



RESTORE Conference 2015: Implementing migrant care initiatives, beyond language and cultural barriers

OUTLINE PROGRAMME

Thursday March 26th 2015

8.30 Conference and Workshop Registration

9.00 Welcome and Introduction (Room GEMS0-016)

Professor Anne MacFarlane, Graduate Entry Medical School, University of Limerick.

Professor Alison Perry, Dean - Faculty of Education & Health Sciences, University of Limerick.

9.30 Plenary: Involving migrants in health research

Chair: Professor Chris Dowrick, University of Liverpool.

Panel:

Marta Wilczynka & Maria Manuela De Almeida Silva (RESTORE migrant representatives from Ireland)

Iftikhar ul Haq Khan (RESTORE migrant representative from England)

Professor David Ingleby, University of Amsterdam.

10.30 Tea/Coffee

11.00-12:30 Parallel sessions

12.30 Lunch

14.00 Plenary: Understanding implementation of interventions (Room GEMS0-016)

Chair: Professor Frances Mair, University of Glasgow.

Professor Carl May, University of Southampton, England.

14.45 – 16.15 Workshops

16.15 – 17.00 Plenary with summaries from workshops (Room GEMS0-016)

Chair: Dr Maria van den Muijsenbergh, Radboud University Medical Center, Nijmegen, Netherlands.

17.15 Art tour (Medical School Building), guided campus walk or relax with a drink in the Pavilion bar

18.30 Conference Dinner, Pavilion, University of Limerick (adjacent to the conference venue)

20.30 Shuttle bus returns to Castletroy Park Hotel

20.45 Traditional Irish music session in the bar of Castletroy Park Hotel

Friday March 27th 2015

8.30 Shuttle bus leaves Castletroy Park Hotel for conference venue

9.00 – 10.20 Parallel Sessions

10.20 Coffee

10.50 AFTA Thought interactive training presentation (Room GEMS0-016)

AFTA Thought are specialist training consultants with more than twenty years' experience. They specialise in training through drama to bring issues, policies and legislation to life. They offer training in equality and diversity amongst many other areas.

11.15 – 12.45 Plenary: Advancing policy to improve healthcare for migrants (Room GEMS0-016)

Chair: Professor Anne MacFarlane, University of Limerick.

Ambiguity and Ambivalence: Exploring cross-cultural communication in healthcare – Dr Nicky Burns, University of Glasgow.

Policy guidance for cross-cultural communication: Learning from the RESTORE journey – Professor Catherine O'Donnell, University of Glasgow.

Panel:

Dr Lilja Gretarsdottir, Council of Europe, Strasbourg, France.

Dr Santino Severoni, WHO European Office for Investment for Health and Development, Venice, Italy.

Roumyana Petrova-Benedict, International Organisation for Migration, Brussels, Belgium.

12.45 Conference Close

13.00 Brown bag lunch

Shuttle bus returns to Castletroy Park Hotel



Parallel Sessions - Thursday 26th March

1- Cultural competence (GEMS0-016)

Chair: Dr Wolfgang Spiegel, Medical University of Vienna.

11.00 Biomedical pluralism and transnational care-seeking: implications for culturally competent care – *Judith Sim, School of Biomedical Sciences, University of Edinburgh.*

11.20 The treatment of mental health problems of undocumented migrants by general practitioners: what are the views, experiences and expectations of the undocumented migrants and GPs? – *Dr Erik Teunissen, Radboud University Medical Center, Nijmegen, Netherlands.*

11.40 Cultural differences in communication about incurable cancer: “keeping hope alive” or “the right to know”- how to handle conflicting preferences. Views and experiences of Turkish patients in Turkey and the Netherlands and of Turkish and Dutch Physicians, a cross-national qualitative study – *Dr Maria van de Muijsenbergh, Radboud University Medical Center, Nijmegen, Netherlands.*

12.00 Development of a culturally and linguistically appropriate web tool for the support of sexually abused migrant domestic workers (the COMMUNAID project) – *Dr Maria Papadakaki, Technological Educational Institute of Crete, Greece.*

2- Implementation research (GEMS0-028)

Chair: Professor Christos Lionis, University of Crete.

11.00 Macro, meso and network level influences on long term condition self-management: metasynthesis and stakeholder accounts of commonalities and differences across six European countries – *Professor Anne Rogers, NIHR CLAHRC Wessex, UK.*

11.20 RESTORE - selecting guidelines and training initiatives for implementation: Sense-making and engagement work - *Aristoula Saridaki, University of Crete.*

11.40 RESTORE - translating guidelines and training initiatives into practice: Collective action work - *Katja Gravenhorst, University of Liverpool.*

12.00 ‘Let us talk’ - Including people with communication challenges as co-researchers in service evaluation: A participatory health research study – *Ruth McMenamain, National University of Ireland, Galway.*

3- Access to healthcare (GEMS0-029)

Chair: Professor Catherine O’Donnell, University of Glasgow.

11.00 The Health for All network: an institutional response to a multicultural urban population – *Dr Patricia Hudelson, Geneva University Hospital, Switzerland.*

11.20 Informal interpreting among Turkish migrant patients in Dutch general practice – *Rena Zendedel, University of Amsterdam.*

Workshops - Thursday 26th March (see information sheet)

- 1 - Training for culturally competent healthcare. Chair: Dr Alexander Bischoff, University of Basel (**GEMS0-028**).
- 2 - Supporting communication in cross-cultural primary care consultations: implementing guidelines and training initiatives in RESTORE. Chair: Professor Chris van Weel, Radboud University Medical Center, Nijmegen, Netherlands & Australian National University (**GEMS0-016**).
- 3 - Combining Normalisation Process Theory and Participatory Learning and Action Research: Implications for Implementation Research – Chair: Dr Joe LeMaster, Kansas Medical School, Kansas, USA (**GEMS0-029**).

Parallel Sessions - Friday 27th March

1 - Cultural Competence (GEMS0-016)

Chair: Dr Erik Teunissen, Radboud University Medical Center, Nijmegen, Netherlands.

9.00 Evaluations of difficult cross-cultural situations and their impact on clinicians - *Dr Melissa Dominicé Dao, Geneva University Hospitals, Switzerland.*

9.20 Implementing systematic recording of patient 'additional needs' in Lothian: feedback from clinicians - *Dr Dermot Gorman (on behalf of Additional Needs and Diversity Information Task Force), Public Health, NHS Lothian, Edinburgh, Scotland.*

9.40 An assessment of cultural competence of community public health nursing - *Dr PJ Boyle, HSE Refugee Health Centre, Dublin.*

10.00 Providing health information for asylum-seekers in Hungarian Reception Centres – *Dr Erika Marek, University of Pecs, Hungary.*

2 – Training (GEMS0-028)

Chair: Dr Maria Papadakaki, Technological Educational Institute of Crete, Greece.

9.00 A cultural competence teaching framework for medical teachers: results of a Delphi study – *Katya Lanting, University of Amsterdam, Netherlands.*

9.20 Changing physicians' use of interpreters through assessment and case-based e-learning tools - *David Hunt, Critical Measures, LLC, USA.*

9.40 How to encourage nurses to pick up the phone? - *Mary Louise Daly, University Hospital Basel, Switzerland.*

10.00 Using film to present ethical interpreting in healthcare research results - *Dr Ima Jackson, Glasgow Caledonian University, Scotland.*

3 - Access to Care (GEMS0-029)

Chair: Francine van den Driessen, Radboud University Medical Center, Nijmegen, Netherlands.

9.00 Exploring how asylum seeking women respond to preventive health interventions: cervical screening as a case study. How is candidacy formed and maintained - *Professor Catherine O'Donnell, University of Glasgow, Scotland.*

9.20 How useful is 'candidacy' as a framework for understanding how migrants engage with preventive health? – *Anna Isaacs, University of Glasgow, Scotland.*

9.40 Identifying barriers to reproductive health services for migrant women in Geneva using a community-based participatory approach – *Dr Nicole Schmidt, University Hospital of Geneva, Switzerland.*