

Equitable health care in Norway

An overview and examples of good practice

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Outline of presentation

- Some facts about Norway
- Migrants in Norway
- Equitable Health Care in Norway – policy and practice



NORGE

Constitutional democracy and
parliamentary democracy

5.2 million inhabitants

Oslo, capital 667 000 inhabitants

17 per cent migrant population

Sami population appr. 40.000 persons

Sami people – the indigenous people of the north



Health Care System

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

Stated goal:

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



UPDATED

5 March 2019

NEXT UPDATE

Not yet determined

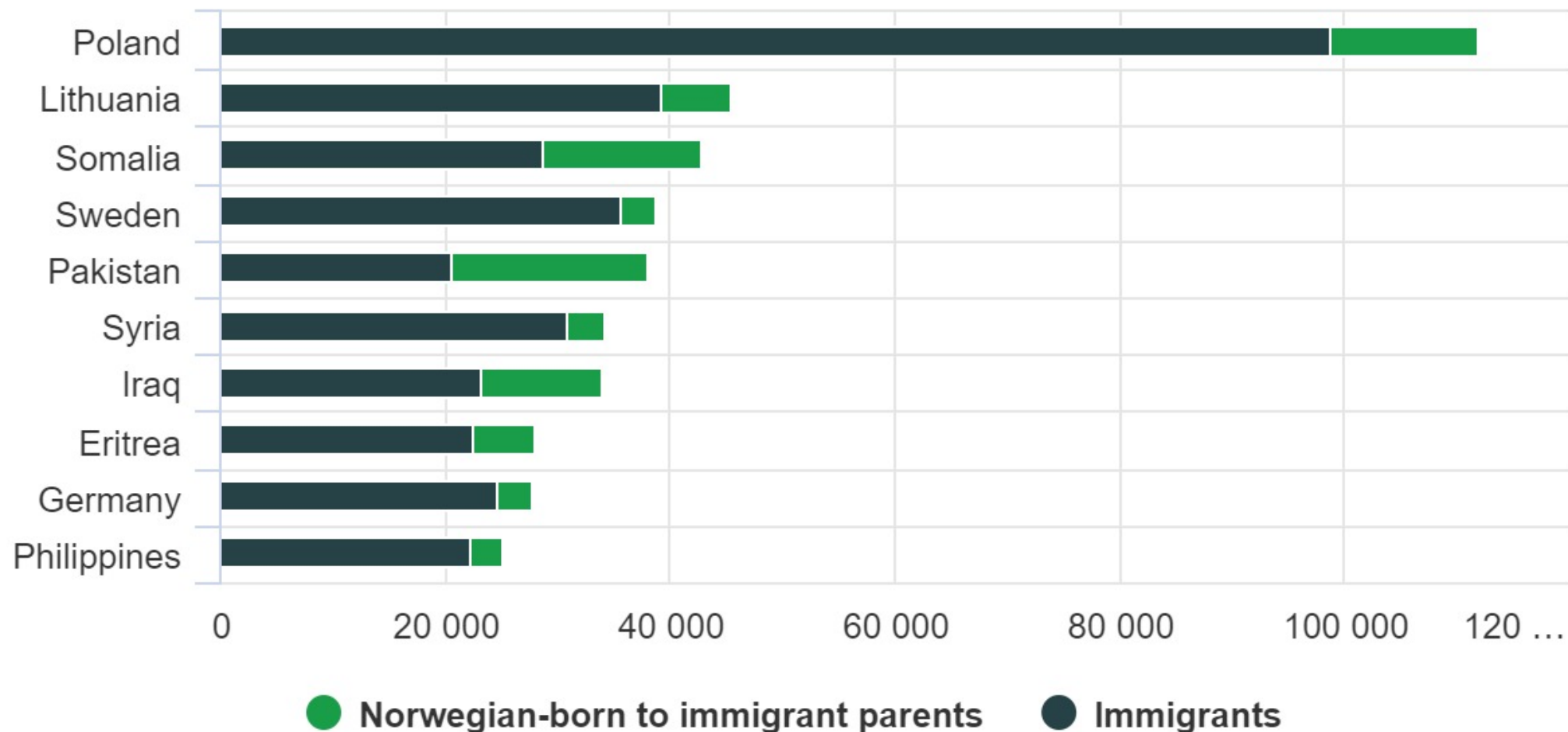
944 402

immigrants and Norwegian-born to immigrant
parents

Immigrants and Norwegian-born to immigrant parents, by country background. 1 January

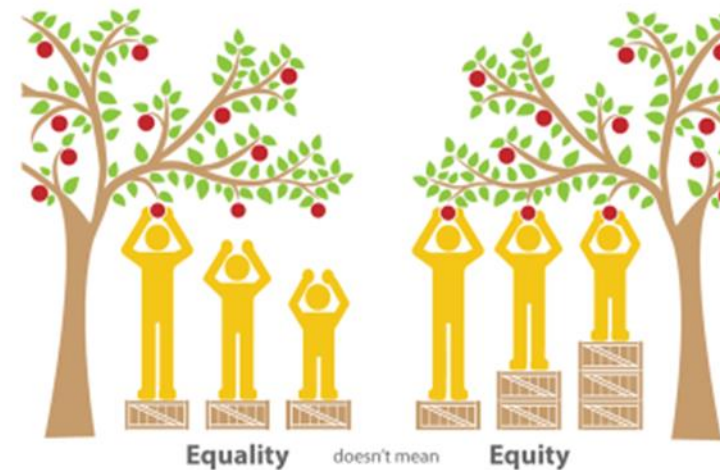
	2019			
	Immigrants and Norwegian-born to immigrant parents, total	Immigrants	Norwegian-born to immigrant parents	Immigrants and Norwegian-born to immigrant parents in per cent of total population
Total	944 402	765 108	179 294	17.7
The EU28/EEA, USA, Canada, Australia and New Zealand	389 496	347 446	42 050	7.3
Asia, Africa, Latin America, Oceania except Australia and New Zealand, and Europe except the EU28/EEA	554 906	417 662	137 244	10.4
EU28/EEA countries	375 188	334 068	41 120	7.0
European countries outside EU28/EEA	80 294	61 898	18 396	1.5
Africa	131 700	96 054	35 646	2.5
Asia including Turkey	316 485	236 748	79 737	5.9
North America	11 897	11 054	843	0.2
South and Central America	26 534	23 067	3 467	0.5
Oceania	2 304	2 219	85	0.0

Figure 1. Immigrants and Norwegian-born to immigrant parents, by country background. The ten largest groups, 1 January 2019.
Absolute numbers



Equitable health care services in Norway

- Legislation
- Policy
- Research
- Development
- Practice



NAKMI

Norwegian Centre for Migration and Minority Health



National Strategy on Migrants' Health



- 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.

«Develop health and care services that are designed to take care of and make people health literate, and which have the attitudes of the employees which reflect this»

- The health and care services must train staff to promote health literacy.
- Health literacy thinking and health literacy considerations must be integrated into organization, planning, evaluation and work on patient safety and quality improvement in the health and care services.
- The health and care services must ensure that the communication is adapted to users' oral and written health literacy skills.
- **All patients who need it should receive good and quality-assured interpretation service. When health care is provided, the quality of language communication is a prerequisite for quality of care, patient safety and user participation.**



What do we do at NIPH?

- Research and development
- Teaching and dissemination
- **Networks** and advocacy

Our Networks

- 15 hospitals (2006)
 - NGOs, 28 organisations (2012)
 - 27 municipalities (cities) (2016)
 - 105 researchers (2018)
-
- Sharing knowledge, ideas and experiences
 - Disseminate good practice
 - Facilitate cooperation





Nettverk om migrasjonshelse

Publisert 31.10.2019



Colourbox.com

Enhet for migrasjonshelse ved FHI koordinerer fire nettverk innen migrasjonshelse. Hensikten med nettverkene er å legge til rette for kontakt mellom aktører på feltet fra frivillig sektor, kommunehelsetjenestene, sykehus og academia. Gjennom nettverksarbeid stimulerer vi til lokale initiativ, samarbeid og bidrar til kompetanseheving om migrasjon og helse.

-  Skriv ut
-  Del på e-post
-  Del på Facebook
-  Del på Twitter

KONTAKT

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Spilker

Nettverkene møtes hver for seg en til to ganger i løpet av året. I tillegg er det et mål å ha en årlig felles samling med alle nettverkene. Møtene er arenaer for informasjons- og erfaringsutveksling og bidrar til å løfte fram god forskning og praksis, som kan gi grobunn for samarbeidsprosjekter og

Norwegian Network of Migrant Friendly Hospitals - NONEMI



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

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!



BYDELSMØDRE



POLSK

Możesz zapobiec rakowi szyjki macicy wykonując proste badanie. Już dzisiaj umów się ze swoim lekarzem! Rakowi szyjki macicy można zapobiec także przyjmując szczepienie przeciwko HPV.

SPANSK

Usted puede prevenir el cáncer de cérvix con un test sencillo. Solicite hora con su médico hoy mismo. Otra forma de prevenir el cáncer de cérvix es recibir la vacuna contra el VPH.

SOMALI

Waxaad kaga hortaggi kartaa kansarka ku dhaca afka ilma galeenka baadhitaan fudud. Ballan ka qabso dhakhtarkaaga maanta. Kansarka ku dhaca afka ilma galeenka sidoo kala waxaa lagaga hortaggi karaa iyaddoo la qaato tallaanka HPV.

TAMIL

சிறிய ஒரு பரிசோதனையின் மூலம் நீங்கள் கருப்பை வாய்ப் புற்றுநோயைத் தடுக்கலாம். இன்றே உங்கள் மருத்துவரிடம் அப்பாயின்ட்மென்ட் பெறுங்கள். HPV தடுப்பு மருந்தைப் பெறுவதன் மூலமும் கருப்பை வாய்ப் புற்றுநோயைத் தடுக்கலாம்.

URDU

آپ ایک آسان ٹیسٹ کے ذریعے بچہ دانی کے دہانے کے کینسر سے بچ سکتی ہیں۔
آج ہی اپنے ڈاکٹر سے رابطہ کریں۔ HPV ویکسین لگوا کر بھی بچہ دانی کے دہانے کے کینسر سے بچنا ممکن ہے۔

ARABISK

يمكنكي منع سرطان عنق الرحم بإجراء اختبار بسيط
حدّدي موعداً مع طبيبك اليوم!
يمكن الوقاية من سرطان عنق الرحم عن طريق أخذ لقاح فيروس الورم الحليمي البشري (HPV).



Handlingsplan fire satsningsområder

Kunnskap om helse og
helseutfordringer

Kommunikasjon og
tolketjeneste

Kulturforståelse og
brukermedvirkning

Tilgjengelighet og
tilrettelegging



Handlingsplan for likeverdige helsetjenester til innvandrerbefolkningen

2019-2021



Illustrasjon: DiaHelse



"Gode og likeverdige
helsetjenester til alle som trenger
det, når de trenger det, uavhengig
av alder, bosted, etnisk bakgrunn,
kjønn og økonomi"



Sykehusimam – Helse Bergen



Muhammad Azeem ble ansatt i en 20 prosent stilling fra 1. februar 2018.

Målet med ansettelsen er at det skal gi økt trygghet for pasienter fra andre kulturer.

Azeem rådgir også ansatte som skal behandle muslimske pasienter og pårørende.

språkbank

Språkbanken er en oversikt over ansatte på sykehuset som ønsker å være frivillige språkassistenter.

En språkassistent er ikke en profesjonell tolk, men kan utføre rollen som tolk i nødsituasjoner.

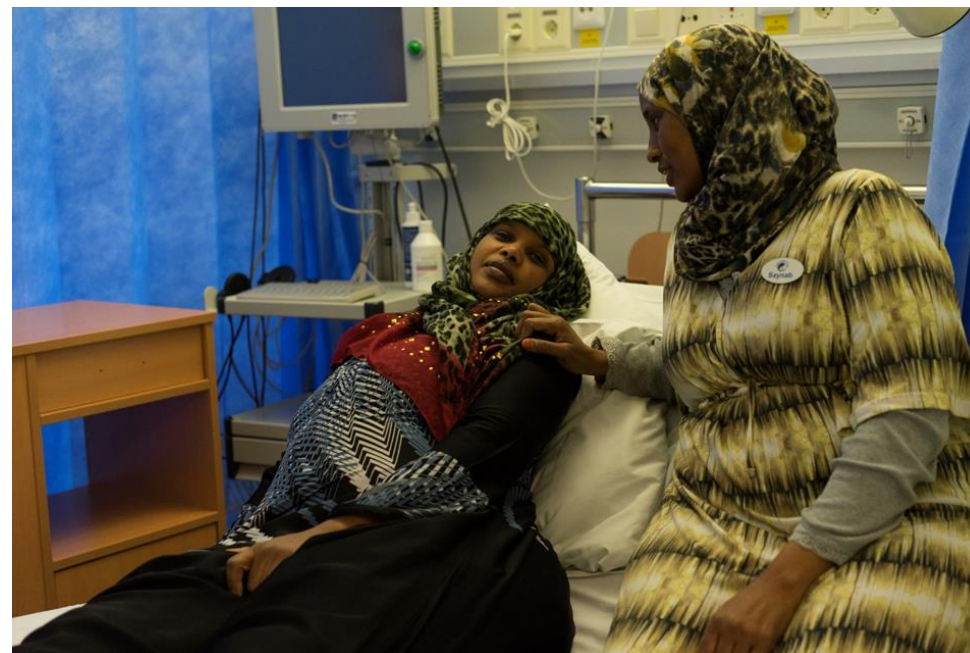


Ny strategi for likeverdige helsetjenester og mangfold på OUS 2017- 2021





SÅRBAR, GRAVID OG NY I NORGE
Trygg under fødsel med flerkulturell doula



Oslo kommune



www.tolkefaglig.no



[@tolkesentralen](https://twitter.com/tolkesentralen)



www.facebook.com/tolkesentralen



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The road ahead?



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

African Proverb