

## OVERALL INDEXES OF THE REPORTED MIGRANT VACCINATION PRACTICES

### TOTAL SCORES/programs:

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#### Nr. 1.

During this continuous practice inequalities and barriers in migrant immunizations have been addressed by training the care givers providing for migrants and by using cultural mediators in care giver-migrant interactions. The vaccinations are provided for free. The age and the country of origin of the migrants are taken into account, when accessing immunization needs. In our view an important aspect of this program is that it provides culturally competent care by training cultural mediators. The use of cultural mediators is associated with decreased communication errors, increased patient comprehension, equalized health care utilization, improved clinical outcomes, and increased satisfaction in foreign language speaking patients. The mediators are former refugees and belong to the refugee community themselves. They act as educators, health promoters, and navigators of the healthcare system for the refugee families. More specifically, they answer questions that patients and families may have about pharmacies, medications, illnesses, vaccinations, and health care as well as provide transportation to and from appointments for the patients. In addition, cultural mediators are bidirectional educators. They educate not only the patients, but also the providers by helping them understand what a patient and his/her family's experiences may be, particularly when it comes to illness and health. This may be as practical as learning about traditional remedies and as complex as promoting the understanding of health and illness in the context of the patient's spirituality or culture. They guide providers in giving the most appropriate treatment plan that incorporates cultural needs that are unique to each family. The cultural mediators and providers also participate in quarterly meetings. These meetings create a foundation for better understanding of cultural differences within communities. Another way the refugee medical home provides culturally competent care to its patients is by training its health care providers, relating to refugee health, so that the refugees that arrive to the clinic get the most appropriate and best care possible.

*TOTAL SCORE: 29*

(US)

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· The numbers of the individual programs do not reflect to hierarchy among the programs as several different practices were evaluated with the same scores.

Nr. 2.

In a program that targeted documented and undocumented migrants the language barrier was addressed by several means such as telephonic simultaneous interpretation system (in six languages) and the key documents were translated in several languages. Immunization was carried out with the collaboration of specially trained care givers. In addition to immunizations, other medical services such as pregnancy and postnatal care were provided, in collaboration with the EU/WHO funded project “Migrant Friendly Hospitals”

*TOTAL SCORE: 29*

(Spain)

Nr. 3.

A multilevel approach, mediated by cultural mediators was used in a program that targets migrant women giving birth. Access to immunizations is facilitated by the use of cultural mediators in the obstetric units of the hospital and in the vaccination center. In the initial encounter, which takes place in the obstetric clinic, the cultural mediator identifies the new mothers who are in need of linguistic and cultural mediation. Information is provided regarding the need of immunizations, their timing and how to access them. With the patients' consent and if she lives in the area of reference for the project, her contact information is recorded, which is subsequently shared with the local health unit. Cultural mediators from the health unit will then undertake active case finding of those newborns not accessing immunizations as of the schedule through telephone call or by mail.

*TOTAL SCORE: 29*

(Italy)

Nr. 4.

A confessional charity's organizational pathway was used to facilitate adult immigrants' access to the national health system, both for diagnostic services and immunizations. The first contact with the immigrants was at the charity's outpatient clinic, where the evaluation of the migrant health needs and particularly immunization needs was performed. A written consent form in the patients' language was obtained. Trained volunteers explained the process in order to access immunizations and handed out an illustrated brochure describing the steps of the pathway. The pathway included access to the hospital which provided the medical and laboratory services needed to evaluate the immunity status for preventable diseases included in the National Immunization Programme (including rubella in women of fertile age). Subsequently doctors at the charity's outpatient clinic would offer vaccinations based on each patient's immunity status. The duration of this periodic practice was less than 6 months.

*TOTAL SCORE: 29*

(Italy)

Nr. 5.

This continuous program is provided by the Red Cross organization at asylum seekers' hosting centers. The asylum seeker' hosting centers are facilities intended for the migrants, in whom freedom of movement is guaranteed are available. This has encouraged the design of specialized care packages for asylum seekers, in order to entitle them to the same rights as the citizens of the hosting country with respect to access to GPs and public hospitals. Vaccinations are provided based on the age of the migrants, by trained care givers. In the case of children, immunization is conducted in vaccination centers through the hosting center's referral system. Flu immunization, for all at risk individuals during the pandemic (adults and children), was also administered directly in the hosting center.

*TOTAL SCORE: 29*

(Italy)

Nr. 6.

Hard-to-reach populations such as migrants in difficult living arrangements and people without health insurance were the target group of this program. Besides offering medical treatment (including immunizations) psychosocial support was provided as well, which was anonymous and free. As needed, training for the care givers (professional providers) was part of the program.

*TOTAL SCORE: 29*

(Germany)

Nr. 7.

A network comprised of the local Social Security Office, the Office of Multicultural Affairs, the City Health Offices as well as the general practitioners were the service providers of this initiative. The program targeted members of the Roma and Sinti minority and migrants. Medical counseling and treatment (including immunizations) were provided. Training for the care givers was provided when needed. Another feature of this program, is that the immunizations services are provided at a native-language practice and consultation hour were tailored based on the working schedule of targeted migrants.

*TOTAL SCORE: 29*

(Germany)

Nr. 8.

People without health insurance and/or people without valid residence permit status (including migrants) were the target group of this practice. A wide aspect of services e.g. investigation and advice in health matters, immunizations, emergency treatment, referral to other medical specialists as needed, help and support at pregnancy and childbirth as well as referral to counseling services were provided. The immunization activities were carried out by trained health care givers within the frame of this program.

*TOTAL SCORE: 29*

(Germany)

Nr. 9.

Migrant farm-workers were targeted by this practice. Clinicians throughout the country were involved in this program that included administration of vaccinations in alternative settings like: clinics, farms, embassies and outreach settings. The intensity of the program fluctuated with migration season with greater emphasis during the school year. The practice took into account the time availability of the target group by providing services after hours and work-site/home-site interventions. Health providers, cultural mediators from the migrant community and migrant leaders were targeted during this project. The immunization profile is fully addressed and when available, multiple antigens are provided in one shot. Another noteworthy aspect, is that as a part of this practice the target population also gets the opportunity (partly) to evaluate the program.

*TOTAL SCORE: 29*

(US)

Nr. 10.

A regular (seasonal) vaccination program for migrant higher education students whose obligatory study and praxis conditions requires special additional vaccination is provided by the local university's occupational health service.

With a forward looking approach higher education students of EU Universities originated from non EU countries are making up a special target group of 'migrant workforce' vaccination programs. A significant proportion of them is planning to start and/ or complete his/her professional carrier in EU Member States. Mobility of health professionals – as an example – is a priority issue for the EU workforce market where some regions are suffering with the shortage of adequately trained personnel. Estimating and completing their vaccination status already during their study period will facilitate their integration into the health service area on the one hand and on the other hand already during their studies related practices there are unavoidable immunization requirements because of the interest of their own and their patients safety (E.g.: Hepatitis B vaccination). Service providers participated not in a special training, but the migrant-sensitive aspects were included in their regular professional training programs.

*TOTAL SCORE: 29*

(Hungary)

Nr. 11.

The target group of this program includes documented migrants and asylum seekers as well. This continuous service adapts the available health services (including vaccinations) provided through the local health units to the needs of migrants at outpatient clinics. The project aims at creating a knowledge base for providing, exchanging and developing good practice of health care services for undocumented migrants. Facilitating accesses of the program involves: interpreting, flexible opening hours as well as staff training. Cultural mediators were also part of this program.

*TOTAL SCORE: 27*

(Italy)

Nr. 12.

Regular and irregular migrant workers and their families were targeted by this practice that focuses on the health prevention and included immunizations for migrants. Sensitization activities have targeted GPs, volunteer and charity organizations, as well as social services in order to promote to health services. Particular attention is given to infectious diseases and immunization. Specific priorities are Hepatitis B and TB.

*TOTAL SCORE: 27*

(Italy)

Nr. 13.

This initiative has made an office ("call centre") available for all migrants. Their service is provided by the Local Health Unit (grown from collaboration between the local health unit and a confessional charity organization). The special characteristic of this continuous project is that it is carried out by trained voluntary migrants coming from different ethnic communities. They provide information and guidance especially to those ethnic groups who have language and cultural barriers. The office is open Monday to Friday and volunteers speak several languages. Within the frame of this practice vaccinations are not directly

provided however information barriers preventing access to services, including immunization, are addressed.

*TOTAL SCORE: 26*

(Italy)

Nr. 14.

The target group of this continuous practice involves all migrants (any status), but focuses on those that are homeless or destitute. Vaccinations are provided. It is important to note, that they provide support in the access and use of hospital services and other social and health services in the local territory. Access is facilitated through interpreting, cultural mediation, translated information and education material, flexible opening hours and staff training (inter-health board intercultural mediation procedure and health board procedures for information and welcoming).

*TOTAL SCORE: 26*

(Italy)

Nr. 15.

Asylum seekers, refugees, sex workers and Roma-Sinti communities are targeted by this practice, which takes place in the local health unit. This initiative consists of actions set up within the public health system to enable migrants to access services including immunizations.

*TOTAL SCORE: 26*

(Italy)

Nr. 16.

The target group of this continuous project is migrants living longer than 3 years in the hosting country. Services are provided by the national Red Cross and involve counseling and education in day care centers about essential vaccinations and health care. Training for the care givers is a consistent part of the program, and addresses both health care professionals and those care givers (health professionals, social workers etc) that work in the migrant community.

This program is strictly an educational program and vaccinations are not provided.

*TOTAL SCORE: 25*

(Germany)

Nr. 17.

This continuous program targets migrants and focuses on health promotion: counseling and education about health care for migrants. It is an outreach program settled in different languages and provided by trained health care professionals. This program is exclusively an educational program. It is important to note, that no immunization is provided for the target group within this practice.

*TOTAL SCORE: 25*

(Germany)

Nr. 18.

The target group of this program involves immigrants or people with migration background and aims at strengthening the migrants' personal responsibility for health, alleviating the usage of preventive services, reducing inequalities in respect to health opportunities and

facilitating the access to relevant health information. The program addresses the language barrier as it is available in 15 languages.

In the frame of this program, vaccinations are not provided. However, the program fulfills all viewpoints of 'Mobilization / way of motivation' of the target group, thus we can establish that the service providers have used all tools to reduce inequalities, facilitate the access to relevant health information and inspire confidence for health care.

This program trains previously successfully integrated migrants to become intercultural health pilots, mediators. Another strength of this practice is the self-consistent accomplishment of events in the living space of the migrants as well as the availability of information on health promotion and prevention in the native language.

This program has measured a significant increase in the immunization coverage of the target population after its implementation.

*TOTAL SCORE: 25*

(Germany)

Nr. 19.

This continuous program focuses on undocumented migrants and persons excluded from the public health consultations. It includes medical, social services and mental health consultations. It is settled in both socio-medical assistance centers and mobile units. An annual "Report on Social Exclusion" is also part of the program. The fully covered immunization profile and the sustained financial coverage that is using several sources are further strengths of this practice.

*TOTAL SCORE: 25*

(Spain)

Nr. 20.

This program focuses on all groups of migrants, including migrant workers.

In this initiative a cultural mediator facilitates the evaluation of the migrant's needs. The trained cultural mediator informs the migrants about confidentiality, the administrative procedures, their possibilities to access health care services, explains the need and indications of procedures/treatments. The health operator can activate the cultural mediator service by phone or by fax from Monday to Friday and at least 24 hours before the need. The service can be offered by telephone or with the participation 'in situ' of the cultural mediator.

*TOTAL SCORE: 25*

(Italy)

Nr. 21.

This continuous immunization program targets those immigrants, who do not comply with the rules on entry and residence (undocumented migrants) in order to ensure the necessary medical care. Health education material are available for them, the language barriers have been addressed and the immunizations included in the National Immunization Programme have been provided free of charge.

Specialized staff provides medical and nursing assistance to non-EU nationals. In addition the specialized staff takes care of bookings for consultations with the local health authorities. This practice also takes into account the time availability of the target group: services are provided in the afternoon hours.

Foreigners who require specialized assistance/services are charged only the cost of the so-called "ticket" without further costs for examinations or analysis.

*TOTAL SCORE: 25*

(Italy)



Nr. 22.

This initiative carried out with a mobile health station: a reconverted bus, which visits different locations, provides services in the target groups' living space, or at their workplace. Thus patients are being sought for by the care givers, are supplied with information and counseling concerning vaccinations and they can be vaccinated on site. All immunizations are made available to the target group.

*TOTAL SCORE: 25*

(Germany)

Nr. 23.

The target groups of this program are all immigrants (undocumented migrants and refugees, etc.). This continuous service is provided by volunteer doctors, and offers all medical services. Apart from medical services temporary housing, food, clothing and legal advice are provided. The main strength of the program is the fully covered immunization profile, and the fact that vaccinations are provided without charge.

*TOTAL SCORE: 23*

(Spain)

Nr. 24.

This temporary program focuses especially on asylum seekers (both adults and children). The main goal of the program is to improve the immunization status of asylum seekers. Activities include counseling on immunizations with the collaboration of cultural mediators, proposals of immunization based on the age, known vaccination status. Additionally, antibody tests are performed to evaluate the antibody titers in order to assess the immunization needs of the asylum seekers. All activities performed are free of charge.

*TOTAL SCORE: 22*

(Italy)

Nr. 25.

This program focuses on non-EU immigrants who, for their condition (indigence, illegality, social exclusion, etc.), do not benefit of the national health system.

The service provider is mainly attended by young adults who work in construction or as care givers for the elderly and disabled. Besides the use of interpreters, cultural mediators and education material, the activities include also courses and events to enhance the compliance of migrants. Migrant community leaders were used only in Roma camps.

Services are provided with the support and collaboration of a local NGO which organizes cultural and educational courses and events for immigrants. The program took into account also the time availability of the target group. Another specific feature of the program is the use of the antibody tests, which are performed to verify the immunization status of each patient is to identify the need for immunization (that is provided free of charge).

*TOTAL SCORE: 22*

(Italy)

Nr. 26.

This practice focuses especially on migrant children. The main goal of the project was to improve access to immunization services within the local health unit. Vaccinations are also carried out in all centers. The main strengths of this program are the prepared information

brochures, leaflets in numerous languages which explain the importance of vaccinations for the children, e.g. which disease could be prevented or when and where to get the immunizations for the children (including the Health Units addresses and telephone numbers).

*TOTAL SCORE: 22*

(Italy)

Nr. 27.

This continuous project is focusing on the field of cultural and linguistic mediation to improve the access of all migrants to immunizations. The collaboration of mediators is activated when needed, before the immunization session, in order to breach the communication barrier and improve adherence to the vaccination plan. In addition informative leaflets and handouts on vaccinations have been translated to several languages within the frame of this project. These documents are also available online.

Immunization takes place in public clinics, where the following materials are also translated: information brochures on individual vaccinations, anamnesis modules, informed consent module and informative leaflet on immunizations in general.

One special feature of this program is the collaboration of cultural and linguistic mediators and the wide range of translated materials concerning several aspects of health care, and that these documents are also available online.

*TOTAL SCORE: 22*

(Italy)

Nr. 28.

The main target group of this continuous program involves regular and irregular migrants, including documented migrant workers.

All children in the regional municipalities can access immunizations without a specific request from the general practitioners. It is sufficient for parents to access the vaccination center and immunizations will be offered to their children on the basis of the immunizations already carried out in their countries of origin or in other health units. Also adults in need of immunizations for instance for occupational reasons can access this service. The individual immunizations provided take into account the age, the occupational risk as well as the country of origin of the migrants. The vaccination practice is carried out in all the vaccination centers; the vaccines in the National Immunization Programme are free of charge.

The Local Health Unit also produced a set of guidelines in different languages to provide immigrants with information about their rights in Health Access.

*TOTAL SCORE: 22*

(Italy)

Nr. 29.

A temporary vaccination campaign was implemented for migrant workers.

This program organized a campaign that included doctors, cultural mediators, voluntary organizations as well as regional civil defense. The initiative had a multilingual character: materials (records, vaccination cards, international vaccination certificates, and informed consent forms) to record the activity and to provide documentation of all vaccinations were prepared, translated and printed.

Cultural mediators and interpreters explained the provided services in the mother tongue of immigrants and/or French or English. The participation to the program was voluntary. Another important aspect: much of the activity was carried out during the evening hours in order to reach the people who were returning from work in the surrounding fields.



Adherence was significantly higher than expected. About 1000 immigrants were vaccinated free of charge against: meningococcal disease, diphtheria, tetanus, pertussis, hepatitis A and B, and typhoid fever. Most of them completed the planned cycles and were also screened for tuberculosis.

*TOTAL SCORE: 22*

(Italy)

Nr. 30.

This continuous program aims to promote access to health care, including free immunization for children of migrants. The program attempts to strengthen preventive endeavors ensuring access to immunization on time and improving knowledge about this field. The vaccination practice is carried out in all the vaccination centers of the country.

*TOTAL SCORE: 22*

(Italy)

Nr. 31.

The target groups of this ongoing continuous program include regular and irregular migrants, including migrant workers.

The aim of this initiative is to promote access to socio-sanitary services, in a view of immigrants' reception and rights protection. The interventions were developed in two directions. On one side it offers direct support to immigrants and on the other it supports health facilities that assist foreign patients.

It is reported that vaccination practice forms a consistent part of the program, however no information was reported regarding immunization profile.

The main strengths of the program are the services, which include information and guidance of the immigrant population on the procedures to access to health services; information and guidance of the immigrants who are not covered by the NHS for their application to the "STP code" (stranger temporarily present) and the "ENI code" (European not registered). Furthermore, intervention, if required, in health care facilities that assist or hospitalize immigrants; as well as linguistic and cultural mediation, with the help of mediators of foreign nationality. It also provides a link to the local 'Primary health care centre for the reception of temporary resident strangers' that is based at the public Health Clinic. Moreover, an informative leaflet called "immigrants and health" is available in several languages. It provides useful and clear information on the immigrant sanitary assistance.

*TOTAL SCORE: 21*

(Italy)

Nr. 32

This continuous project targets at asylum seekers and undocumented migrants. The program included information events in homes for asylum seekers in the region, checkups of the immunization cards as well as individual consultations and recommendations for the asylum seekers. The authors emphasized that this program is only a consulting service, not including immunization.

*TOTAL SCORE: 21*

(Germany)

Nr. 33.

This continuous educational practice focuses particularly on children of migrants. The information materials (regarding immunization and basic hygienic rules) that were prepared in seven different languages also included drawings made by children.

*TOTAL SCORE: 19*

(Italy)

## References and Materials

Nr. 1.

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Nr. 2.

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**Material:**

Website in different languages;

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Nr. 9.

**We have not received any further references and materials.**

(US)

Nr. 10.

**none defined**

Nr. 11.

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Nr. 12.

**No link available**

Nr. 13.

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Nr. 15.

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“Immigrati e Servizio Sanitario Regionale: Equità nell’accesso ai Servizi e valutazione della performance

A cura di: Margherita Giannoni, Paola Casucci, Samuele Bini, Paola Federici, Zahara Ismail, Lamberto Briziarelli

RAPPORTO PEHRG 1/2010 Perugia, Maggio 2010

<http://www.sanita.regione.umbria.it/resources/Risorse/Immigrati%20e%20servizio%20sanitario%20regionale.pdf>

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or

[http://www.aslmi1.mi.it/index.php?option=com\\_docman&task=cat\\_view&gid=644&Itemid=368](http://www.aslmi1.mi.it/index.php?option=com_docman&task=cat_view&gid=644&Itemid=368)

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Consultorio familiare

[http://www.asl.lodi.it/pdf\\_doc/consultorio/opuscolo\\_multilingue/opuscolo\\_generale.pdf](http://www.asl.lodi.it/pdf_doc/consultorio/opuscolo_multilingue/opuscolo_generale.pdf)

Guidelines on Health Service utilization

[http://www.asl.lodi.it/pages/assist\\_stranieri/assist\\_stranieri.html](http://www.asl.lodi.it/pages/assist_stranieri/assist_stranieri.html)

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[http://www.strill.it/index.php?option=com\\_content&view=article&catid=1%3Aultime&id=33364%3Aregione-attivata-campagna-vaccinazione-per-immigrati&Itemid=87](http://www.strill.it/index.php?option=com_content&view=article&catid=1%3Aultime&id=33364%3Aregione-attivata-campagna-vaccinazione-per-immigrati&Itemid=87)

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<http://www.saluter.it/documentazione/rapporti/organizzazione-dellassistenza-ai-cittadini-stranieri-progetto-regionale>

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Nr. 33.

**No link available**