

## „HEALTHY WORK WITHOUT BARRIERS“

Intercultural and gender sensitive workplace health promotion for cleaning staff in hospitals

A project of  
Womens Health Center FEM Süd



Financiers are:



Wiener  
Gebietskrankenkasse



Stadt+Wien  
Wien ist anders.

# „Healthy work without barriers“ is ...

- The first workplace health promotion project in Austria focusing on womens specific needs, cultural and migration aspects
- Target group is cleaning staff in hospitals - a multicultural group often with low education and socially disadvantaged. Due to language barriers a lot of migrants face difficulties to gain access to health promotion programmes
- Since May 2006 the project was held in 6 Viennese hospitals
  - Ignaz Semmelweis-Klinik, Kaiser Franz Josef-Spital
  - Kaiserin Elisabeth Spital; Serviceeinheit Wäsche & Reinigung
  - Krankenhaus Hietzing mit Neurologischem Zentrum Rosenhügel; Otto Wagner Spital
- Evaluation of the third run is done by Ludwig Boltzmann-Institut for Health Promotion Research



# Objectives

- Rise of women`s awareness for health and health care issues
- Improvement of workplace satisfaction
- Empowerment of the target group
- Improvement of the physical, mental and social health
- Structural aspects of the company are included



# Methods

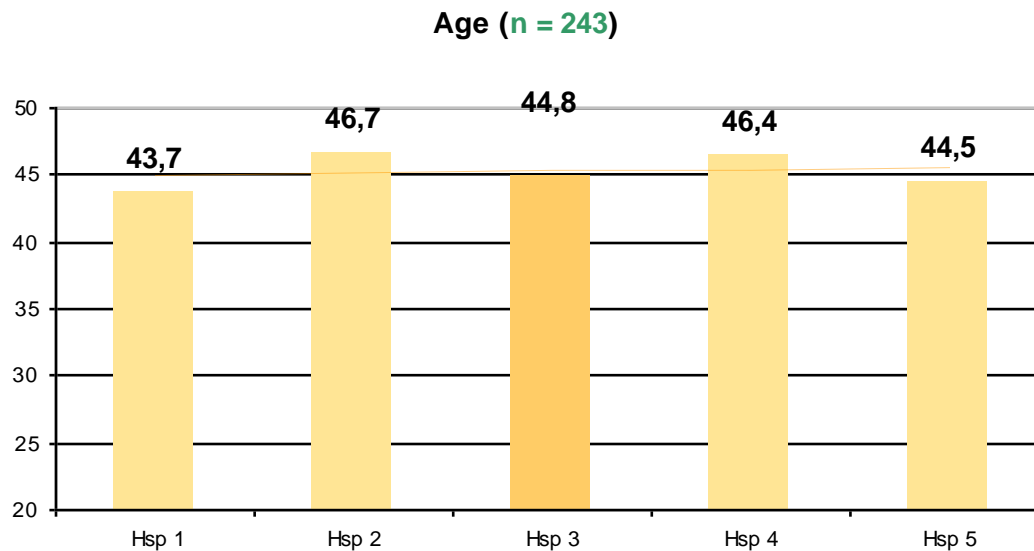


- A questionnaire concerning life style and working conditions in four languages
- Multilingual, gender sensitive and target group adapted health circles - a very participative method
- An advisory board to secure sustainability on the executive level
- Individual Health Promotion through special courses (back training, stress management e.g.) for the target group
- Structural changes in the work process (introduction of house keeper meetings, improved holiday planning e.g.)
- Qualification of one person per institution as a “health responsible person”
- Health coaching for the executive management

# Results

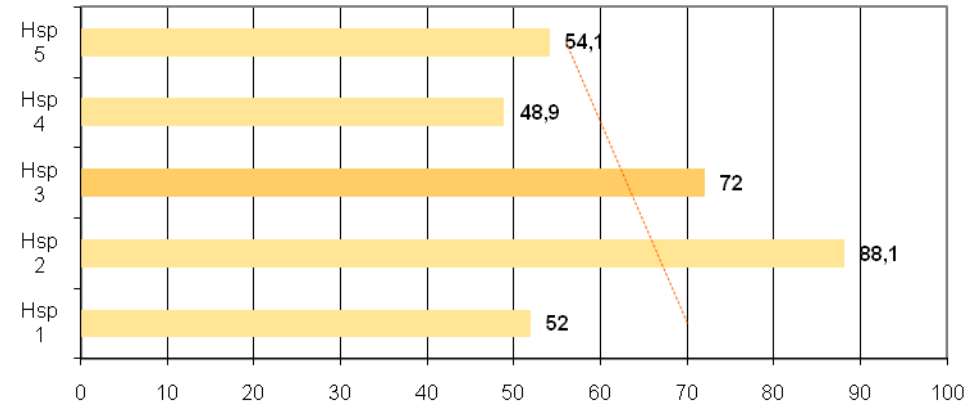
Since now, more than **1700 contacts** to the target group were set up, data of **243 questionnaires** were analyzed.

## Sociodemographic data

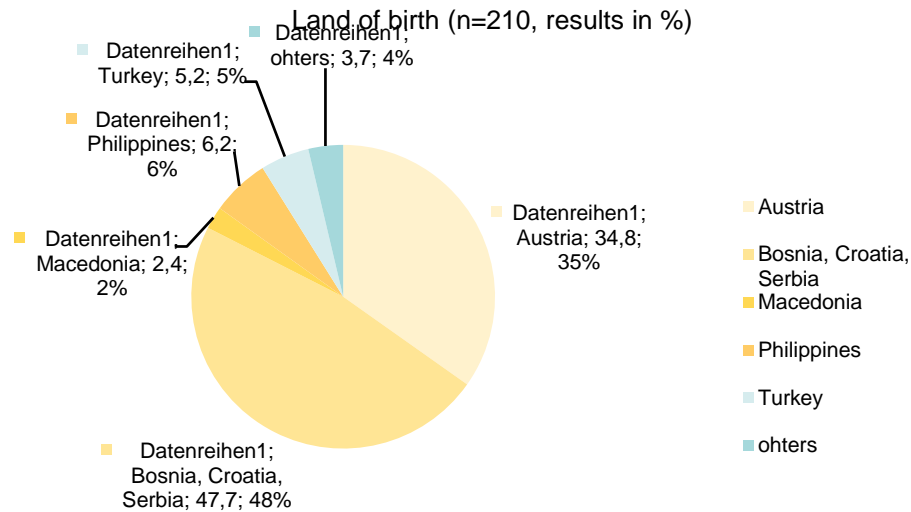


# Land of birth and migrant share

Migrant share (n=210, results in %)

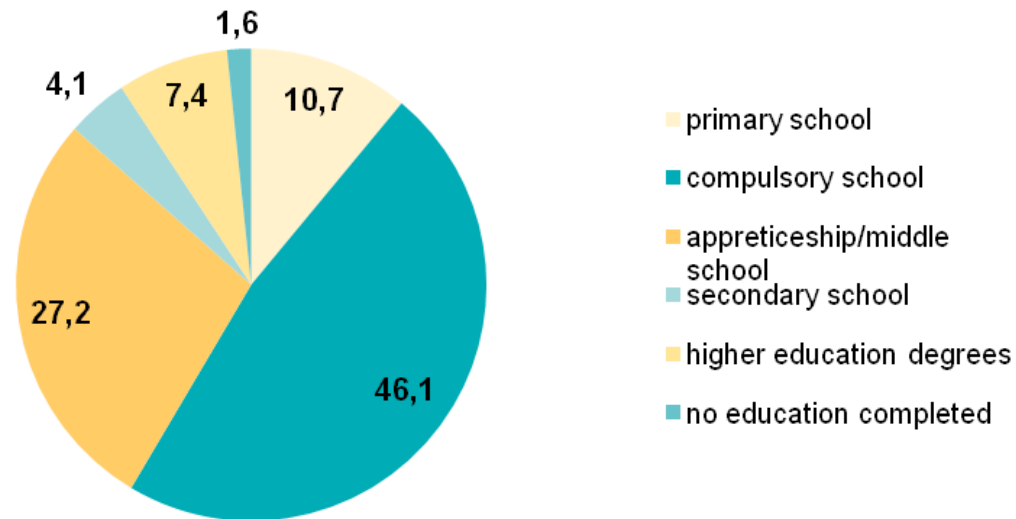


Land of birth (n=210, results in %)



# Education level

n=236, results in %



# Health Complaints

Problems of the spine  
73%

Headache  
64%

Overweight/ adiposity  
51%

Skin problems  
24%



Hypertension  
48%

Urinary tract infection  
24%

Stomach troubles/ pains  
47%

Indigestion  
26%

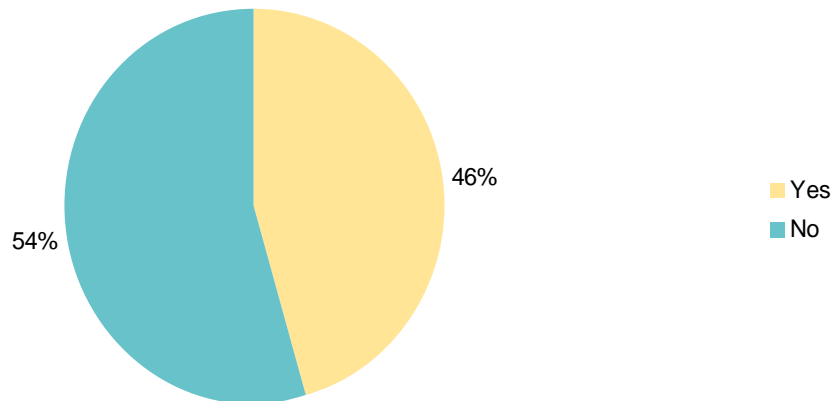
Painful menstruation  
33%

Hormone disturbances  
28%



# Lifestyle-factors

Smoking habits (n=151, results in %)



Exercise per week	
Every day	5,6%
2 - 5 hours a week	10,2%
1 - 2 hours a week	14,8%
<b>never</b>	<b>69,4%</b>
	100%

# Psychosocial complaints

Unhappy with her own body  
44%

Sleeping problems  
47%

Financial problems  
42%

Stress  
62%

Conflicts at the workplace  
38%

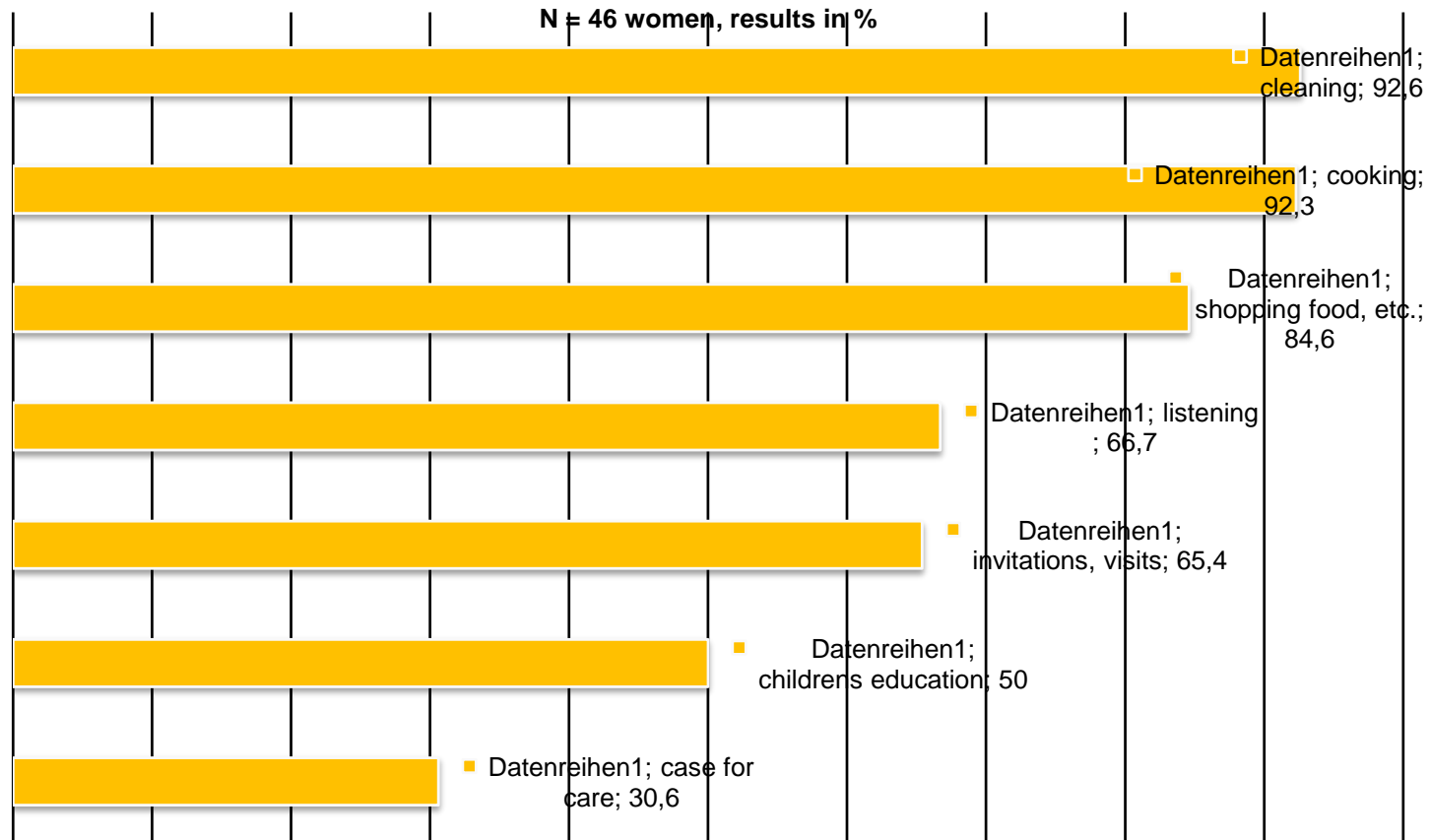
Nobody to look after the children  
11%

Loneliness  
29%

Educational problems  
13%



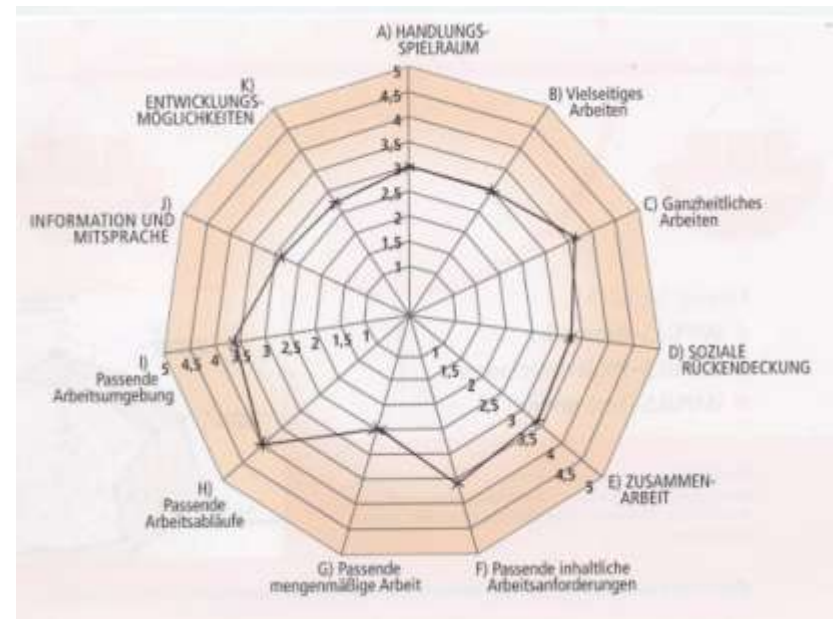
# Key Issue Stress: Are you at home responsible for ...?



# Key Issue Stress: Impulse-Test

Stress factors:

- Information and decision-options
- Career development
- Right amount of work



# Participative Health Circles - results



**Results of the health circles are partly supported by the results of questionnaires**

## **Psychosocial problems:**

Stress, too much work, multiple burdens of women, conflicts with different workgroups, working on the lowest level of the hierarchy.

Lack of greetment, respect, lack of information, co-determination and career opportunity.

**Health Ressources:** family, social contacts at workplace, job security and individual ressources.

# Interventions



## Health improving courses:

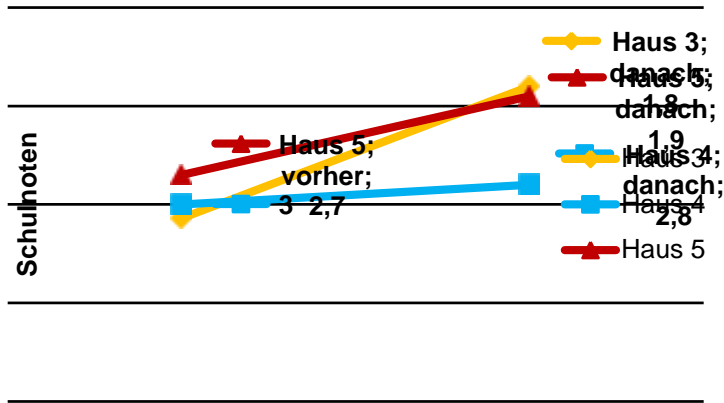
- Physical training like gymnastics for spine, Pilates, Nordic walking
- Stress management, Conflict management, Nutrition, Education
- Social counselling

## Structural changes like:

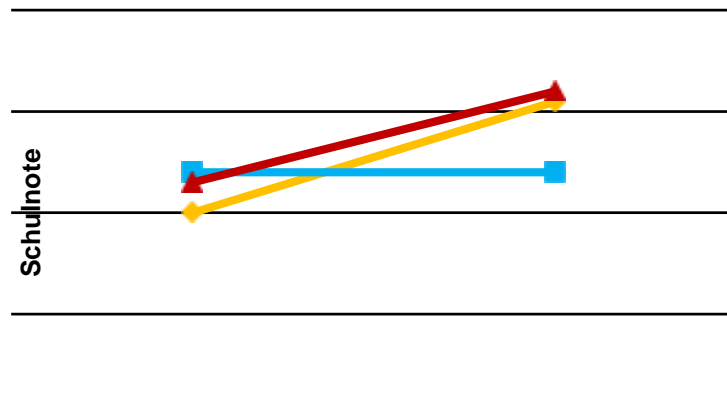
- Optimization of work process
- Introduction of house keeper meetings
- Optimization of information flow
- Optimization of holiday planning
- The hospital staff was informed through internal conferences and official information to respect the housekeepers (greeting, call them with correct working title)

# Evaluation: Physical and psychosocial wellbeing before and after (n = 82)

## Physical wellbeing



## Psychosocial wellbeing



# Conclusions

- Since now more than 1.700 contacts to the target group were set up
- The participative method of the health circles in mother tongue were very well accepted
- Common Health Issues (i.g. smoking, nutrition, etc) did not turn out to be the main issues for the target group
- Psychosocial problems seem to be the most important issues
- Health promotion is a management challenge!



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# Thank you for your attention !



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