

# Migrants' Experiences in the Healthcare System

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Mass migration in Europe raises many issues of societal concern. Migrants struggle with complex health problems related to causes and consequences of migration. It is no longer a question about migrants having unique health needs, concerns and challenges. The effects of language and cultural differences, lack of access to transportation and other barriers are common. These barriers hamper nurses and other healthcare professionals to deliver high quality care. An essential dimension of quality of care mirroring both patients' expectations and their exposure is the migrant patient's experience of healthcare. This chapter addresses the factors associated with migrants' healthcare experiences in the host country. A model presented here may increase nursing professionals' awareness and help to provide person centred care and overcome cultural differences.

## **Migration**

The picture of migration, is vastly more complex than at first glance and ease of movement promises greater complexity in the future. The International Organisation for Migration (see <http://www.iom.int/key-migration-terms>) defines a migrant as: 'any person who is moving or has moved across an international border or within a state away from his/her habitual place of residence, regardless of the person's legal status, voluntary or involuntary, causes, and the length of the stay.' With the number of international migrants escalating (United Nations, 2016), it becomes more acute that migrants face numerous barriers to access an appropriate level of healthcare (World Health Organisation, 2008).

## **Addressing Migrant Health Issues**

The media conversation often sticks narrowly to the question of how the migrant arrives. The focus on such migration issues sidetracks the important needs of migrant populations, by moving the focus away from addressing