

HEALTH EVIDENCE NETWORK SYNTHESIS REPORT 64

What are the roles of intercultural mediators in health care and what is the evidence on their contributions and effectiveness in improving accessibility and quality of care for refugees and migrants in the WHO European Region?

Hans Verrept



The Health Evidence Network

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Health Evidence Network synthesis report 64

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Abstract

Intercultural mediators are employed to resolve linguistic and cultural barriers in a variety of health-care contexts. This report examines the main roles performed by intercultural mediators in health care across the WHO European Region and analyses evidence on their effectiveness in improving accessibility and quality of care for refugees and migrants, and the factors that enable them to have a positive impact. The beneficial impact of intercultural mediators is hindered by a lack of professionalization, insufficient training and the non-systematic and inconsistent implementation of intercultural mediation programmes. Developing training programmes and accreditation systems, further research into the effectiveness of intercultural mediators in health care, and the development of strategies that guarantee access to intercultural mediators in health care wherever and whenever needed will enormously improve the quality of health care for refugees and migrants.

Keywords

CULTURAL COMPETENCY, CULTURE, LINGUISTICS, TRANSIENTS AND MIGRANTS, REFUGEES, DELIVERY OF HEALTH CARE, EUROPE

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ABBREVIATIONS

HEN	Health Evidence Network
MIPEX	Migrant Integration Policy Index
NGO	nongovernmental organization
TIME	Train Intercultural Mediators for a Multicultural Europe (project)

CONTRIBUTORS

Author

Hans Verrept

Head of Intercultural Mediation and Policy Support Unit, Federal Public Service Health, Food Chain Safety and Environment, Brussels, Belgium

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Peer reviewers

David Katan

Professor, University of Salento, Lecce, Italy and Research Fellow, University of South Africa, Pretoria, South Africa

Adeline Degratet

Referent for Intercultural Mediators, Médecins Sans Frontières, Operational Centre of Brussels, Belgium

Editorial team, WHO Regional Office for Europe

Division of Information, Evidence, Research and Innovation

Nils Fietje

Research Officer, Evidence for Health and Well-being in Context

Shanmugapriya Umachandran

Consultant, Evidence for Health and Well-being in Context

Division of Policy and Governance for Health and Well-being

Santino Severoni

Acting Director, Division of Health System and Public Health, and Coordinator, Migration and Health programme

Soorej J Puthoopparambil

Senior lecturer in Global Health, International Maternal and Child Health (IMCH),
Department of Women's and Children's Health, Uppsala University, Sweden and
External Consultant, Migration and Health programme

Elisabeth Waagensen

Consultant, Migration and Health programme

Health Evidence Network (HEN) editorial team

Kristina Mauer-Stender, Acting Director

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