

DISCOVERING NEW SEAS OF KNOWLEDGE

Technologies, environments and users in the future of health libraries



Understanding the unique needs of immigrant patients: a new challenge also for biomedical libraries in Italy

*Ivana Truccolo**, *David Wiljer*^o, *Emanuela Ferrarin**, *Daniela Capone**,
*Anila Kardashi*** *Maurella Della Seta*[^], *Paolo De Paoli**
*CRO Aviano**, *Oncologic Institute, Bari***, *ISS Rome*[^]
(Italy), *PMH Toronto*^o *(Canada)*,



INTRODUCTION

Traditionally, Italy has been known as a country of *emigration*, above all in the last two centuries and around the two world wars



Immigration to Italy

Immigration is a new issue for Italy where there is not a tradition of coping with the problems related to the phenomenon of Immigrant populations



Actually, debates, news and studies of immigration, multiculturalism and racism...have been growing intensively in the last twenty years

Some demographic indicators

❖ Foreign resident Population in Italy is rapidly increasing, ie:

❖ 6.5% of the total population in 2008

❖ 7.1% in 2009 (about 60,000.000 tot pop. in 2009)

❖ Population of Italian citizens is decreasing every year:

❖ - 0,8‰ Jan 2010 vs 2008

❖ elderly population (65 and over) is increasing:

❖ 20.2% of the population (Jan 2010)

❖ 18.1% in Jan 2000



[Immigrants and health in Italy]

- ✓ A foreign citizen living in Italy, with a valid Permit of Stay has the same rights as Italian citizens to medical assistance assured by the National Health Service (Servizio Sanitario Nazionale – SSN)
- ✓ Also a foreign citizen living in Italy without a valid Permit of Stay can make a voluntary enrolment with SSN...



- ✓ There are many controversial issues about immigration in Italy.... <http://www.stranieriinitalia.it/>

Some Key points

- ✓ dramatic grow of immigration for almost twenty years in Italy
- ✓ high birth rates among immigrants
- ✓ increase of paediatric population
- ✓ increase of the number of foreigners over 60 years of age requiring healthcare including oncologic care
- ✓ low health literacy of many immigrants..

Some of the immigrants needs are related To Information and Education topics



Some concepts using the MESH definitions

Health Literacy

Degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions

Emigrants and Immigrants

People who leave their place of residence in one country and settle in a different country

Libraries, Hospital

Information centers primarily serving the needs of hospital medical staff and sometimes also providing **patient education** and other services.

Is there something in common?

Some concepts using the MESH definitions (2)

2: Patient Education Handout [PT]

Works consisting of a handout or self-contained informative material used to explain a procedure or a condition or the contents of a specific article in a biomedical journal and written in non-technical language for the patient or consumer

1: Patient Education as Topic

The teaching or training of patients concerning their own health needs.

Libraries, Hospital

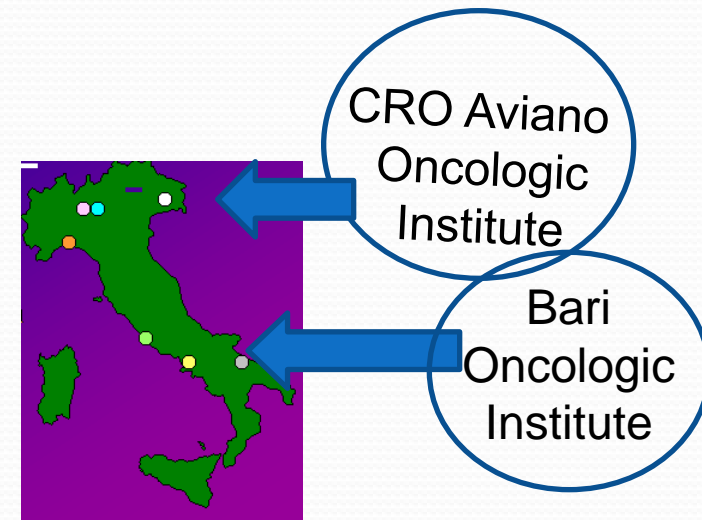
Information centers primarily serving the needs of hospital medical staff and sometimes also providing **patient education** and other services.

Is there something in common?

The context



The Centro di Riferimento Oncologico (CRO) of Aviano, North East of Italy (1984) is one of the eight Italian Cancer Comprehensive Centres (IRCCS)



❖ IRCCS are both Hospitals and Research Centres

Networks and collaborations

❖ Since 2006 we have a close collaboration with the Princess Margaret Hospital (PMH), UHN, Toronto (Canada)



❖ Networks in Italy

❖ “Alliance against Cancer” (2002)

<http://www.alleanzacontroilcancro.it> : close collaboration with ISS, Rome, Bari Oncologic Institute and FAVO, the Federation of Cancer Patients Associations

❖ OECI in Europe <http://www.oeci-eeig.org/>



The PMH, UHN portal for Patient Education



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HOME / PATIENTS & VISITORS / HEALTH INFO

Health Information Patient Education

"The wealth of information provided to me has made me feel more 'in control' of my own health." - UHN Patient

News & Events

- [Seniors' Health](#)
- [Psychosocial Oncology](#)
- [Stroke Awareness](#)
- [Calendar of Events \(Princess Margaret Hospital\)](#)

- [Patient & Family Library](#)
- [Monthly Talks \(Princess Margaret Hospital\)](#)
- [Monthly Talks \(Toronto Western Hospital\)](#)

UHN provides a wide range of services across its three hospital sites through its Patient Education Network. This section provides general health information for our patients and their families on services we provide. Please consult your family physician if you have any concerns about your own health.

I.Truccolo, CRO Aviano, Italy

UHN brochures and pamphlets are available in Portable Document



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UHN Patient Education

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[Visiting the Hospital](#)
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[Patient Safety](#)
[Your Health Record](#)
[Your Appointment](#)
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CRO Patients Library

University Health Network
 Achieving Global Impact

English Medium

Help View By Floor View By Clinic View By Treatment View By Service

View By Service :: Child Services :: Magic Castle

Main Floor

i Tumori in Friuli Venezia Giulia
Conoscere per Prevenire

Passaggio al CRO
 voci di pazienti, volontari e cittadini

Cignoweb.it

20/01/2010

CRO AVIANO Alleanza contro il cancro

Risorse informative di qualità per pazienti, familiari e cittadini

I.Trudotto, CRO Aviano, Italy

SCUSI... POSSO AVERE UN'INFORMAZIONE?
 Guida all'uso del territorio intorno al CRO

NON MI SENTIRÒ COME STO MA DIMMI COSA C'E FUORI

Testimonianze di giovani malati di tumore

Personalized healthcare

✓ At our Institute personalized healthcare is one of the milestones

✓ One of the goals of the Patients Library – a section of the CRO Scientific & Patients Library - is delivering personalized supplementary information to patients, their relatives and citizens in general...

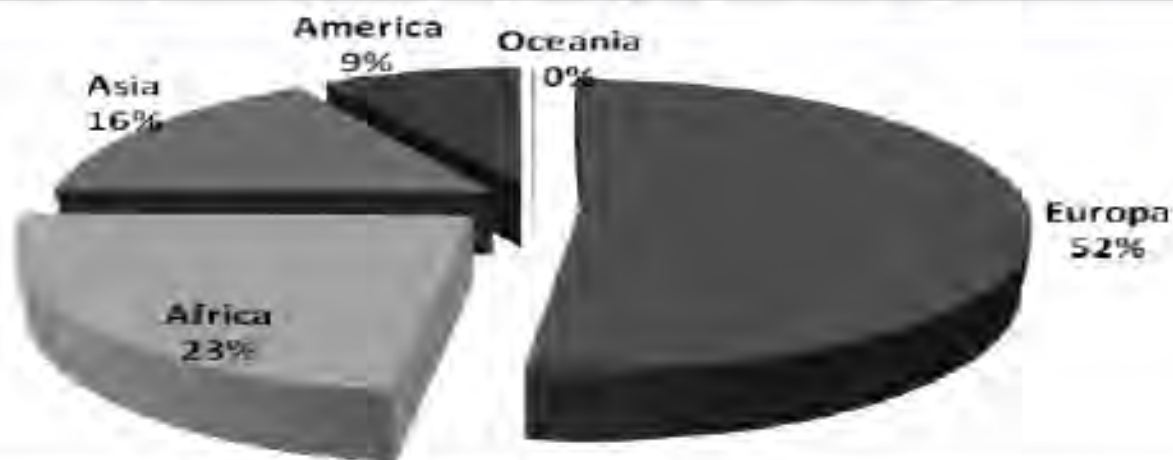


✓ where information is part and parcel of the healthcare/therapeutic process



Foreigners in Italy by country of origin

ITALIA. Stranieri residenti per continenti e principali paesi d'origine



| Paese | Residenti (Istat) | | Presenze regolari (stima Dossier) | |
|---------------|-------------------|--------------|-----------------------------------|--------------|
| | v.a. | % vert. | v.a. | % vert. |
| Romania | 625.278 | 18,2 | 856.700 | 21,5 |
| Albania | 401.949 | 11,7 | 436.300 | 10,9 |
| Morocco | 365.908 | 10,7 | 398.500 | 10,0 |
| Cina | 156.519 | 4,6 | 169.200 | 4,2 |
| Ucraina | 132.718 | 3,9 | 140.400 | 3,5 |
| Filippine | 105.675 | 3,1 | 116.400 | 2,9 |
| TOTALE | 3.432.651 | 100,0 | 3.987.100 | 100,0 |

FONTE: Dossier Statistico Immigrazione Caritas/Migrantes e Istat

Some data about immigrants at CRO: outpatients and inpatients (about 2% of the total in 2009)

| | | 2008 | | 2009 | |
|-------------------|------------------------------|--------------|-------------|--------------|-------------|
| descrizione Stato | | N. assistiti | N. ricoveri | N. assistiti | N. ricoveri |
| STRANIERI | ALBANIA | 3 | 4 | 2 | 2 |
| STRANIERI | ARABIA SAUDITA | | | 1 | 1 |
| STRANIERI | BELGIO | 1 | 1 | | |
| STRANIERI | BIELORUSSIA | 1 | 1 | | |
| STRANIERI | BRASILE | 1 | 1 | | |
| STRANIERI | BULGARIA | | | 1 | 1 |
| STRANIERI | CANADA | | | 1 | 1 |
| STRANIERI | CROAZIA | 28 | 57 | 27 | 36 |
| STRANIERI | EMIRATI ARABI UNITI | | | 1 | 1 |
| STRANIERI | ETIOPIA | 1 | 1 | | |
| STRANIERI | FILIPPINE | | | 1 | 4 |
| STRANIERI | FRANCIA | 2 | 2 | | |
| STRANIERI | GERMANIA | 1 | 8 | 1 | 1 |
| STRANIERI | GRAN BRETAGNA E IRLANDA SETT | | | 1 | 1 |
| STRANIERI | JUGOSLAVIA | 1 | 1 | | |
| STRANIERI | KOSOVO | | | 1 | 1 |
| STRANIERI | NIGERIA | 1 | 1 | 1 | 2 |
| STRANIERI | NON RILEVATO | 2 | 2 | 3 | 4 |
| STRANIERI | PORTOGALLO | | | 3 | 3 |
| STRANIERI | ROMANIA | 5 | 5 | 4 | 7 |
| STRANIERI | STATI UNITI D'AMERICA | 4 | 4 | 3 | 4 |
| STRANIERI | THAILANDIA | 1 | 4 | 1 | 1 |
| STRANIERI | TUNISIA | | | 1 | 4 |
| STRANIERI | UCRAINA | 3 | 10 | 5 | 7 |
| STRANIERI | VENEZUELA | | | 1 | 2 |
| Somma: | | 55 | 102 | 59 | 83 |

- ✓ Meeting each patient's particular cultural demands is a pre-requirement of personalized healthcare
- ✓ But an even deeper understanding is needed if one is to meet the new immigrants' unique cultural needs
- ✓ Some general hospitals in Italy and in our local area as well are regularly providing free interpreter services to patients to with limited Italian proficiency

Towards a correct approach to the issue...

2% is a low percentage of Immigrant patients but a big issue

How to...?



Some reflections at the end of a "Brain storming meeting"

- 1. Other countries with a longer tradition in this field can lead us towards a correct cultural and practical approach*
- 2. It is necessary to be open-minded...Maybe a multi-disciplinary approach???*
- 3. It is useful to have a close look around...for immigrant groups, associations, websites, specialists in the topic...*

The expertise of primary care workers from a local meeting, Pordenone, 2009

DAVANTI AD UN PROBLEMA L'UOMO SI ATTIVA

Questa constatazione ci ha dato la spinta per uscire da una modalità di lavoro i cui strumenti si possono rivelare inadeguati in contesti sempre più numerosi e variegati.

La multidimensionalità della "presa in carico" dei piccoli più fragili mal si adatta alla frammentazione dei servizi.

Questo convegno, stimolato dalla pediatria di famiglia, non ha la pretesa di dare risposte, ma vuole essere un'occasione d'incontro nel tentativo di condividere sollecitazioni ed approfondimenti, per pianificare un cammino d'integrazione in campo sanitario tra operatori e istituzioni, senza pregiudizi e semplificazioni.



CONVEGNO

“GIRO GIRO MONDO” 2° EDIZIONE



16 OTTOBRE 2009
08.15 - 17.30

AUDITORIUM DELLA REGIONE
Pordenone - Via Roma, 2

RESPONSABILE SCIENTIFICO

Flavia CESCHIN Pediatra di famiglia - A.S.S. 6, Pordenone
Segretario provinciale F.I.M.P. - Pordenone

SEGRETERIA SCIENTIFICA

Paola BOLZONELLO Azienda Ospedaliera Santa Maria degli Angeli, Pordenone
Roberto DALL'AMICO Azienda Ospedaliera Santa Maria degli Angeli, Pordenone
Orazio RANNO Università Cattolica del Sacro Cuore, Roma
Piero VALENTINI Università Cattolica del Sacro Cuore, Roma

SEGRETERIA ORGANIZZATIVA

Direzione Sanitaria C.R.O. - Servizio Formazione
Sig.ra Katya De Frè
Via F. Gallini, 2 - 33081 Aviano (PN)
tel. 0434 659630 - fax. 0434 652182

Tutte le informazioni relative al corso sono visualizzabili nel sito:
www.cro.sanita.fvg.it
area scolaristica - servizi formazione - eventi residenziali - tutti gli eventi - tutti gli eventi 2009

La partecipazione è gratuita.

Le iscrizioni si effettuano inviando la scheda d'iscrizione via fax o via mail, previa prenotazione telefonica.

Richiesto accreditamento E.C.M. per le seguenti professioni:
Medico (discipline: Pediatria, Pediatria di libera scelta, Otorinolaringoiatria).

Straniero, non estraneo. ABC della sicurezza sul lavoro



L'opuscolo fornisce informazioni e indicazioni pratiche a coloro che lavorano in Italia da poco tempo e non conoscono ancora bene la lingua, le leggi e le istituzioni del Paese. È una sorta di guida dal linguaggio semplice e chiaro che richiama l'attenzione alla sicurezza nei luoghi di lavoro, alla tutela dei lavoratori stranieri e delle loro famiglie.

L'opuscolo è stato tradotto in dieci lingue: Albanese, Arabo, Francese, Inglese, Polacco, Portoghese, Romeno, Spagnolo, Tagalog/Filippino, Ucraino

Prodotto: Opuscolo

Edizioni: INAIL - Maggio 2010

Disponibilità: Sì - Consultabile anche in rete

Informazioni e richieste: dccomunicazione@inail.it

| | |
|-------------|---|
| Albanese: | <u>I huaj por jo i përjashtuar. ABC e sigurisë në punë</u> |
| Francese: | <u>Etranger, pas étranger. ABC de la sécurité au travail</u> |
| Inglese: | <u>A foreigner, not a stranger. ABC of safety at workplace</u> |
| Polacco: | <u>Cudzoziemiec, nie obcy. ABC bezpieczeństwa w miejscu pracy</u> |
| Portoghese: | <u>Estrangeiro, não estranho. ABC da segurança no trabalho</u> |
| Rumeno: | <u>Străin, dar nu neinforma. ABC ul siguranței în muncă</u> |
| Spagnolo: | <u>Extranjero, no extraño. ABC de la seguridad en el trabajo</u> |



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[Japanese](#) (日本語)

[Somali](#) (af Soomaali)

[French](#) (français)

[Korean](#) (한국어)

[Ukrainian](#) (Українська)

Arabic (العربية)

- Using a Cane
(Arabic) [العربية](#) PDF Bilingual Health Information Translations
- Using a Walker
(Arabic) [العربية](#) PDF Bilingual Health Information Translations

Chinese - Simplified (简体中文)

- Crutch Walking
拄拐杖走路 – [简体中文](#) (Chinese - Simplified) PDF Bilingual Health Information Translations
- Weight Bearing Using a Walker
用助步器支撑体重 – [简体中文](#) (Chinese - Simplified) PDF Bilingual Health Information Translations

French (français)

- Crutch Walking
Marche avec béquilles – [français](#) (French) PDF Bilingual Health Information Translations
- Using a Cane
Utiliser une canne – [français](#) (French) PDF Bilingual Health Information Translations
- Using a Walker
Utiliser un déambulateur – [français](#) (French) PDF Bilingual Health Information Translations
- Weight Bearing Using a Walker
Mise en charge avec un déambulateur – [français](#) (French) PDF Bilingual Health Information Translations
[Return to top](#)

Hindi (हिन्दी)

- Crutch Walking



Hints from the Accreditation Canada (AC) process (1)

- ❖ In the interviews and focus groups - held by the External Peer Reviewers during the Accreditation Canada Visit to our organization (February 2010) -, some healthcare workers – doctors, nurses, technicians etc...– referred about their concern in dealing with immigrant inpatients and outpatients...

Accreditation Canada (AC)

<http://www.accreditation.ca/> (2)

✓ Our Institute - as whole Organization, ie. Including the library – committed itself to this three year quality process (2009-2010)

✓ *AC is a no-profit independent organization that provides health organizations with an external peer review to assess the quality of their services based on standards of excellence...*

✓ *External stakeholders – patients first - are involved in the process*

Hints from the Accreditation Canada process (2)

- ❖ Also the Patients' Group, particularly some members of the Patients' Associations, pointed out their difficulties in dealing with the Organization.
- ❖ While library service were told as a reference point both by the Staff and the Patients, immigrants issue was perceived as a weak point both by the Staff and the Patients' representatives...

OBJECTIVES of our project

1. Understanding the new immigrant patients needs and healthcare staff as well providing them with adequate tools and services
2. As second step, learning how to get into the partnership with national and international organizations to ensure the provision of reliable and effective information, especially around issues of screen, prevention and understanding treatment options
3. One of the goals is also the empowerment of the global immigrants through the provision of health information and services ...

Just some hints from the experience of PMH, Toronto, Canada, a multi-ethnic society ...



Helping Beyond Language Barriers

A Guide to non-English Language
Cancer Resources
for Patients and Families with
Limited English Proficiency

...a joint initiative

This guide provides listings of cancer-related websites, publications and support services available in languages other than English. For further details about anything mentioned here, please refer to the PMH Patient and Family Library.

These materials are made available to you as a service to patients, families and visitors of Princess Margaret Hospital. It may not be a complete or up to date statement of medical knowledge in this area. Although we attempt to ensure the accuracy and currency of all materials, you should not act upon any of the information in this material without first consulting your doctor or nurse.

*A JOINT INITIATIVE FROM UHN
INTERPRETATION AND TRANSLATION SERVICES,
THE HEALING BEYOND THE BODY PROGRAM,
THE PMH PATIENT AND FAMILY LIBRARY AND
RADIATION MEDICINE*



JANUARY 2010

The PMH program: thank you!

SECTION IX – At-a-glance Table of Language Specific Resources Mentioned in this Guide

This table provides an at-a-glance listing of the specific languages in which certain types of resources, mentioned in this guide, are available.

Individuals who speak a language for which we have not provided information about specific resources here, can be referred to a social worker or the Patient & Family Library for further assistance.

| Language | Web Based Information & Websites | CCS Printed Materials | UHN Printed Material | CCS Telephone Support | Community Support Groups | Financial Resources | Drug Plan Information | CCS Volunteer Drivers |
|------------------|----------------------------------|-----------------------|----------------------|-----------------------|--------------------------|---------------------|-----------------------|-----------------------|
| <u>Africaans</u> | | | | ✓ | | | | |
| Arabic | | | ✓ | ✓ | ✓ | | | |
| Armenian | | | | ✓ | | | | |
| Blackfoot | | | | ✓ | | | | |
| Cambodian | ✓ | | | | | | | |
| Chinese | ✓ | ✓ | ✓ | ✓* | ✓** | ✓ | | |
| Cree | | ✓ | | ✓ | ✓ | | | |
| Czech | | | | ✓ | | | | |
| Danish | ✓ | | | ✓ | | | | |
| Dutch | ✓ | | | ✓ | | | | |
| Farsi | | | | ✓ | ✓ | ✓ | | |
| Finnish | ✓ | | | ✓ | | | | |

The list of languages is continuing...

Our “12 steps” program: the contribution of the library (1)

An informal multidisciplinary Immigrants Study Group (ISG) has been created (April 2010), as subgroup of the Patient Education Group (PEG) settled by the CRO Scientific Director. PEG components are representative of the different areas of the CRO and is coordinated by the Librarian

Our Two-year Program:

1. To “study” the various websites, blogs, forum...leaflets, brochures, videos ...written by/for/with the immigrants...and report to the ISG
2. To map the local immigrant Associations, initiatives, formal meetings both formal and informal
3. To make a bibliographic search about immigrants AND information-related issues AND cultural approach AND (cancer OR prevention), then a selection of more interesting papers, a sum up of them and a report to the ISG

Associazione O.N.L.U.S. Circolo Aperto L.P.T.



WELCOME

BENVENUTI

BIENVENUE

L'Associazione "Circolo Aperto L.P.T." (Lavorando Per Tutti) è una O.N.L.U.S. aperta alle persone di buona volontà che vogliono aderire ad iniziative per migliorare la convivenza ed incoraggiare la partecipazione dei cittadini di ogni provenienza. E' apartitica, aconfessionale e, nel rispetto delle diversità ed attraverso il confronto, si propone



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nella tua lingua

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Cerca



Lavoratori stranieri, 1000 euro al mese

Consiglio d'Europa: "Respingimenti violano i diritti umani"

Fai una domanda agli esperti nel Forum!

Ricongiungimenti: ultima chiamata a Roma

Regolarizzazione: truffa a Milano. "Maroni chiarisca"

REGOLARIZZAZIONE: CONTROLLA ONLINE LA TUA DOMANDA!

CITTADINANZA: LE NUOVE REGOLE E I MODULI

SPECIALE DECRETO FLUSSI 2007-2008-2009: QUOTE E GRADUATORIE PER PROVINCIA

LEGGE SICUREZZA: COSA CAMBIA PER REGOLARI E CLANDESTINI. IL TESTO.

Data: 2010-06-11 19:58:58

IMMIGRATI: ANCI ALLA CAMERA, NUOVE NORME SU CITTADINANZA PUNTINO SU INTEGRAZIONE

Archivio Fonte Adn Kronos



STRANIERI IN ITALIA TV



Hector Villanueva, quando l'impresa è sociale
GUARDA TUTTI I VIDEO



SONDAGGIO



ARTICOLI IN EVIDENZA



NORMATIVA Stagionali e autonomi: così i visti

I chiarimenti della Farnesina sull'ultimo decreto flussi. Scarica la circolare



L'ESPERTO

ATTUALITÀ



È arrivato un bebè? Prestito più leggero!

Fino a cinquemila euro a tasso agevolato grazie al Fondo nuovi nati. Per italiani e stranieri, garantisce lo Stato



Roma, indiano

Just some slides from our “Institutional Repository of the Educational Materials” managed by the Library related to the “Giro Giro Mondo” Meeting, Pordenone, Oct 2009

Presenza di minori



Al 31.12.2007: 767.060 minori, figli di immigrati.
All'inizio del 2009 sono stimati in circa 900.000,
oltre la metà nati in Italia.

In alcuni grandi ospedali del Nord 1 neonato su 3 è figlio
di almeno un genitore straniero

1993: 10.000 - 1994: 12.000 - 1995: 13.000 - 1998: 16.900 - 1999: 22.186 - 2000: 25.916
2004: 48.400 - 2006: 58.400 (10,3% delle nascite)
2007: **63.000** (11% delle nascite: 17% al nord, 13% al centro, 3% al sud)



Grazie dell'attenzione!

Marco Mazzetti

e-mail:

marcomazzetti.at@libero.it



IL DIALOGO TRANSCULTURALE

Manuale per operatori sanitari
e altre professioni di aiuto

Marco Mazzetti

Carocci **Faber**

LE PROFESSIONI SANITARIE

Searching on PubMed...

http://tcn.sagepub.com/bibliosart/cilea.it/cgi/reprint/18/4/373

★ Preferiti Gmail - Fwd EAHIL2010 - ... Fastmail EAHIL2010 Benvenuti nel sito ufficial... My Library New Issues Scarica altri add-on

Finding Information on Immigrant and Refugee ...

Finding Information on Immigrant and Refugee Health

DANIELLE M. CARLOCK, MA, MALS, AHIP
Arizona State University, Polytechnic campus

Health care providers working with immigrant and refugee populations need to find and access information related to patient care and to direct patients to culturally and linguistically appropriate health information. This article shows how to find this type of information using online databases, library catalogs, and the Internet. Special emphasis is placed on conducting subject searches in online databases such as PubMed and the Cumulative Index to Nursing and Allied Health Literature. Also provided is an appendix listing Web sites on immigrant and refugee health.

Keywords: *immigrant; refugee; information retrieval; database searching*

Immigrants and refugees are diverse groups of people with unique health care needs and challenges. Health care providers working with immigrant and refugee populations need to find and access information related to patient care and to direct patients to culturally and linguistically appropriate health information. The purpose of this article is to help health care providers find and access this information using online databases, library catalogs, and the Internet.

According to the Global Commission on International Migration (2002), worldwide migration has doubled in the

(U.S. Census Bureau, 2003). In fiscal 2004, 946,142 immigrants were admitted into the United States (U.S. Office of Immigration Statistics, 2006). According to Canada's 2001 census, 5,448,480 immigrants live in that country (Statistics Canada, 2001).

There is incomplete and often conflicting information about the health status of immigrant populations vis-à-vis the native born (Kandula, Kersey, & Lurie, 2004; Singh & Siahpush, 2001, 2002). Kandula and colleagues (2004) reviewed the health status of immigrants based on the 10 health indicators used in *Healthy People 2010* (U.S. Department of Health and Human Services, n.d.) and found mixed results. For example, immigrants to the United States tend to use alcohol, drugs, and tobacco less than the native-born population. However, immigrants are less likely to have health insurance and be up to date on immunizations and are more likely to be exposed to pesticides than the native-born population. This is only a partial picture, however, because much of the health information collected in the United States does not record nativity and, therefore, population-level data are lacking in many cases (Kandula et al., 2004).

Immigrants, especially undocumented immigrants, face barriers to health care access. According to Smith (2001), 45% of newcomers to the United States (regardless of status) lack health insurance. Many immigrants are suspicious of

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Internet | Modalità protetta: attivata 115%

Our “12 steps” program: the contribution of the library (2)

6. Making a complete search of laws and report
7. Identifying - in collaboration with other people of the ISG, with personal acquaintance with some immigrant groups - the most influential stakeholders , their leaders and the anti-leaders...
8. Preparing a questionnaire for the healthcare workers of our Institute to investigate about their difficulties in dealing with the different kinds of immigrants

Our “12 steps” program: the contribution of the library (3)

9. To collaborate with the Continuing Education Office for organizing an informal meeting for next Autumn with the most representative stakeholders on the immigration issues of our area
10. Assessing the effectiveness of the leaflets and brochures already created by testing them with the immigrants through their Associations...

Our “12 steps” program: the contribution of the library (4)

11. ...if necessary, to translate and/or adapt and/or write together some materials according to the PMH- MLA guidelines and make them available
12. To get feedback in every important step and use them for improving the process...

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Presentazione

Cignoweb.it è la banca dati del materiale informativo di qualità ad uso di pazienti, familiari e cittadini. Offre accesso gratuito a risorse e documenti disponibili su diversi supporti, cartaceo, elettronico, siti web, video ecc..., scritti in modo divulgativo e, per la maggior parte, in lingua italiana. Al momento attuale, il materiale riguarda principalmente l'ambito oncologico, da cui nasce. E' in fase di inserimento anche materiale relativo ad altre condizioni di salute e malattia. L'aggiornamento è continuo.

Il sito è ancora in fase di aggiornamento

CIGNOweb.it

❖ The database – still in progress - is a joint venture of CRO Aviano, Genova University (MedInfo Lab), the Federation of Voluntary Cancer Patients Associations (FAVO) and the National Institute of Health (ISS) for the Italian translation of MeSH

❖ It is part of a bigger project aiming to set up a Network in Italy between the Cancer Information Points/Patient Libraries



Conclusions

- ❖ The new immigrants are a challenge for libraries as well and we can not be unprepared...
- ❖ Collaboration with local, national or international Centres with large tradition, cooperation in creating, translating/adapting and sharing local resources, and implementation of a multilingual database are a key for success

From CAPHIS, MLA

“...While librarians are experts in identifying and providing information, they are not practicing health professionals who interpret information and give advice.

The librarian's role is to provide access to a range of authoritative materials, but he or she cannot be held responsible for the scientific accuracy or currency of all materials in the collection.

Librarians' activities are oriented towards the social and community goals of producing a healthy society as well as assisting the individual – without any distinction - to make more informed health decisions.”

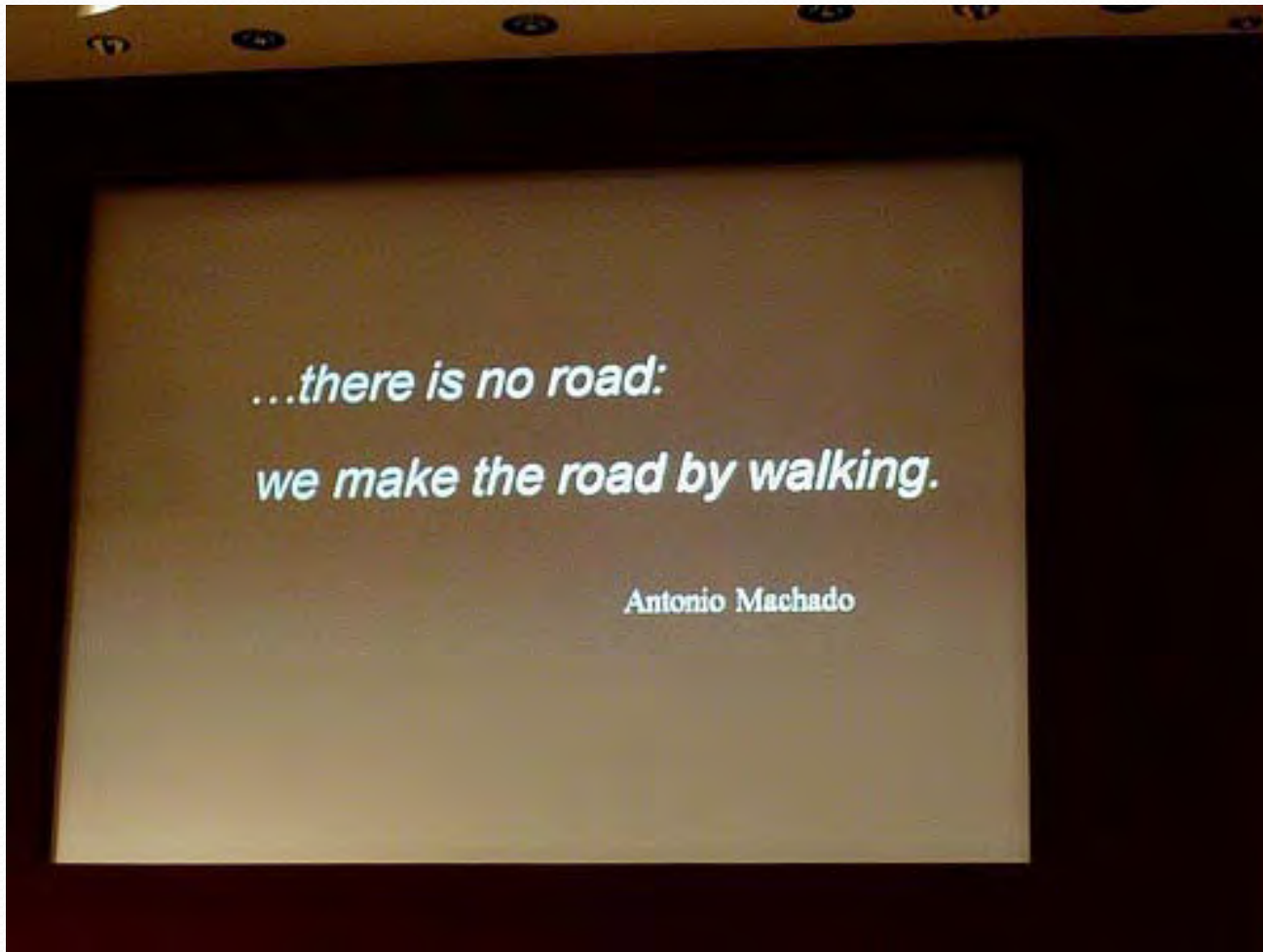
<http://caphis.mlanet.org/chis/spanish.html>

To be relevant...

- ❖ To be relevant you need to deal with relevant things...
- ❖ ...or to make relevant the things you are dealing with
- ❖ Dealing with topics such as the different kinds of information needs of the different kinds of users, health literacy, patient education, quality assessment of the patient education handout... can correctly be up to a medical library



Hacemos el camino al andar



From O'Connor street in Dublin

Author: <http://www.flickr.com/photos/88496429@N00/3595717423/>
I.Trucolo, CRO Aviano, Italy

THE COMING TOGETHER OF
LATIN AMERICAN INTEGRATION CENTER
AND MAKE THE ROAD BY WALKING

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MEDIA COVERAGE

December 18, 2008

Demystifying the immigrant experience

By Joel H. Cohen / Staten Island Advance

Organization creates opportunities, fights for equality and economic justice for the city's low-income people of color.

While 25 Mexican immigrants studied English in the next room of the Port Richmond Avenue office of **Make the Road New York** -- a not-for-profit organization dedicated to helping Hispanic and other newcomers -- co-executive director **Ana Maria Archila** reflected on her own immigrant experience.

"Migration was the most important experience in my life," said **Ms. Archila**, 29, a native of Bogota,

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Click here to join now!

FEATURED PROGRAM

It's Official!
Make the Road New York!
Latin American Integration Center and Make the Road by Walking celebrated the announcement of their merger at SEIU 32BJ's Auditorium on Wednesday, September 19, 2007 to a packed audience. Schools Chancellor Joel

Thank you for listening!
Any questions?

itruccolo@cro.it