


Co-production of healthcare service with immigrant patients – a scoping review

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OPEN Open Patient data Explorative Network


Odense University Hospital / Denmark






Immigrants in Health Care


- Immigrant patients often fall between the cracks when maneuvering through the healthcare system




How to create the best possible value for both, immigrant patients and the healthcare system?



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Co-production with immigrant patients




What?
A qualitative research design to find out if and how co-production with immigrant patients works in the healthcare system

How?

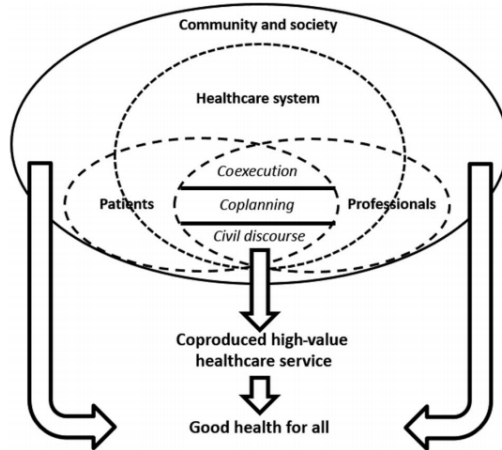
- Scoping review on the existing literature
- Ethnographic fieldwork at the Migrant Health Clinic / Odense University Hospital/DK

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The framework behind... (Batalden et al. 2015)



Community and society

Healthcare system

Coexecution

Coplanning

Civil discourse

Patients


Professionals

Coproduced high-value healthcare service

Good health for all

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Using a language the patient understands

How to?
Getting a feel for how to talk to one another

- Taking extra time pays off
- Simplified language
- Non-verbal communication
- Using interpreter

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Creating a safe space based on trust and patience

How to?
I see you, I hear you and I try to understand you

- Allowing trust to be build little by little
- Exercising patience
- Kindness, empathy, respect, humor

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Respecting the patient as an expert of his own life

How to?
Creating a shared starting point by listening to the patient's story and worries

- Curiosity and learning about a patient's underlying cultural background for their priorities
- Family situation?
- Acknowledging resources and other priorities

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Being courageous to think (act) out of the box

How to?
Being creative in helping the patient to move forward in life

- Tailoring interventions to the patient's reality
- Thinking/acting holistically
- Accepting a "rich & messy" process

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Engaging in self-reflection

How to?
Taking a step back and not letting harmful stereotypes affect one's judgement

- Being aware of own assumptions
→ can block the process or lead to too much or too little care
- Trying to put yourself in their shoes

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An organization that is ready for co-production

How to?
Sharing a consensus on what is important

- No "tokenistic gesture"
- Having structures in place
- Allocating resources

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Thank you very much!

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