

## GOOD PRACTICES

<b>Partner Organisation</b>
Synthesis
Cyprus

1 – Organization / Individuals	
<b>Name</b>	National School for Public Health, KEK Diastasi, NGO Asante
<b>Country</b>	Greece
<b>Type of Organization</b>	Public Institution
<b>Address Website</b>	<a href="http://www.kekdiastasi.edu.gr">http://www.kekdiastasi.edu.gr</a> only in Greek
<b>Contact</b>	Joanna Scarletou, Manager of the Project Tel. 0030-210 6985820, email: jscarlatou@kekdiastasi.edu.gr

2 – Action / Project / Activity	
<b>Title</b>	Intercultural mediation in selected hospitals in Greece
<b>Duration</b>	Phase one: 14/3/2011- 30/6/2011 Phase two: 30/3/2012- 30/6/2012
<b>Category</b>	- Internal Proceedings in the Health Care Services (Ex. Creation of migrant-friendly Services with collaboration of cultural and language mediators, creation of a service for the telephone translation...)  - Training of intercultural mediators
<b>Description</b>	<p><b>Target group:</b> Health Professionals / Immigrants</p> <p><b>Methodology:</b></p> <p>The Program focuses and highlights the value of Intercultural Mediation in Healthcare as a dynamic process which aims to facilitate effective communication and contact between immigrants (mainly third country nationals) and their doctors, the nursing staff and administration of hospitals, to achieve better access to health care, taking into account their ethnicity and their cultural backgrounds. For the support of the intercultural mediators a coaching system was applied and a Call Center Service was established. The Intercultural Mediators provided services in accordance with clear instructions they had received during their training sessions and strict compliance with the rules of the cultural mediators Ethical Code. The mediators selected to participate in the project followed a 40-hour training course in class and elearning on: Perception of Health and Illness, Health care (within the structures of the National Health System), Intercultural Mediation, Networking and</p>

	<p>Duties of the Mediator and Ethics.</p> <p>The project was implemented in two phases (the first phase included hospitals in the broader area of Athens and Thessaloniki, and in the second phase hospitals all over Greece)</p>
--	---

<b>3 – Products / Results</b>	
-------------------------------	--

<b>Description</b>	<p><b>What type of products/ resources?</b> Coaching system and a Call Center Service</p>
--------------------	---

<b>Links</b>	<p><a href="http://www.kekdiastasi.edu.gr/default.asp?id=300920057&amp;lcid=1032">http://www.kekdiastasi.edu.gr/default.asp?id=300920057&amp;lcid=1032</a></p>
--------------	--

<b>Impact on target groups</b>	<p>The target population were third country nationals along with the medical and administrative staff of Greek hospitals. Cultural mediators assisted both migrants and doctors and staff in hospitals as they facilitated the work of the medical and nursing staff in cases of cultural diversities and language barriers.</p> <p>During the first phase of the program in 2011, 119 people worked as intercultural mediators - Supervisors, Coordinators, Mediators and Call Center Agents Hospitals that participated in 2011: Total number: 21 of which 16 in Athens and 5 in Thessaloniki.</p> <p>During the second phase of the program in 2012, a total of 105 people (immigrants and EU citizens) worked as intercultural mediators in 25 hospitals in Greece - 9 hospitals in Athens, 3 in Thessaloniki and 13 in other cities. Among the mediators there were 20 nationalities speaking about 28 different languages/dialects.</p> <p>In the first phase in 2011 the target was to provide services to 1,000 patients within the two month period that the program lasted. At the end of this period services were provided to 5,104 patients with immigrant background in 21 hospitals in Athens and Thessaloniki.</p> <p>In the second phase, in 2012, services were provided to 11,279 patients at 25 hospitals all over Greece - 1,560 in April, 5,047 in May and 4,672 in June.</p>
--------------------------------	---