

ANNEX 1 INTERVIEW FOR HEALTHCARE PROFESSIONALS

1. Interview Date...../...../2018
2. Professional:  Administrative  Nursing  Medical  Non-*health* related
3. Years working: <5 years 5-10 years >10 years
4. Sex:  Female  Male
5. Birth country: \_\_\_\_\_
6. Country where you work: \_\_\_\_\_
7. Birth year: \_\_\_\_\_
8. Type of center (indicate): Hospital / Primary Health Care / NGO/ Foundation or Association/Other (please specify)
9. What percentage of the population who attends your center are migrants? (indicate):  

<5 %	5-10%	11-20%	20-40%	40-99%	100%
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10. Which community/communities do you think is/are most represented among the users of your center? (You can select more than one option)
  - a. sub-Saharan African
  - b. subcontinent Indian (India, Pakistan)
  - c. Latin American
  - d. North African
  - e. Eastern European
  - f. Middle Easterner
  - g. Other.....
11. From 1 to 10, what do you think is the average health level of the population where you live?  
 Very low 1—2—3—4—5—6—7—8—9—10 Excellent
12. From 1 to 10, what do you think is the average health level of the migrant population?
 

o sub-Saharan African:	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o subcontinent India (India, Pakistan):	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o Latin American:	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o North African:	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o Eastern European	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o Middle Easterner:	very low	1—2—3—4—5—6—7—8—9—10	Excellent
o Other:	very low	1—2—3—4—5—6—7—8—9—10	Excellent
13. What do you think is the level of use of health services by:
 

o Native Spanish:	Little use	Adequate use	Abusive use
o Of immigrants, refugees, and asylum seekers:	Deficient use	Adequate use	Abusive use
14. What level of knowledge do you have about the degree of healthcare coverage (rights) for refugees/immigrants and asylum seekers in your country/region?  
 Adequate knowledge  Limited knowledge  Little knowledge
15. How have you acquired knowledge about immigrant coverage? (You can select more than one option)
  - I have received specific training in my workplace
  - Through co-workers informally
  - Through social media
  - Self-taught
  - Other form;  
specify.....
  - I do not have any knowledge

16. Do you think there are barriers/problems/difficulties for the migrant population when accessing health services?
- Yes  No  I don't know
17. If you answered "Yes" to question 16, what barrier/problems/difficulty was/were it? (You can mark more than one answer)
- |  |  |
|--|--|
| <input type="radio"/> Cultural                   | <input type="radio"/> Language                 |
| <input type="radio"/> Religious                  | <input type="radio"/> Administrative           |
| <input type="radio"/> Work or employment         | <input type="radio"/> Geographic               |
| <input type="radio"/> Fear of being undocumented | <input type="radio"/> For being a man or woman |
| <input type="radio"/> Family obligations         | <input type="radio"/> Stigma/prejudices        |
| <input type="radio"/> Other (Please specify)     |  |
18. In your opinion, what type of disease is more frequent among immigrants, refugees, and asylum seekers? (you can select 3 options maximum)
- Chronic disease (obesity, hypertension, diabetes...)
- Anxiety/stress/difficulty sleeping/difficulty concentrating
- Infectious diseases (HIV/AIDS, sexually transmitted infections, viral hepatitis, tuberculosis.)
- Dental health
- Other
- In general, they are healthy
- Do not know
19. From 1 to 10, what do you think is the quality of care (social and health) provided to migrants, refugees, and asylum seekers in your area?
- Very low 1—2—3—4—5—6—7—8—9—10 Excellent
20. Have you received specific training on social or healthcare for the immigrant population?
- Yes  No  Don't know
21. What tools/strategies do you think could improve care for immigrants, refugees, and asylum seekers in your center? (You can select 3 options maximum)
- Translators
  - Community health agents
  - Training of socio-health personnel on intercultural health skills for the immigrant population
  - Training of socio-health personnel on diseases prevalent in country of origin
  - Specific training for immigrants, refugees, and asylum seekers on using the health system
  - Workshops/education activities and health promotion for immigrant population in vulnerable situations
  - Training on the decree that regulates access to the health system in these groups
  - Specific referral circuits for tropical medicine or international health services
  - Specific referral circuits for mental health
  - Mobile applications/internet with updated information
  - Other.....
22. Finally, do you think this questionnaire that you have answered helps to better understand problems faced by some immigrant groups when accessing health services (primary healthcare and hospitals)? Please mark from 1 to 10.
- A little 1—2—3—4—5—6—7—8—9—10 Extremely