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*


**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 | 80 394 | 61 898 | 18 396 | 1.5 |
| Africa | 131 700 | 96 054 | 35 646 | 2.5 |
| Asia including Turkey | 316 485 | 236 743 | 79 737 | 5.9 |
| North America | 11 397 | 11 064 | 813 | 0.2 |
| South and Central America | 26 694 | 23 067 | 3 427 | 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

Source: Immigrants and Norwegian-born to immigrant parents. Statistisk sentralbyrå.
Equitable health care services in Norway

- Legislation
- Policy
- Research
- Development
- Practice
NAKMI
Norwegian Centre for Migration and Minority 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 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.
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.

«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»
What do we do at NIPH?

• Research and development
• Teaching and dissemination
• Networks and advocacy
Migration Health and the Universal Health Coverage targets: Promoting Equity in Access to Health Services with Financial...
Our Networks

- NGOs, 28 organisations (2012)
- 27 municipalities (cities) (2016)
- 105 researchers (2018)

- Sharing knowledge, ideas and experiences
- Disseminate good practice
- Facilitate cooperation
Nettverk om migrasjonshelse

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 akademiet. Gjennom nettverksarbeid stimulerer vi til lokale initiativ, samarbeid og bidrar til kompetanseheving om migrasjon og helse.

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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 these10 years!
Må kunne telle at du er kjent av HPV og at det kan føre til utvikling av sykdom. Det er viktig å gjøre en sjekk for å sikre deg.
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

Solveig Helene Midtvedt 2019
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.
Språkbanken er en oversikt over ansatte på sykehuset som ønsker å være frivillige språkassistententer.

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 NORGEE
Trygg under fødsel med flerkulturell doula
The road ahead?
If you want to go fast, go alone. If you want to go far, go with others.

African Proverb