



World Health  
Organization

# Knowledge Guide

to support the operationalization of  
the Refugee and Migrant Health:  
Global Competency Standards for  
Health Workers



## **WHO Health and Migration Programme**

The WHO Health and Migration Programme brings together WHO's technical departments, regional and country offices, as well as partners, to secure the health rights of refugees and migrants and achieve universal health coverage. To this end, the Programme has five core functions: to provide global leadership, high-level advocacy, coordination and policy on health and migration; to set norms and standards to support decision-making; to monitor trends, strengthen health information systems and promote tools and strategies; to provide specialized technical assistance, response and capacity-building support to address public health challenges associated with human mobility; and to promote global multilateral action and collaboration.



World Health  
Organization

# Knowledge Guide

to support the operationalization  
of the Refugee and Migrant Health:  
Global Competency Standards for  
Health Workers

Knowledge guide to support the operationalization of the refugee and migrant health:  
global competency standards for health workers

ISBN 978-92-4-004091-5 (electronic version)

ISBN 978-92-4-004092-2 (print version)

© **World Health Organization 2021**

Some rights reserved. This work is available under the Creative Commons Attribution-NonCommercial-ShareAlike 3.0 IGO licence (CC BY-NC-SA 3.0 IGO; <https://creativecommons.org/licenses/by-nc-sa/3.0/igo>).

Under the terms of this licence, you may copy, redistribute and adapt the work for non-commercial purposes, provided the work is appropriately cited, as indicated below. In any use of this work, there should be no suggestion that WHO endorses any specific organization, products or services. The use of the WHO logo is not permitted. If you adapt the work, then you must license your work under the same or equivalent Creative Commons licence. If you create a translation of this work, you should add the following disclaimer along with the suggested citation: "This translation was not created by the World Health Organization (WHO). WHO is not responsible for the content or accuracy of this translation. The original English edition shall be the binding and authentic edition".

Any mediation relating to disputes arising under the licence shall be conducted in accordance with the mediation rules of the World Intellectual Property Organization (<http://www.wipo.int/amc/en/mediation/rules/>).

**Suggested citation.** Knowledge guide to support the operationalization of the refugee and migrant health: global competency standards for health workers. Geneva: World Health Organization; 2021. Licence: [CC BY-NC-SA 3.0 IGO](https://creativecommons.org/licenses/by-nc-sa/3.0/igo).

**Cataloguing-in-Publication (CIP) data.** CIP data are available at <http://apps.who.int/iris>.

**Sales, rights and licensing.** To purchase WHO publications, see <http://apps.who.int/bookorders>. To submit requests for commercial use and queries on rights and licensing, see <https://www.who.int/copyright>.

**Third-party materials.** If you wish to reuse material from this work that is attributed to a third party, such as tables, figures or images, it is your responsibility to determine whether permission is needed for that reuse and to obtain permission from the copyright holder. The risk of claims resulting from infringement of any third-party-owned component in the work rests solely with the user.

**General disclaimers.** The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of WHO concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by WHO in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by WHO to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall WHO be liable for damages arising from its use.

# Contents

<b>Foreword</b> .....	<b>v</b>
<b>Preface</b> .....	<b>vii</b>
<b>Acknowledgements</b> .....	<b>ix</b>
<b>Introduction</b> .....	<b>1</b>
Refugee and Migrant Health: Global Competency Standards for Health Workers.....	2
Key terms within the Knowledge Guide .....	2
How to use this document .....	3
<b>KSA and learning outcomes for the Competency Standards</b> .....	<b>4</b>
Competency Standard 1 (provides people-centred health care to refugees and migrants): KSA and learning outcomes .....	4
Competency Standard 2 (promotes the agency of refugees and migrants at individual and community levels): KSA and learning outcomes .....	9
Competency Standard 3 (engages safe and appropriate aids to meet language and communication needs of refugees and migrants): KSA and learning outcomes.....	13
Competency Standard 4 (supports refugees and migrants to understand information about their health care): KSA and learning outcomes .....	15
Competency Standard 5 (engages in collaborative practice to promote the health of refugees and migrants): KSA and learning outcomes .....	16
Competency Standard 6 (responds to migration- and displacement-related surges in demand): KSA and learning outcomes .....	18
Competency Standard 7 (promotes evidence-informed health care for refugees and migrants): KSA and learning outcomes .....	19
Competency Standard 8 (engages in lifelong learning and reflective practice to promote the health of refugees and migrants): KSA and learning outcomes .....	22
Competency Standard 9 (contributes to a culture of self-care and mutual support when providing health care in the context of migration and displacement): KSA and learning outcomes .....	25

<b>Supporting information .....</b>	<b>26</b>
Competency Standard 1: supporting information .....	26
Competency Standard 2: supporting information .....	34
Competency Standard 3: supporting information .....	36
Competency Standard 4: supporting information .....	42
Competency Standard 5: supporting information .....	43
Competency Standard 6: supporting information .....	44
Competency Standard 7: supporting information .....	45
Competency Standard 8: supporting information .....	46
Competency Standard 9: supporting information .....	48
<b>References .....</b>	<b>50</b>



# Foreword

WHO believes that everyone should be able to enjoy the right to health and access to people-centred, high-quality health services without financial impediment, including refugees and migrants, as expressed in the commitment to universal health coverage. To achieve this goal, all countries should aspire to build strong primary health care and health systems, supported by a well-trained, people-centred and competent health workforce that can respond to the needs of all people.

Refugees and migrants may have different and additional health needs compared with host populations and may experience worse health outcomes. These may be caused by physical and emotional stresses from the experiences of migration and displacement, barriers to health service access, inadequate or limited health services, institutional discrimination, levels of health and health systems literacy and restricted access to mainstream services.

The COVID-19 pandemic has been a cruel example of this issue, with refugees and migrants often

living and working in overcrowded conditions where they are unable to take protective measures; they may be exposed to high levels of disease and death and yet have low levels of vaccination.

People-centred health services that address the needs of each person and consider individual characteristics (including migration and displacement experiences) can help to improve the health outcomes of refugee and migrant populations. Building and maintaining trust with refugees and migrants, especially when an individual has had previously distressing or discriminatory interactions with health institutions, is an essential part of providing people-centred health services.

Not all health workers are equipped to provide people-centred health services within the health systems they work in, and further efforts are needed to increase skills in this area. Health workers providing care for refugees and migrants need to be trained and supported to deliver effective and high-quality people-

centred health services and embrace a particular foundation of knowledge, skills and attitudes.

This Knowledge Guide identifies the baseline knowledge, skills and attitudes required for health workers to provide people-centred care to refugees and migrants, providing a foundation for targeted education and training activities. It is designed for educators and health workers to assist in designing or integrating learning content to enable attainment of the knowledge, skills and attitudes required in the context of refugee and migrant health.

The Knowledge Guide further identifies the behaviours, knowledge, skills and attitudes that embody people-centred health services for refugees and migrants and a corresponding Curriculum Guide has also been produced.

The Knowledge Guide has been developed alongside the WHO Refugee and Migrant Health: Global

The Knowledge Guide is being published during 2021, the International Year of Health and Care Workers, which recognizes the dedication and sacrifice of millions of workers during the COVID-19 pandemic and beyond, and thanks them for their critical role in ensuring our health and prosperity during this difficult time.

I hope that the Knowledge Guide will help and support health workers to improve the provision of people-centred health services to refugees and migrants, enabling them to live happier, healthier lives.



1 0 1 1

预览已结束，完整报告链接和二维码如下：

[https://www.yunbaogao.cn/report/index/report?reportId=5\\_23437](https://www.yunbaogao.cn/report/index/report?reportId=5_23437)

