



**Training Programme  
for  
Cultural Mediators in Health Care**

Group 1 – July 2009  
Group 2 - Feb 2010  
Group 3 - March 2010  
Group 4 – July 2010

**Programme Leader:**

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Primary Health Department-Malta

<p><b><u>Session 1</u></b></p>           <p><b><u>Session 2</u></b></p>	<p>● <b>Introduction to cultural mediation</b></p> <p>What is the role of a cultural mediator Why cultural mediation is significant in health care Who is the cultural mediator Defining boundaries</p> <p>● <b>Health and social services in Malta</b></p> <p>Health services in Malta Social services</p>
<p><b><u>Session 3</u></b></p>           <p><b><u>Session 4</u></b></p>	<p>● <b>Communication skills</b></p> <p>Who you are &amp; who you are not Introducing yourself and your role in health care Interaction with doctors and other health care providers Asking questions when you are not sure what the health provider means Offering advice on cultural issues of dominant culture Acting as cultural brokers Cultural issues on both sides</p> <p>● <b>Understand the concepts of health education</b></p> <p>What is prevention? Who is it for? Where and when?</p>

	How?
<u>Session 5</u>	<ul style="list-style-type: none"> <li>● <b>Health issues and chronic conditions of the western world</b></li> <li>Diabetes</li> <li>CHD</li> <li>Stroke</li> <li>Cancer</li> </ul>
<u>Session 6</u>	<ul style="list-style-type: none"> <li>● <b>Self-care</b></li> <li>Distinguishing between work and personal life:</li> <li>Stress</li> <li>Compassion fatigue</li> <li>Health life style</li> </ul>
<u>Session 7</u>	<ul style="list-style-type: none"> <li>● <b>Basic First-aid</b></li> <li>Understanding when and where to go for emergency services</li> <li>How to give information about sick people</li> <li>The ABCs of first-aid, minor cuts, burns and bites, fractures</li> </ul>
<u>Session 8</u>	<ul style="list-style-type: none"> <li>● <b>Ethical Dilemmas &amp; evaluation of training programme</b></li> <li>How do you define your role now?</li> <li>What does not work?</li> <li>Roles and boundaries</li> <li>What difficulties do you come across?</li> <li>What is positive about your work?</li> <li>What would you like to change?</li> <li>Health professionals perception of CM</li> <li>Conflict/Problems during clinical encounters</li> </ul>
<p><b>Certificate giving Ceremony 15<sup>th</sup> May 2010</b>  <b>Boardroom - Primary Health Department-Malta</b></p>	

