

OP26.6

Improving primary health services delivery in multicultural context at Hakunila Health Center in Finland. (Health Services Improvement Intervention, Pilot Project - Part.I)

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Background: Global migration brings constant challenges to primary health care (PHC). Cultural disparities/misunderstandings may hinder quality of delivered services and burden PHC if not acknowledged. Hakunila´s Health Center provides services to 18000 people. Proportion of immigrants increased fast and comprises more than 20% of population. Increased cultural divergences in Finnish context started to burden quality of delivered services, decreasing efficiency of treatment and prevention of diseases. Making patient segment of immigrants vulnerable, especially when resources are limited. Whole situation is novel for Finns as well, improvement of both way communications is needed.

Aim of this project is to improve access of immigrants to provided PHC and to create/improve two-way communication channels with health professionals. To combat YPLL, DALY, improve HALE and as result - to decrease future financial burden for PHC.

Methods: Action team established: consists of group of Hakunila´s staff with deeper understanding of immigrants' health care needs. Specialist in multicultural communication is involved upon the need.

Processes planned: increasing understanding of cultural aspects related to disease perception among immigrants; improving communications with patients; access to personal nurses for those with multiple morbidities; staff mentoring on specifics of multicultural aspects of health care process; adaptation of exiting efficiently working practices of Finnish health care to immigrants` needs; to improve immigrants involvement in to treatment process and benefiting from cross sectional collaboration for public health purposes.

Expected Results:

- Better understanding and meeting health care needs among immigrants in Hakunila Health Center.
- Improving of adaptation and integration of immigrants within Finish community as result improving community health.
- By improving communication, integration and adapting services for immigrants´ needs decreasing existing financial burden within community and PHC as well burnout of Health Center personnel.
- Integrating pilot project into constant working process.