



Universität Hamburg  
DER FORSCHUNG | DER LEHRE | DER BILDUNG



Department of Medical Psychology  
Study Group Psychosocial Research of Migration

Deutsche Aktionstage Nachhaltigkeit an der Universität Hamburg,

## **Multilingualism in Hospital setting - *Needs, resources and practices***

Mike Mösko, Juliette Maggu, Kristin Bührig, Gabriele Vogt, Holger Schulz

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Universitätsklinikum  
Hamburg-Eppendorf

# Research Team

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Mike Mösko



Juliette Maggu



Kristin Bührig



Gabriele Vogt



Holger Schulz

20% of Germany's population have a „migration background“

Statistisches Amt für Hamburg und Schleswig-Holstein, 2013

56% of Hamburg's population under 18 has a migratory background

Statistisches Amt für Hamburg und Schleswig-Holstein, 2013

Rising number of patients and employees with foreign language skills in health care system in the upcoming years

Möske, Dingoyan & Schulz, in press

- Cultural and linguistic enrichment for society
- Challenges for the health care system



„Health care services should develop an attitude that is respectful towards the different cultural needs of their patients“



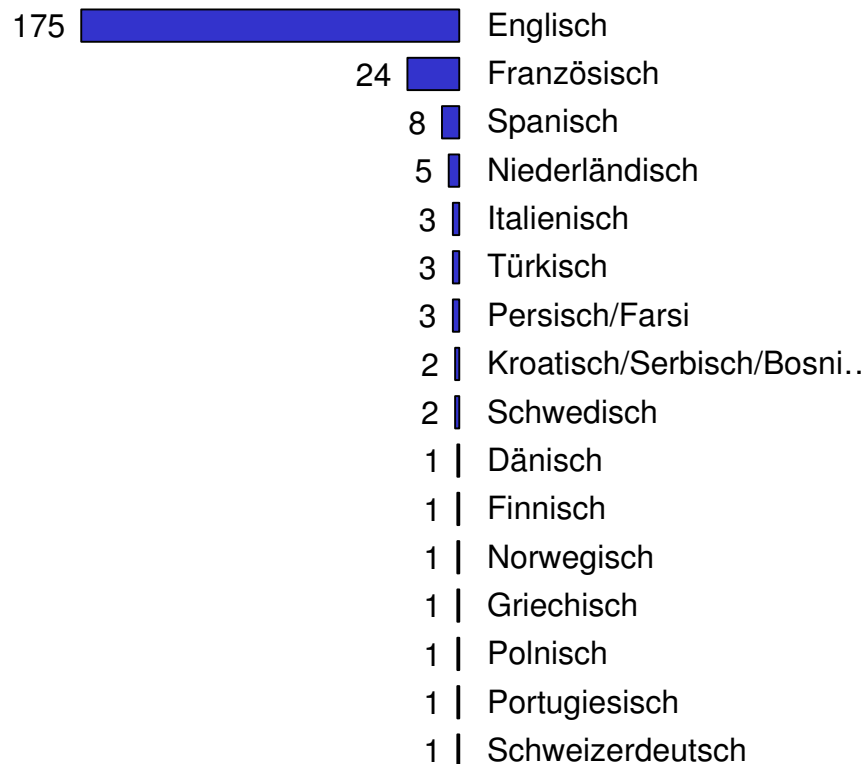
- Lower utilisation rate of in and outpatient (mental) health care services of migrants (Odening et al. 2013, Meier, 2008, Mösko et al., 2013, Mösko, et al. 2011)
- Lower outcome quality of some migrant groups in in- and outpatient psychotherapy (Maier 2008; Mösko et al., 2011)
- Language and culture barriers are the main difficulties for the access to health care services (Bischoff, et al. 2003; Mösko 2015)
- Numbers of patients how are not able to speak sufficient German health care system is estimated to be 5% (Odening et al., 2013; Deininger, 2007)



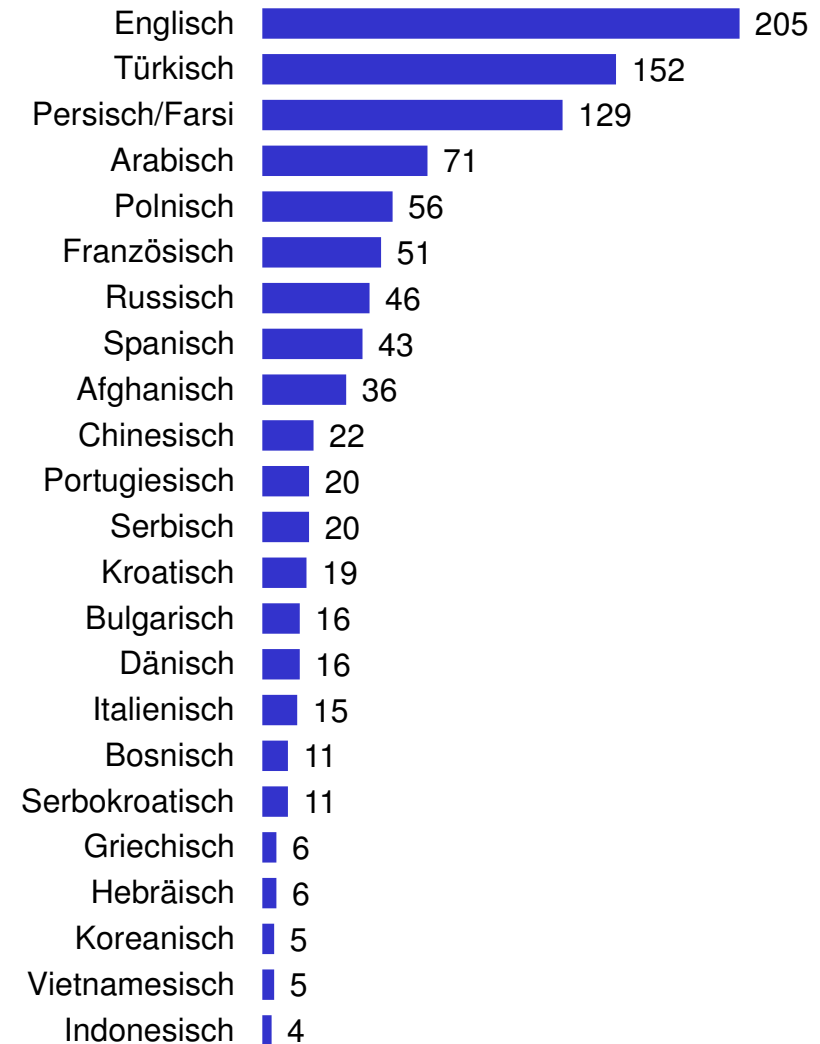
# Outpatient mental Health Care Service in Hamburg

## *Foreign languages*

### Offered foreign languages (GKV; PP)\*



### Demand (1. Quarter 2014)\*\*



Quellen: \*Psychotherapeutenkammer HH, 06.06.2014;

\*\* Dr. Riedel, [www.psych-info.de](http://www.psych-info.de), 09.06.2014

No legal regulations for the implementation of professional language assistance like e.g. Sweden

(Bäärnhielm & Mösko, 2013)

Strategies to overcome language barriers:

- “Talking with hands and feet”
- Interpreting aid by family members, friends or colleagues
- Use of qualified interpreters
- ....



Source: <https://igorristic.files.wordpress.com/2012/03/the-doctor-patient-relationship2.jpg>

## Interpreting aid by family members



Source: <http://dialog.inter-pret.ch/de/filme/missslungene-kommunikation-23.html>



## Short term project goals

- Situation analysis on multilingualism in inpatient health care services

## Long term project goals

- Improvement of regular health care services for patients that do not speak German as their native language sufficiently enough

## Main research questions

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- Which language resources do employees have, how and to what extent are they used?
- How many limited-German-proficient patients are attending the hospital and which languages do they speak?
- How are communication barriers handled in day-to-day work?
- What kind of support do employees in health care services need to attend limited-German-proficient patients?

Cross sectional design on all workforces at two clinics of the University Medical Center Hamburg-Eppendorf

- Department of psychiatry & psychotherapy
- Department of oncology & hematology

Integration of staff members of all different professions involved in patient care:

- Administrative staff
  - Doctors
  - Nurses and doctor's assistants
  - Psychologists
  - Specific therapists
  - Cleaning staff and food supply assistants
- } N = 697
- } N = 47

### Recruited staff:

- Cleaning staff: 12 out of 16 (76% response-rate)
- Food supply assistants: 27 out of 31 (87% RR)
- In Total: 39 out of 47 (83% RR)



Source: <http://www.movementdisorders.org/MDS-Files1/HPSIG.jpg>

**Country of birth:** 45% born outside Germany

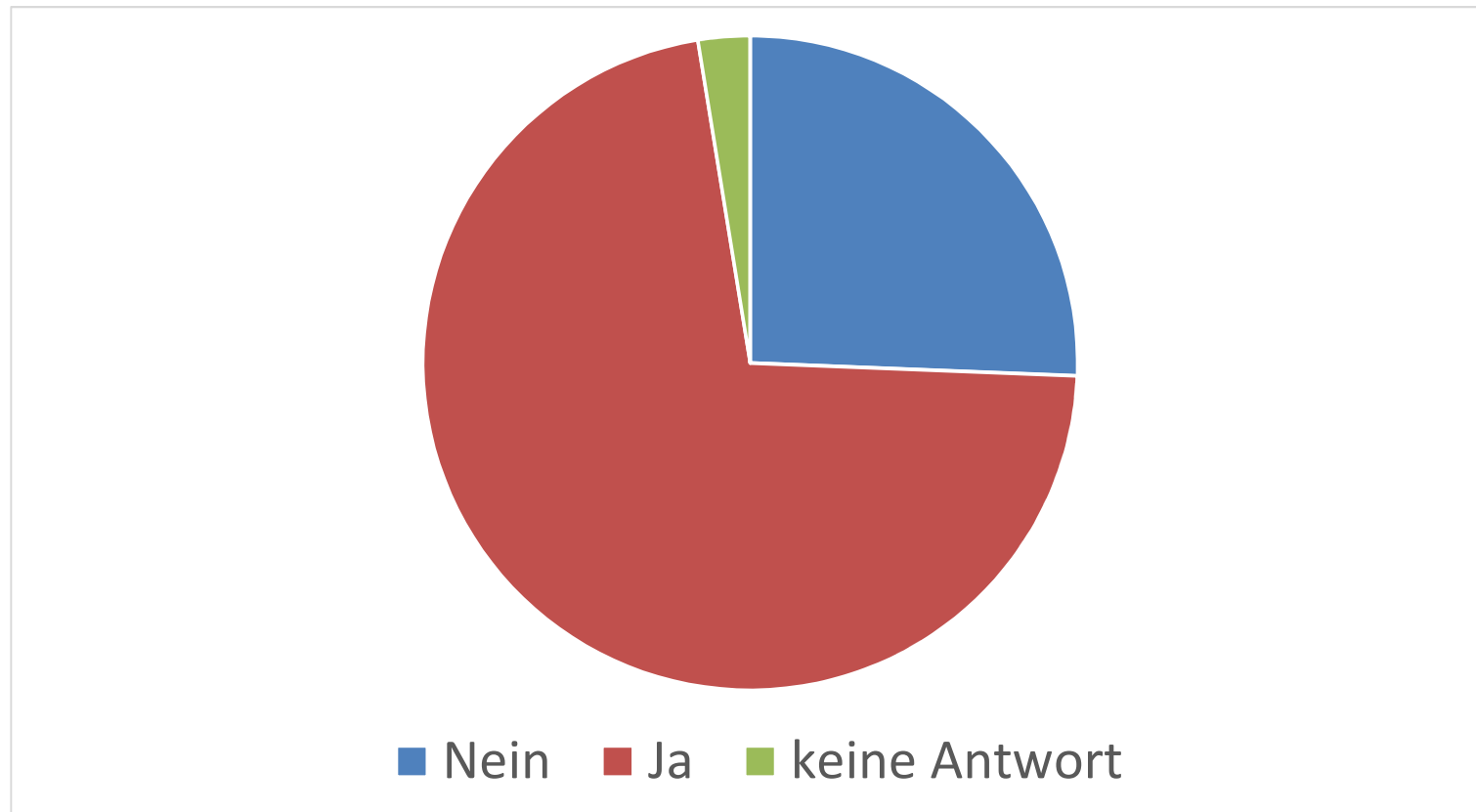
**Mother languages (N=39)**

1. German: 19
2. Spanish: 3
3. Portuguese: 2
4. English: 2
5. Serbo-Croatian : 12
6. French: 1
7. West-African languages: 2
8. Other languages: 4

**=> 2/3 have a foreign mother language**

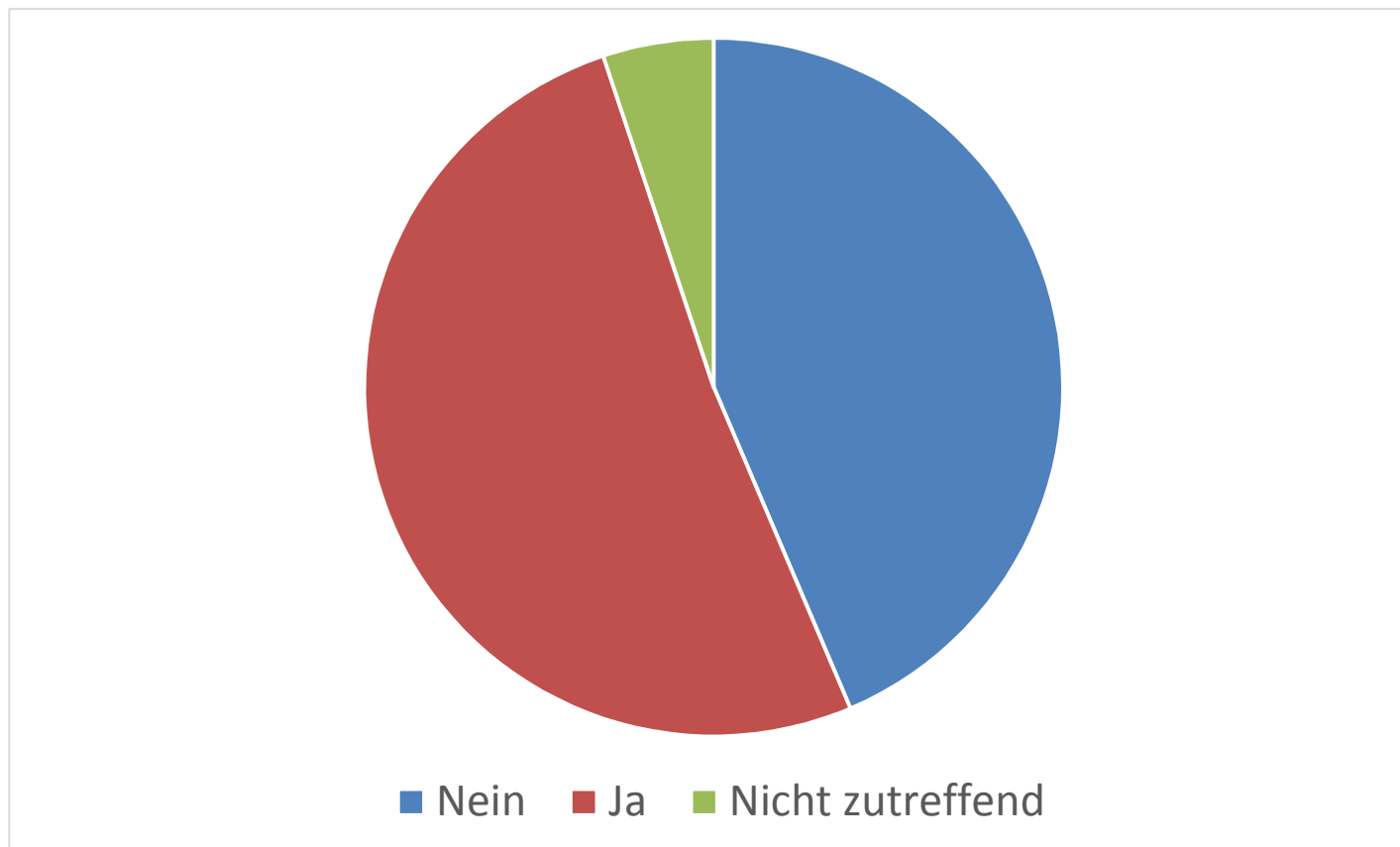
## Results – Language Usage

Have you used a further language at work in the last month beside German ?



## Results – Language Usage

Did it happen, that you support other persons at work with patients who do not speak sufficient German?



## Results – Language Usage

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Did it happen, that you support other persons at work with patients who do not speak sufficient German?

- With, translating texts: 2,5%
- With communication with patients: 52,5%

Appreciation of the language support (very much)?

- Patients: 50%
- Colleagues: 25%
- Head: 13%

Do you need support in your work with non-German speaking patients:

Yes: 65%

- With interpreters
- Flyer for food
- ...



- Cleaning staff and food supply assistants have substantial language competencies
- These competencies are used in clinical setting
- Conflict appears between the professional role (duties) and clinical needs
- ...

- Completing the main study with a response-rate of at least 40%
- Presenting and discussing the findings with personal of the two clinics
- Initiating measures in order to improve the service for (some) Migrants



Australian Government  
Department of Immigration  
and Border Protection



When you  
need an  
interpreter,  
phone  
131 450



**Nepali**

रोषाखे चाहिँदा, 131 450 मा फोन गर्नुहोस्

**Pashtu**

کوم وخت چې کاسو ژباړونکي ته اړتیا لری  
شماره 131 450 ته زنگ ووهئ

**Russian**

Когда вам потребуется переводчик,  
позвоните по номеру 131 450

**Serbian**

Када вам треба преводилац,  
јавите се на 131 450

**Somali**

Markaad u baahato turjumaan, ka  
wac 131 450

**Spanish**

Cuando necesite un intérprete,  
llame al 131 450

**Tamil**

உங்களுக்கு ஒரு உரைபெயர்ப்பாளர்  
தேவைப்படும் போது, 131 450 என்ற  
இலக்கத்திற்கு அழையுங்கள்

**Thai**

เมื่อ您需要ล่ามภาษาอื่น โทรหาเราที่ 131 450

**Turkish**

Bir tercümana ihtiyacınız olduğunda,  
131 450 numaralı telefonu arayın

**Vietnam ese**

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điện thoại số 131 450

[www.tisnational.gov.au](http://www.tisnational.gov.au)

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Thank you for your  
attention!

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**Dr. Mike Mösko**

Head of Study Group Psychosocial Research of Migration

Phone: +49 (0) 40 7410-59743

Telefax: +49 (0) 40 7410-54940

[mmoesko@uke.de](mailto:mmoesko@uke.de)

[www.uke.de](http://www.uke.de)

