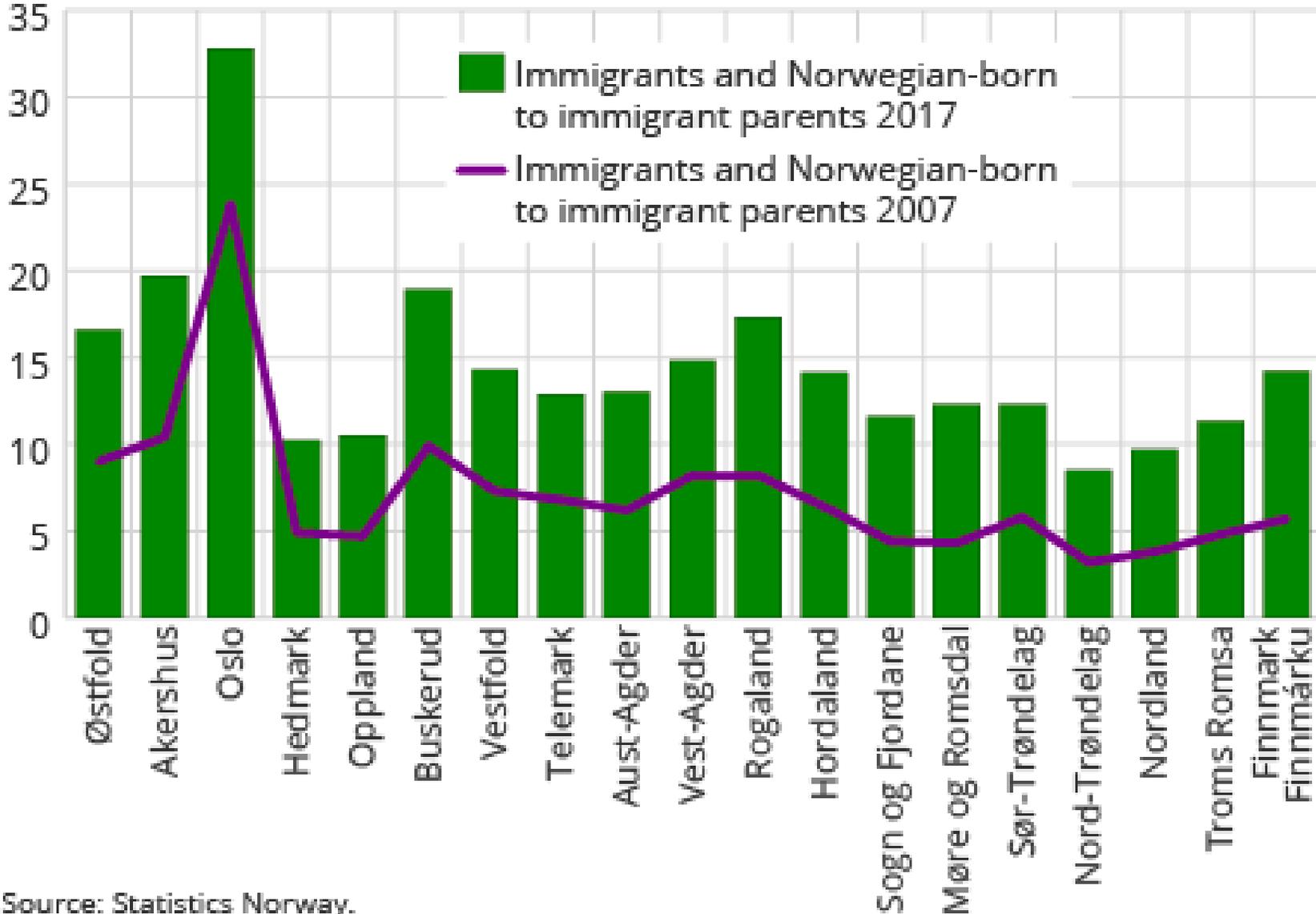


Figure 4. Immigrants and Norwegian-born to immigrant parents. 1 January 2007 and 2017



Source: Statistics Norway.



# Health Care System



- National health care system
- Public financed health care
- Universal coverage

Stated goal:

*Equal access to health care regardless of age, race, gender, income, or area of residence*

# Equitable health care services in Norway

- Legislation
- Policy
- Research
- Development
- Practice



# Policy

## National Strategy on Migrants' Health



### Likeverdige helse- og omsorgstjenester – god helse for alle

Nasjonal strategi om innvandreres helse  
2013-2017



- Health care providers at all levels have basic knowledge about various migrant groups' disease incidence and the cultural challenges related to ensuring equitable healthcare services.
- Health care providers at all levels shall facilitate good communication with non Norwegian speaking patients. This includes securing a qualified interpreter when the need arises.
- Healthcare services must be equipped with updated knowledge about migrants' health and their use of the healthcare service, as well as use the knowledge in the development of services.

# Rationale for working with equitable health care services

## **1. Health services need to know the populations they serve**

- Good and updated data on the population served
- Public servants need to know how to access data for planning and improving services

## **2. Better utilization of public health resources**

- How to tailor services?
- Burden of disease?
- Target group needs?
- What works for whom?

# Rationale for working with equitable health care services

## **3. To fulfill patient rights**

- Right to participation and information
- Communication skills
- Targeted information
- Who needs to know what and when?
- Interpreter use and quality

## **4. Equity in health care**

- How to dismantle barriers?
- How to limit structural barriers?

# Rationale for working with equitable health care services

## **5. Integration**

- Good health contributes to good intergration
- Ethnic disparities in health hinders integration

# What needs to be done?

- Build the evidence base on migration and health at national and global level
- Build and foster research groups that are pragmatic with regards to
  - Policy and Planning
  - Clinical relevance
- Build strong clinical institutions to develop best practice
- Build strong institutions for dissemination of results from research and best practice

# NAKMI

Norwegian Centre for Migration and Minority Health



# OUR GOAL

To generate and disseminate research based knowledge in order to promote good health and equitable health care services for persons of migrant background



# NAKMIS AREAS OF WORK

## What do we do at NAKMI?

- Research and development
- Teaching and dissemination
- Networks and advocacy
- User involvement

## For whom and with whom?

- Policy makers, Health professionals, Researchers, Students
- Hospitals, Municipalities, NGOs, Civil Society
- Migrants and their descendents

Note: National minorities (Sami people) or other minorities (LGBT) are not within our mandate

# NAKMI's Networks

- 15 hospitals (2006)
  - NGOs 18 organisations (2012)
  - 23 municipalities (cities) (2016)
- 
- Sharing knowledge, ideas and experiences
  - Disseminate good practice
  - Facilitate cooperation

# NONEMI

Norwegian Network of Migrant Friendly Hospitals



-  **HELSE BERGEN**  
Haukeland universitetssjukehus
-  **Vestre Viken HF**
-  **Sunnaas sykehus HF**
-  **HELSE STAVANGER**  
Stavanger universitetssjukehus
-  **Akershus universitetssykehus**
-  **Diakonhjemmet Svkehus**
-  **Sykehuset Innlandet HF**
-  **Lovisenberg Diakonale Sykehus**
-  **UNIVERSITETSSYKEHUSET NORD-NORGE**  
SIVV/NORRGA UNIVERSITETSSYKEHUSET
-  **SYKEHUSET ØSTFOLD**
-  **Oslo universitetssykehus**
-  **ST. OLAVS HOSPITAL**  
UNIVERSITETSSYKEHUSET I TRONDHEIM
-  **SØRLANDET SYKEHUS**
-  **Sykehuset i Vestfold**
-  **HELSE NORD-TRØNDELAG**

# 10 years of NONEMI 2006-2016

*All members of NONEMI asked to report on:*

- **Visions, plans and priorities for future work?**
- **A call to the hospital management and the health authorities?**
- **The importance of the network?**

# Visions, plans and priorities for future work?

- Improve the work with equitable health care services throughout the whole organisation
- Develop and implement action plans for priority areas
- Use of new technology in patient communication
- Better mapping of the challenges within the hospital and in the catchment area
- Strengthen cooperation with user- and immigrant organisations
- Develop local networks
- Highlight the need for knowledge in the hospitals and reach all employees with skills development
- Increased focus and quality in interpreter services
- Recruitment of employees of ethnic minority background

# A call to the hospital management and the health authorities?

- The necessity of systematic work!
- See the profit and investment in a proper use of qualified interpreters
- A comprehensive approach to communication challenges
- Prioritise work with standards for equitable health care services in all hospitals
- Earmarked positions and sufficient resources for this work in the hospitals
- Develop and prepare a new National Strategy with binding measures

# The importance of the network?

- Inspiration and motivation!
- Very educational!
- A great support when putting this work on the agenda in own organisation
- A source of useful information on what is going on in this field
- A great culture of sharing ideas, knowledge, experiences and solutions
- New and important contacts
- Arena for professional input and discussions
- Possibility of being part of an international project
- Great to look back on the development that has taken place these 10 years!

# Standards for Equity in Health Care – overall status in Norway

1. Policy
2. Access and utilisation
3. Quality of care
4. Participation
5. Promotion of Equity

**1 Standard Equity in policy**

**2 Standard Equitable access and utilisation**

**3 Standard Equitable quality of care**

**4 Standard Equity in participation**

**5 Standard Promoting equity**

The infographic details five standards for equity in health care. Each standard includes an objective, sub-standards, and evidence requirements. Standard 5 also includes a rating scale from 'Fully' to 'No'.

# Equity in health care for other groups

Sami population

LGBT groups

Mental health

Drug users



NORGES OFFENTLIGE UTREDNINGER  
NOU 1995:6

## Plan for helse- og sosialtjenester til den samiske befolkning i Norge

Fra et utvalg oppnevnt av Sosial- og helsedepartementet den 24. oktober 1991.

Avgitt til Sosial- og helsedepartementet 16. februar 1995.



SOSIAL- OG HELSEDEPARTEMENTET

Doaibmaþlána / Handlingsplan

### Máŋggabealatvuohta ja ovttađassásašvuohta

Ráđdehusa dearvvašvuođa- ja sosiálabálvalusaid doaibmaþlána Norgga sápmelaččaid várás 2002–2005

### Mangfold og likeverd

Regjeringens handlingsplan for helse- og sosialtjenester til den samiske befolkningen i Norge 2002–2005



Uit / NORGES ARKTISKE UNIVERSITET

Velkommen til Senter for samisk helseforskning SSHF

Forsiden · Forskning · Aktuelt · Ansatte ved SSHF · Om enheten

### Sámi dearvvašvuođadutkama guovddáš/Senter for samisk helseforskning

Senter for samisk helseforskning (SSHF), Sámi dearvvašvuođadutkama guovddáš, er et selvstendig senter ved institutt for samfunnsmedisin, UiT Norges arktiske universitet. SSHF's hovedoppgave er å fremkaffe ny kunnskap om helse og levekår til den samiske befolkningen i Norge.

SSHF vektlegger tverrfaglig forskning, der befolkningsbaserte studier og bruk av kvantitative metoder står sentralt. Helse- og levekårsundersøkelsen SAMINOR er senterets viktigste forskningsprosjekt.

### Ansatte ved Senter for samisk helseforskning SSHF:

### Siste nyheter

#### Disputas Astrid Eniksen

Astrid Eniksen disputerer ved UiT Norges arktiske universitet fredag 16. juni. Auhandingen "Breaking the silence" bygger på data fra SAMINOR 2, trinn 1, en spørreundersøkelse med 11 600 deltakere fra 25



#### Rapport til Tana kommune

Resultater fra den kliniske delen av Helse- og levekårsundersøkelsen SAMINOR 2  
Les nyhetsaken



FINNMARKSSYKEHUSET  
FINNMARKKU BUIHCCIISSU

SØK | MENY

Forside > Fag og forskning > SANKS

# SANKS

Samisk nasjonal kompetansetjeneste – psykisk helsevern og rus  
- Vi er her for deg

Kontakt oss

#### Behandlingstilbud

- Voksne
- Barn og unge
- Nasjonalt team

#### Kompetansetjeneste

- FoU-Enheden
- Nasjonalt team
- Undervisning og formidling

#### Forskning, fag- og tjenesteutvikling

- Forskning
- Prosjekter
- FoU-enheten

#### Om oss

- Kontakt oss
- Organisering
- Om samer i Norge

Secure | [http://www.bufoir.no/for/In\\_English\\_LGBT\\_Knowledge\\_Centre\\_National\\_Centre\\_for\\_Sexual\\_Orientation\\_and\\_Gender\\_Identity/](http://www.bufoir.no/for/In_English_LGBT_Knowledge_Centre_National_Centre_for_Sexual_Orientation_and_Gender_Identity/)

Bokmål | English A.A.A.

Søk Meny



bufoir.no > Seksuell orientering, kjønnsidentitet, kjønnsuttrykk og kjønnskarakteristika > In English: The LGBT Knowledge Centre - National Centre for Sexual Orientation, Gender Identity and Gender Expression

## In English: The LGBT Knowledge Centre - National Centre for Sexual Orientation, Gender Identity and Gender Expression

The LGBT Knowledge Centre is a centre within the Norwegian government whose aim is to improve the living conditions and life quality of lesbians, gays, bisexuals, trans people and intersex people.

The LGBT Knowledge Centre is a nexus of expertise on LGBTI issues, and works closely with government officials, scientists and advocacy groups. The centre provides, and makes available, relevant knowledge on the issues of sexual orientation, gender identity and gender expression.

The establishment of the centre signals that the Norwegian government considers expert knowledge concerning lesbian, gay, bisexual and trans people and intersex people's lives, and well-being, a responsibility of the state. Norway has done ground-breaking work within the area of sexual orientation, gender identity and gender expression. The LGBT Knowledge centre is working for a better life for everyone - regardless of sexual orientation, gender identity and gender expression. Our goal is to inform civil servants in regional and local authorities in order for them to have a better knowledge about the challenges LGBTI individuals may face in everyday life.

In order to expand our knowledge, the centre has initiated new research on the living conditions for these groups. The centre has also focused on research on LGBT people with disabilities, LGBT families and LGBT people with an ethnic minority background.

The LGBT Knowledge Centre was launched in 2011, as part of the implementation of the Government's action plan, "Improving Quality of Life Among Lesbians, Gays, Bisexuals and Trans Persons" (2009-2012 - PDF).

Secure | <http://www.helseutvalget.no/om-oss>

Helseutvalget

Om oss Våre tilbud Kunnskap Aktuelt Stiftelsen Kontakt

Søk

## Vi har mer enn 30 års erfaring med hiv og seksuell helse



Secure | <https://www.skeiivorden.no>



Queue World

Hjem Om oss Nyheter Aktiviteter Speakers Corner Rådgivning Dine rettigheter Resurser Engasjer deg



OSLO KOMMUNE [NO] | <https://www.oslo.kommune.no/helse-og-omsorg/helsehjelp/helsestasjon/helsestasjon-for-ungdom-hfu...>

OSLO KOMMUNE SØK I HELE NETTSTEDET LEDIGE STILLINGER KONTAKT MIN SIDE

STARTSIDEN > HELSE OG OMSORG > HELSEHJELP > HELSESTASJON > HELSESTASJON FOR UNGDOM (HFU)

> HELSESTASJON FOR KJØNN OG SEKSUALITET (HKS)

## Helsestasjon for kjønn og seksualitet

### Om oss

På helsestasjonen jobber både lege, psykolog, helsesøster og sexologiske rådgivere. Du kan velge å være anonym og vi har taushetsplikt. Tilbudet er gratis

Helsestasjon for LHTB-ungdom er et byomfattende tilbud til lesbisk, homofil, bifil eller transungdom i alderen 13 til 30 år som bor i Oslo. **Helsestasjonen holder til i samme lokaler som Grünerløkka helsestasjon.**

[Følg oss på Facebook.](#)

### Våre tjenester

Du kan komme til oss for å snakke om ulike temaer knyttet til kropp, forelskelse, seksualitet og kjønnsidentitet. Vi tilbyr testing av seksuelt overførbare sykdommer, blant annet hurtigtest av HIV, og gir veiledning i bruk av prevensjon. Med utgangspunkt i dine behov og ressurser, kan vi sammen utforske hva som vil være til beste for deg!

### Kontakt

Telefon  
**481 13 013**

Besøksadresse  
Mailundveien 23, 0569 OSLO

Vi har mulighet til å møte deg andre steder enn på helsestasjonen.





- May: Much to do in May. . . . Visited five hospitals besides Ward Island, which I do every week; altogether fourteen Norwegians sick and ***most of them do not understand English.*** {27}
- June 16: After dinner to Ward Island, where there are now eight Norwegians, three Swedes, and two Danes. ***A sick woman said to me: “How good God is to me! He hears my sighs in a strange land and sends one to whom I can talk,”*** and she burst into tears; I stayed a long time with her.

***There is much distress, and I see that there is work for me.***

The road ahead?



**If you want to go fast, go alone.  
If you want to go far,  
go with others.**

*African Proverb*

