

**Task Force on Migration, Equity & Diversity**  
**International workshop on the management of**  
**diversity in health care**

Brussels, 13<sup>th</sup> November 2019

**What can be learned from the MIPEx  
Health strand about responsiveness to  
diversity in health services?**

***David Ingleby***

**University of Amsterdam**

# Outline of talk

- What is the MIPEX Health strand?
- Some results from the 2015 round
- What do the results tell us about responsiveness to diversity in service delivery (scale C)?

An instrument  
for measuring  
the equity of  
policies in  
different  
countries  
concerning  
migrants'  
health

## Summary Report on the MIPEX Health Strand and Country Reports

No. 52

IOM  
MIGRATION  
RESEARCH  
SERIES



International Organization for Migration (IOM)

# MIPEX (Migrant Integration Policy Index)

Seven policy areas for immigrants to participate in society:



**Labour market  
mobility**



**Family reunion**



**Education**



**Political  
Participation**



**Long-term  
residence**



**Access to  
nationality**



**Anti-  
discrimination**

**In more than 30 countries:**

EU Member States + Norway, Switzerland, Canada, United States of America, Australia, Japan, and soon New Zealand, Korea, Turkey, Serbia, Croatia, Kazakhstan, Mexico .....



# **Council of Europe**

## **Committee of Experts on Mobility, Migration and Access to Health Care (SP-MIG)**

**Mandate: July 2008 - June 2010**

**Task: to produce draft recommendations  
(final version published 2011)**

## MIPEX Health strand was a collaboration between:

- **COST Action IS1103 ADAPT** (Adapting European Health Services to Diversity)
- International Organization for Migration, Brussels (**EQUI-HEALTH project**)
- Migration Policy Group (Brussels), developers of **MIPEX**, together with **CIDOB** (Barcelona)

Started in 2012 (IOM & ADAPT); MPG & CIDOB joined in 2013

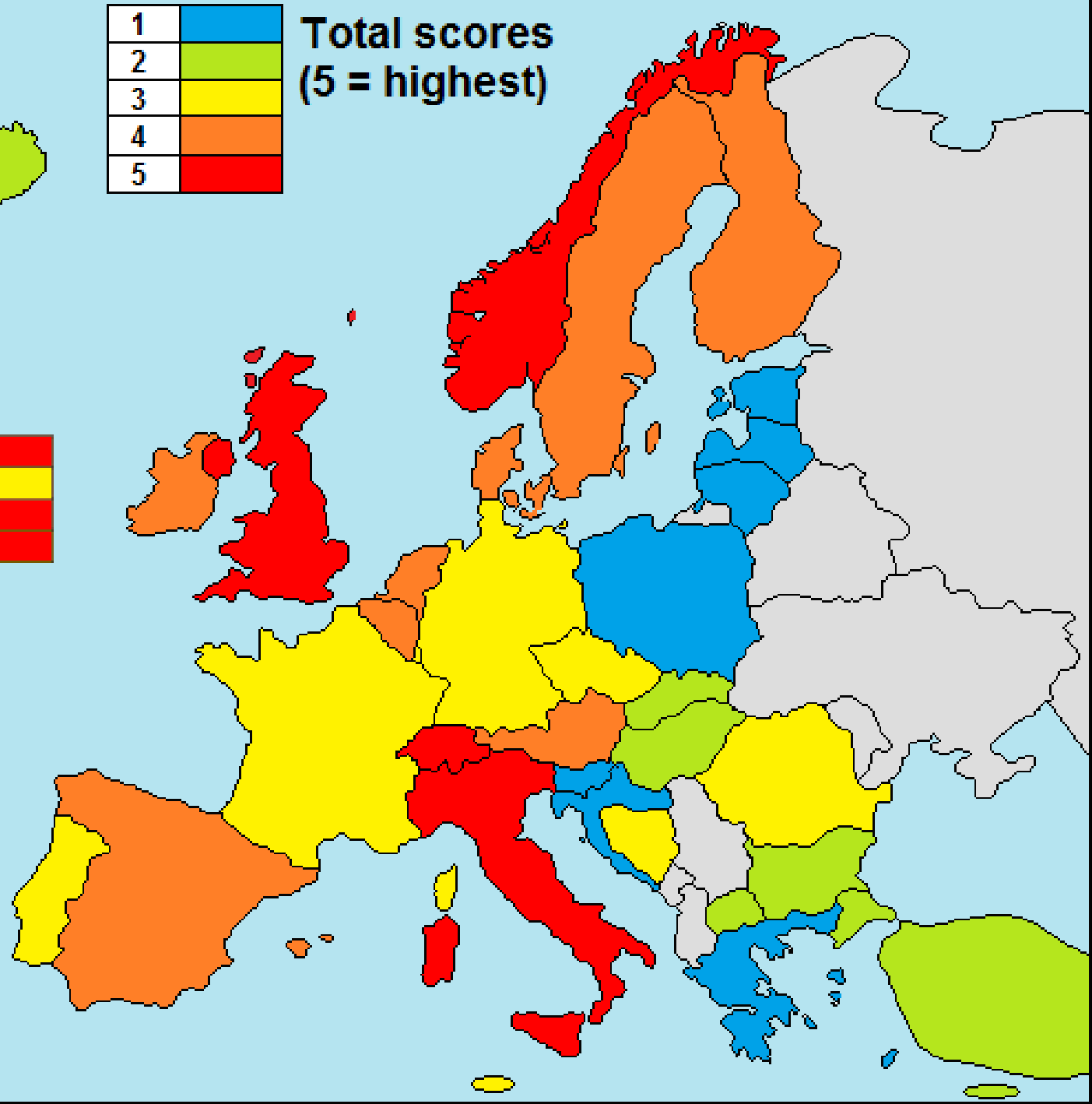
Over 160 experts in 42 countries worked on the Health strand

Main funding from European Commission and IOM

1	Blue
2	Light Green
3	Yellow
4	Orange
5	Red

**Total scores  
(5 = highest)**

AU	Red
CA	Yellow
NZ	Red
US	Red

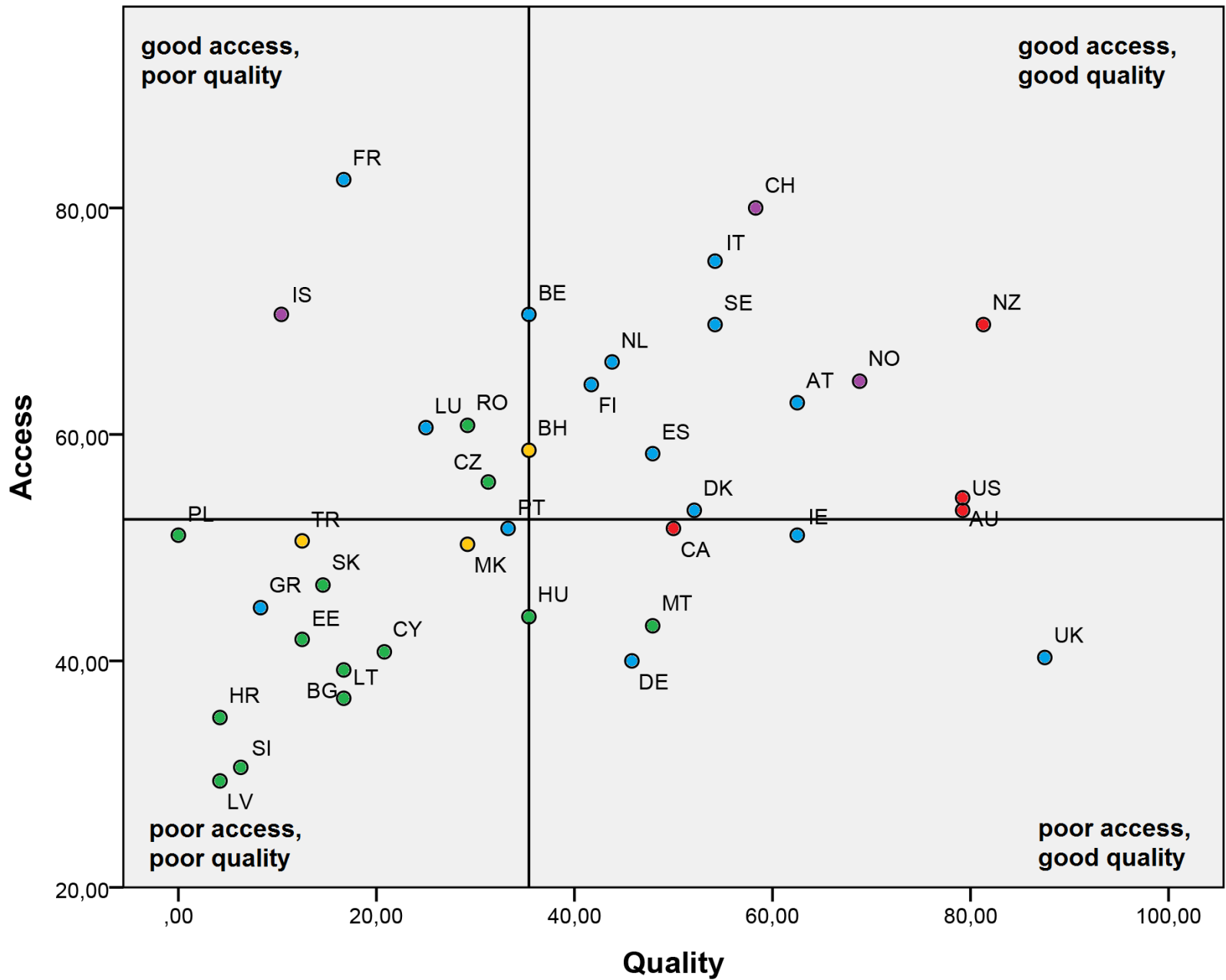


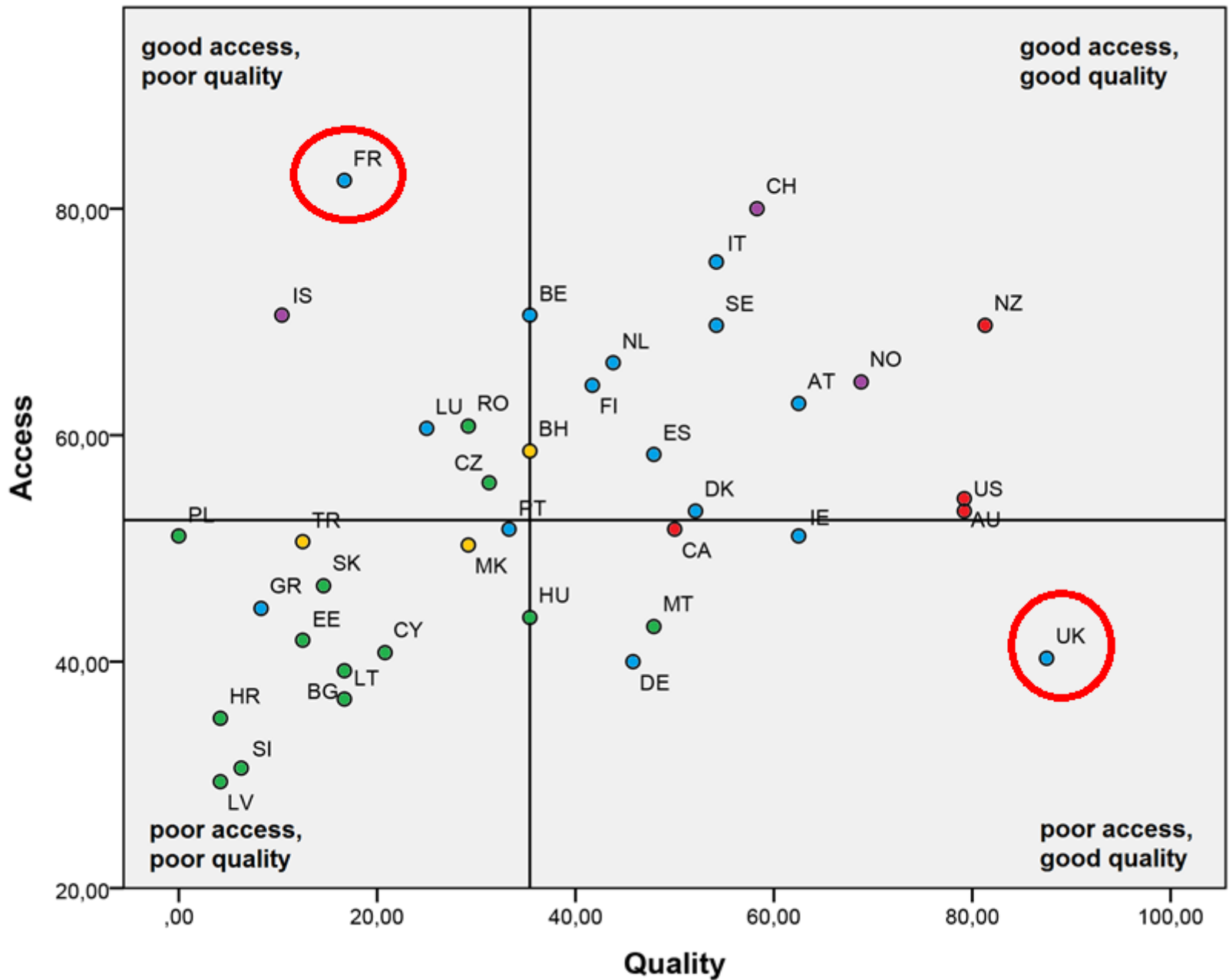
## Four dimensions of the health strand:

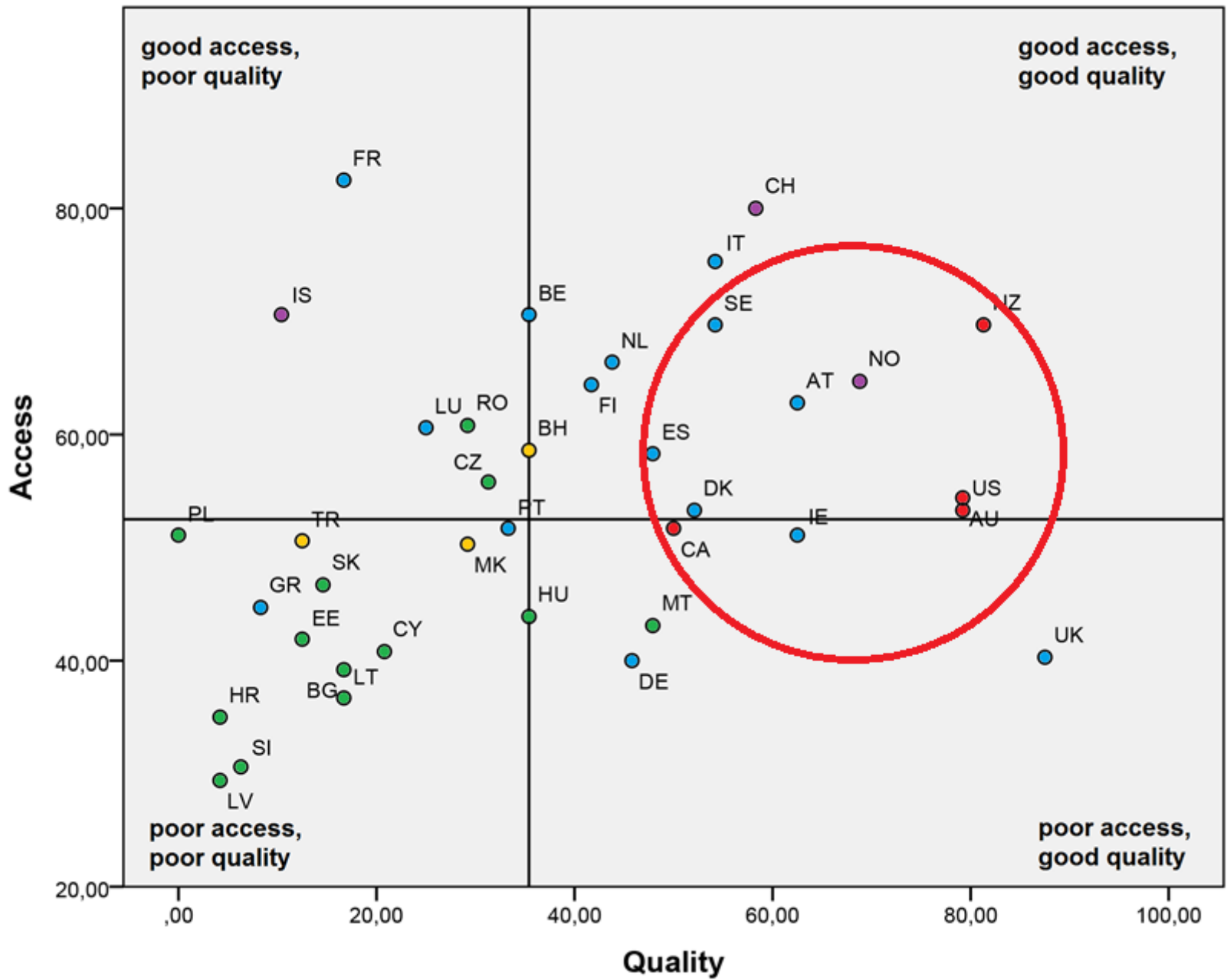
- A. Entitlement to health services**
- B. Removing barriers to access**
- C. Responsive health services**
- D. Measures to achieve change**



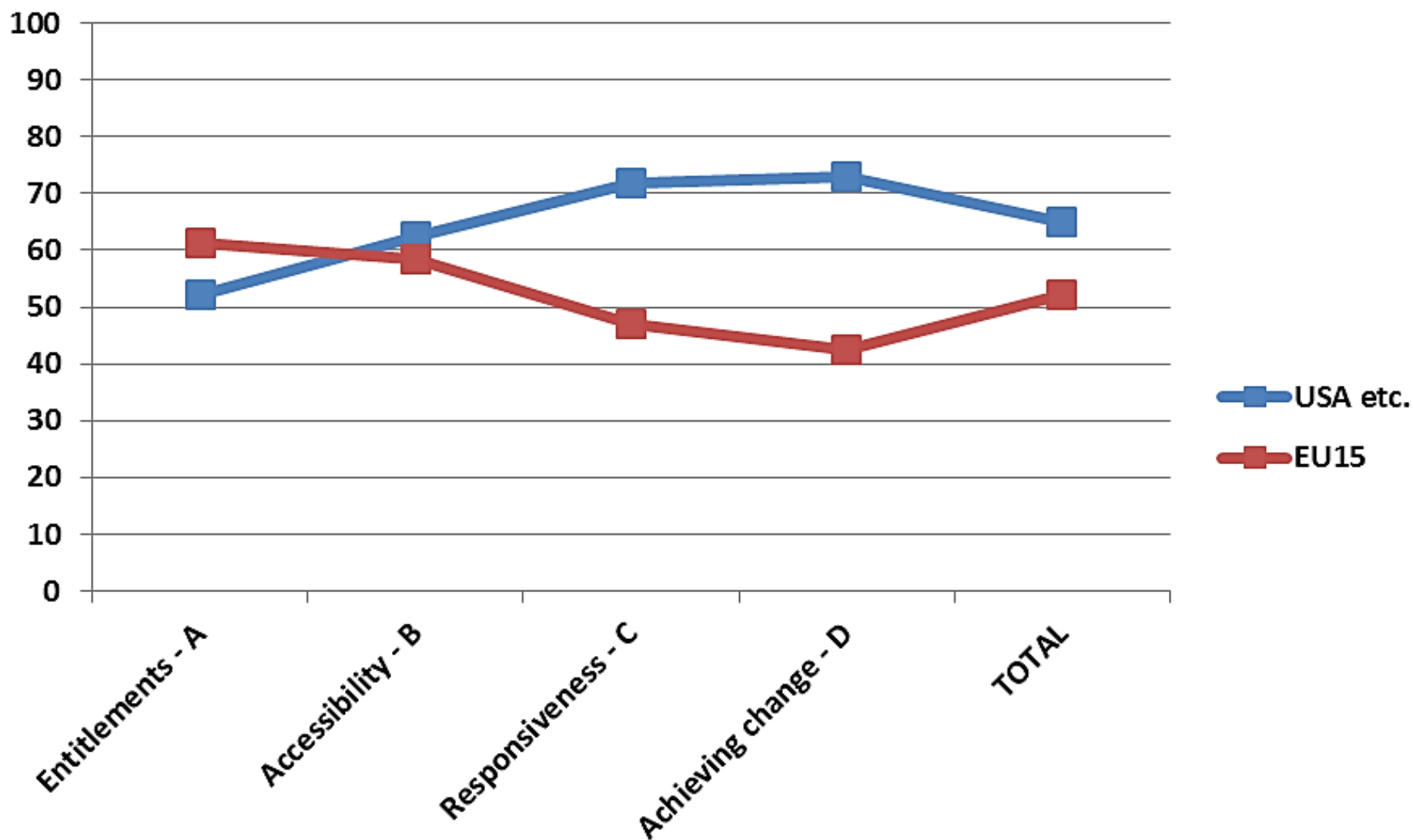
**Some results from the 2015 round**

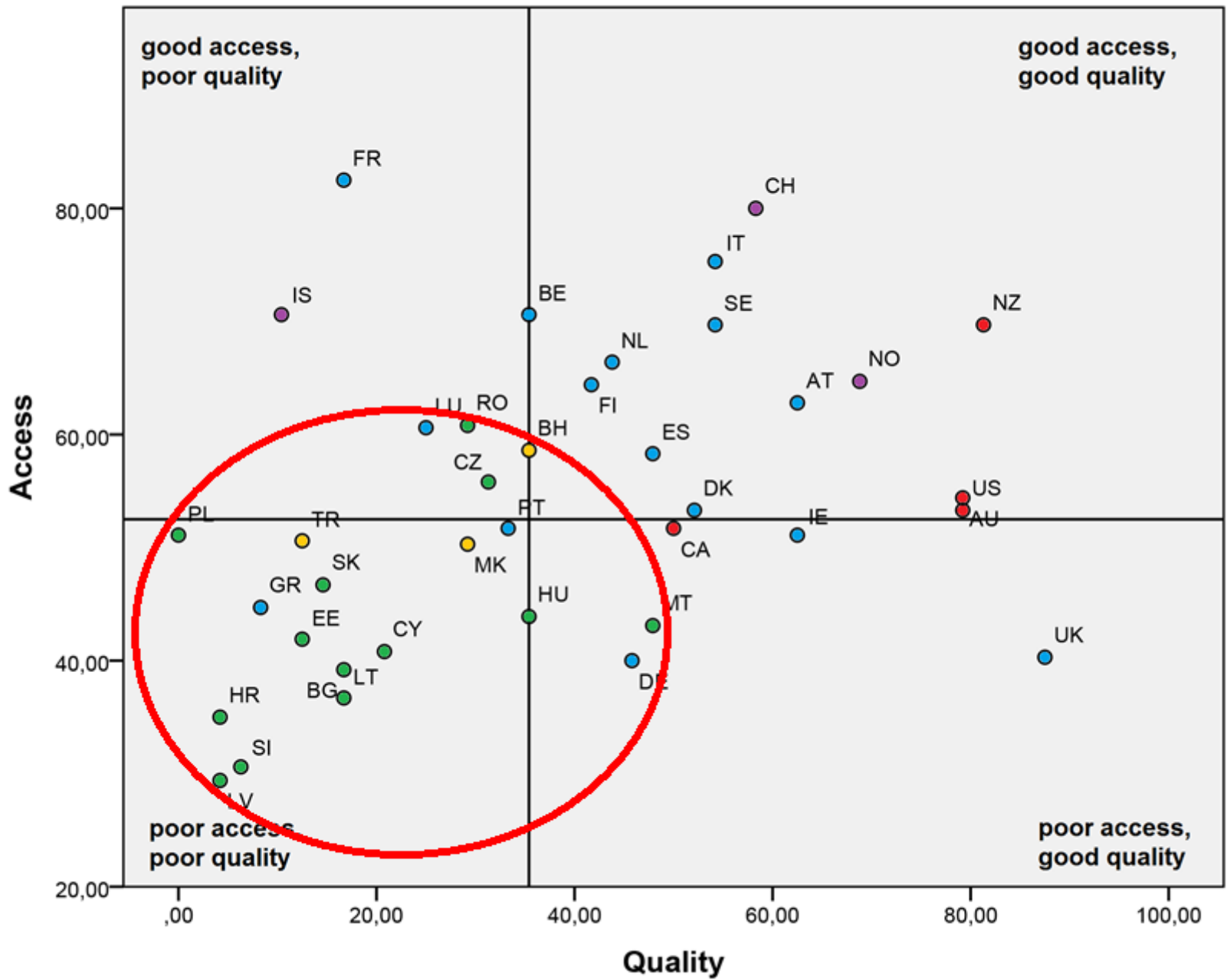




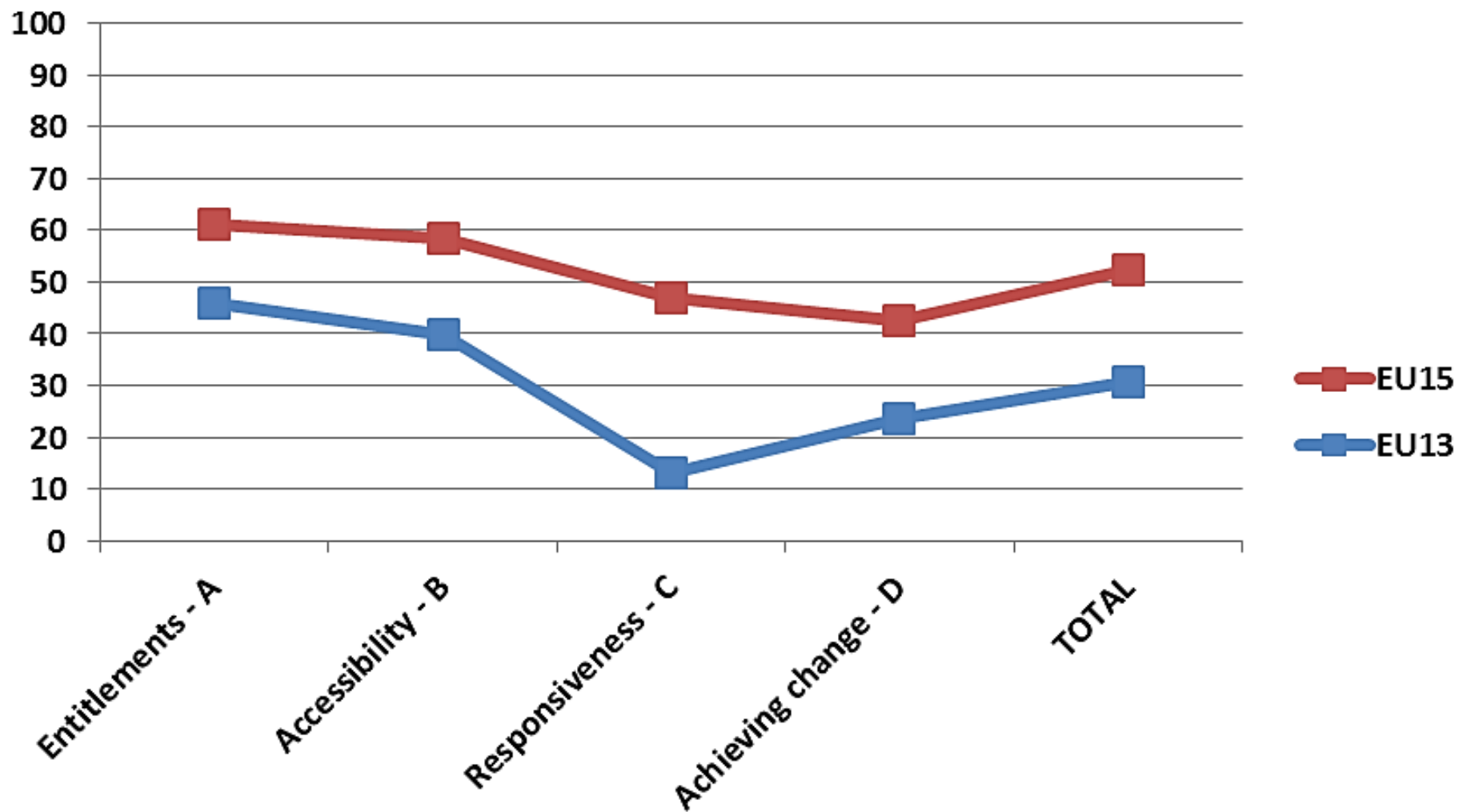


# Scores of EU15 Member States versus USA, Canada, Australia, New Zealand

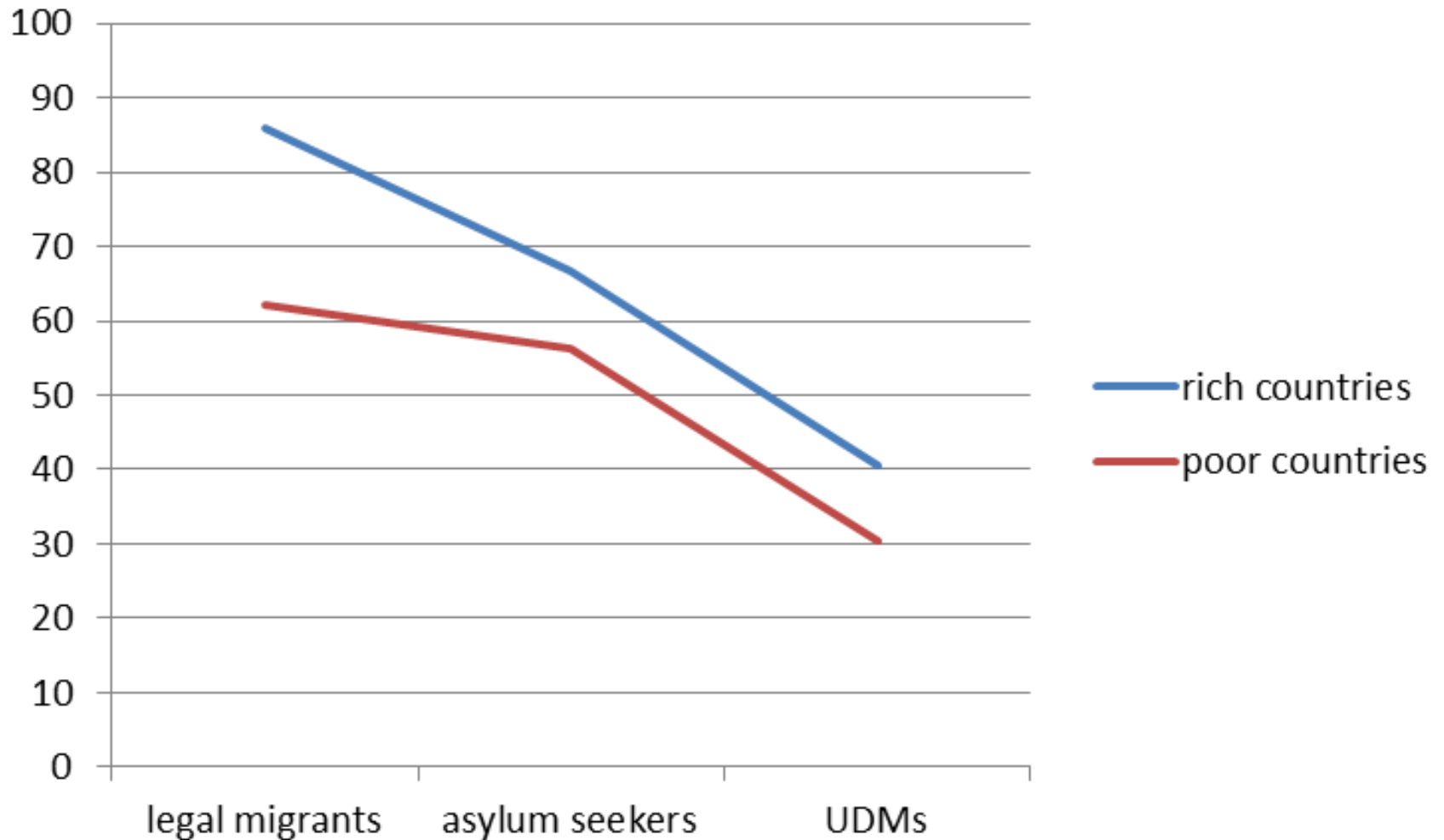




# Scores of EU15 and EU13 Member States



# Migrants' healthcare entitlements in 'rich' and 'poor' EU countries



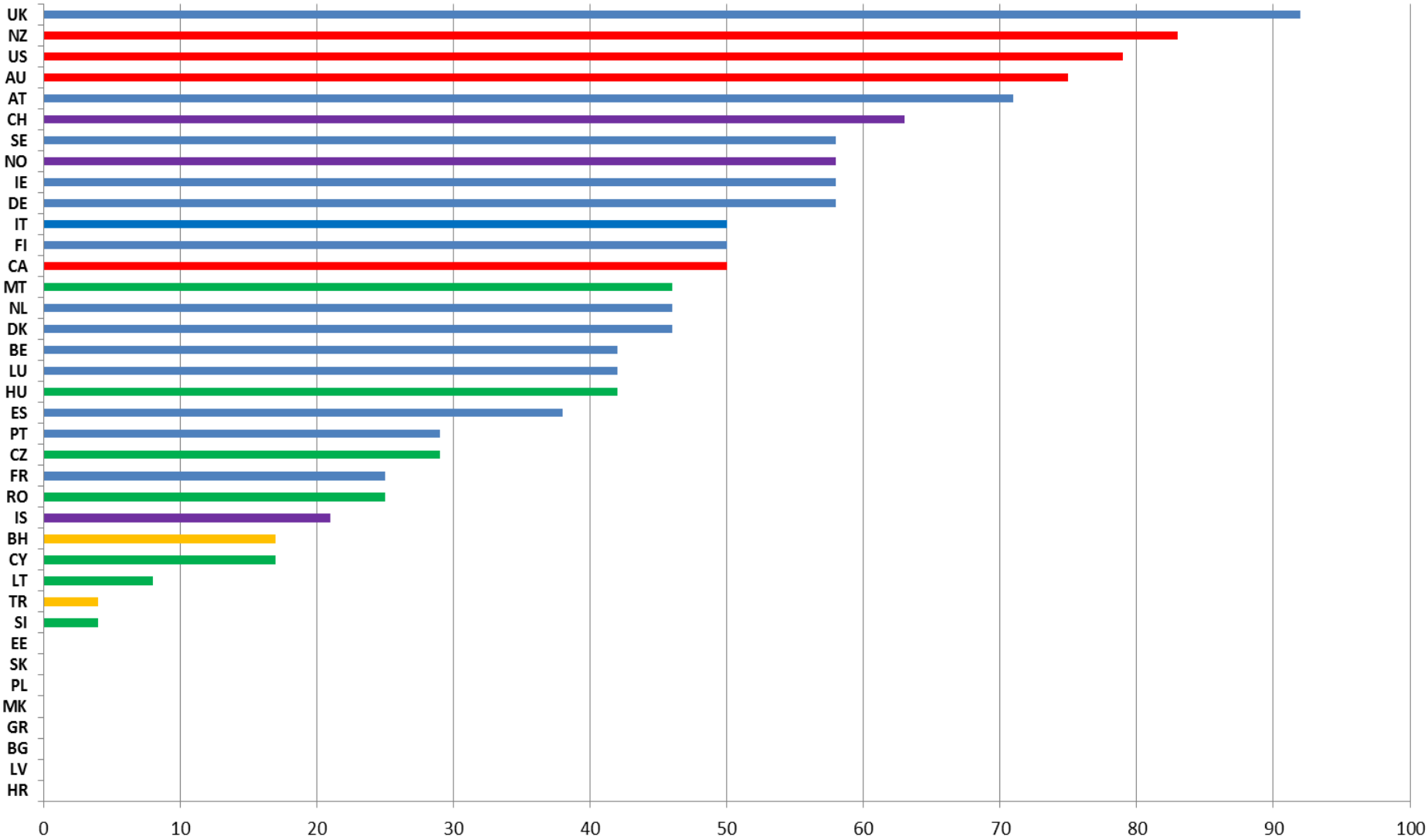


**What do the results tell us about  
responsiveness to diversity in  
service delivery (scale C)?**

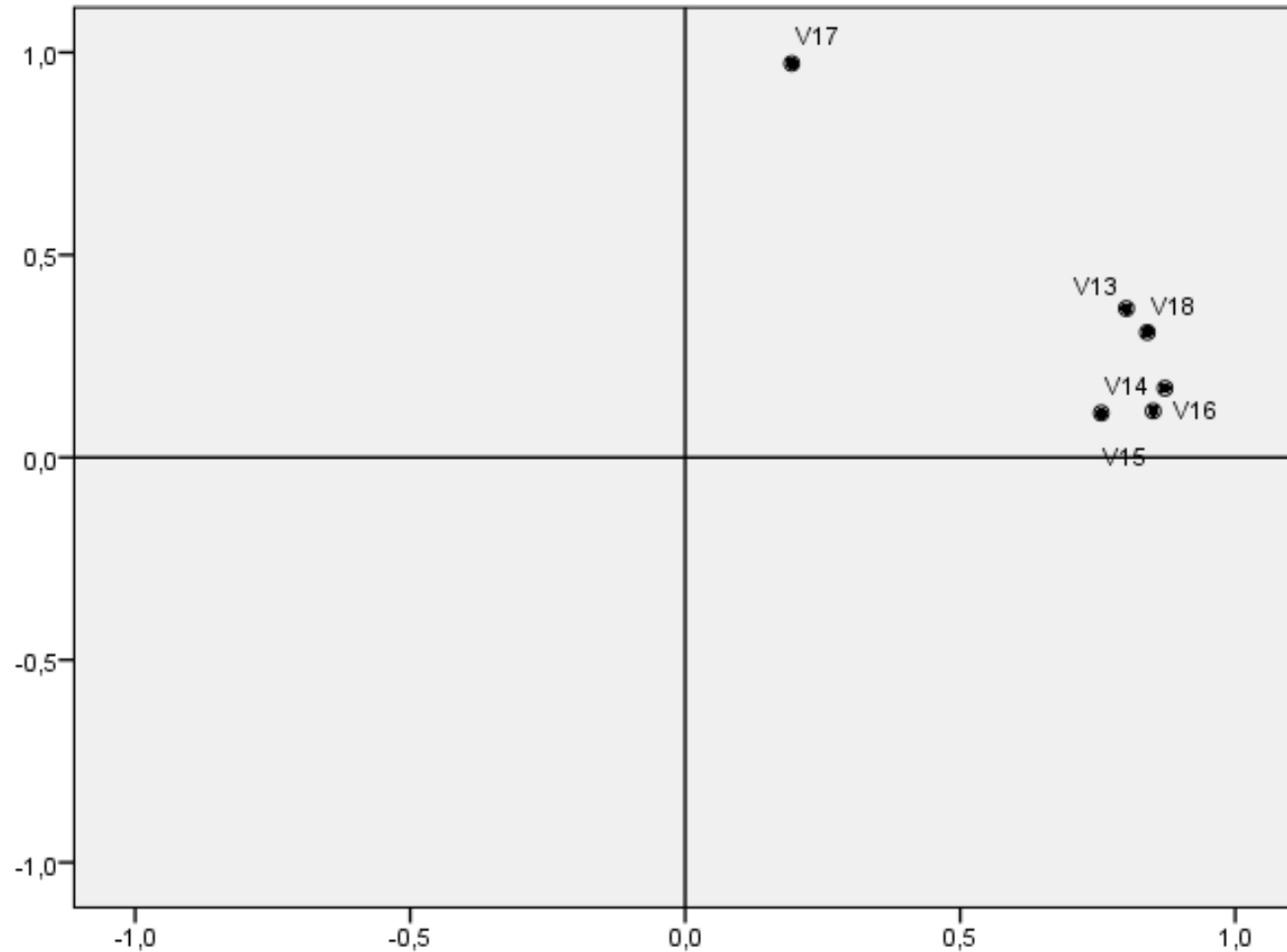
# Topics in scale C (Responsiveness)

13. Availability and cost of qualified interpretation services
14. Requirement for “culturally competent” or “diversity-sensitive” services
15. Training and education of health service staff
16. Involvement of migrants in information provision, service design and delivery
17. Encouraging diversity in the health service workforce
18. Development of capacity and methods

# Policies to improve responsiveness of services to migrants' needs



# Factor analysis of Scale C



Faleminderit për vëmendjen tuaj!  
Благодаря ви за вниманието!  
Tak for Deres opmærksomhed!  
Vielen Dank für Ihre Aufmerksamkeit!  
Thank you for your attention!  
Kiitos mielenkiinnosta!  
Je vous remercie de votre attention!  
Σας ευχαριστώ για την προσοχή σας!  
Köszönöm a figyelmet!  
Grazie per la vostra attenzione!  
Děkojame už dėmesj!  
Grazzi għall-attenzjoni tiegħek!  
Dank u voor uw aandacht!  
Takk for oppmerksomheten!  
Dziękuję za uwagę!  
Obrigado pela vossa atenção!  
Vă mulțumesc pentru atenție!  
Ďakujem Vám za pozornosť!  
Hvala za vašo pozornost!  
Gracias por su atención!  
Děkuji Vám za pozornost!  
İlginiz için teşekkür ederiz!  
Tack för er uppmärksamhet!