

# One year of Bridge builders Palliative Care in Cologne and Berlin



# Model project

**Promotion and funding: Federal Ministry of Health**

Gefördert durch:



aufgrund eines Beschlusses  
des Deutschen Bundestages

**Model regions: Berlin and Cologne**

Concept phase: September 2020 - January 2022

Practice phase: February 2022 - May 2024

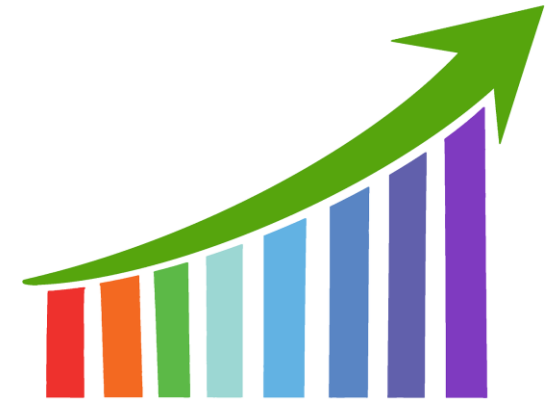
**Project executing agency: Diakonisches Werk Berlin Stadtmitte e.V. & Diakonisches Werk Köln & Region gGmbH**

# Bridge builders Palliative Care Evaluation 2022

Results of the 1st year of practice

Period: 01.02.2022 to 31.12.2022

Evaluation Institute: Centre for Evaluation and Policy Advice



# Evaluation basis: Entries in the Easy ASB programme by PleSoft

BrückenbauerInnen Easy-ASB 22.01.2023 Benutzer: Claudia Lautner

Suchbegriff: Suchen

Neuen Datensatz anlegen Änderungen rückgängig Änderungen Speichern Löschen

Klienten-Liste Geburtstags-Liste Klienten Statistik Klienten Etikettenpool Check-Listen

Klienten

Klient(in) Merkmale Beratung Allgemeine Daten Beziehungen Dokumente Weiteres

Name: A. St.ang.: türkisch Rel.: islamisch

Vorname: A. anonym Aufenthaltsgenehm. bis: unbefrist.

geb.: 01.01.1938 Alter: 85 Fam.st.: verw./eing. L. seit: Geschl.: M

Geb.name: Beruf:

Geb.Ort: Türkei Lfd.nr.: 367 Klient seit: 23.01.2023

Bez.: Str.: Kartäusergasse 9-11 Ort: 50678 Köln

Tel.: Tel2.: Mail: Anr.: Fax: Sonst:

Art: Palliative Care

Klienten (364 Datensätze), 315 Datensätze geladen

BrückenbauerInnen Easy-ASB 22.01.2023 Benutzer: Claudia Lautner

Suchbegriff: Suchen

Neuen Datensatz anlegen Änderungen rückgängig Änderungen Speichern Löschen

Klienten-Liste Geburtstags-Liste Klienten Statistik Klienten Etikettenpool Check-Listen

Klienten

Klient(in) Merkmale Beratung Allgemeine Daten Beziehungen Dokumente Weiteres

Erstkontakt: Mehrfachauswahl

Sprache: Türkisch

Aufnahmegrund: Mehrfachauswahl

Form der Beratung: Präsenz

Zusammenarbeit mit: Mehrfachauswahl

Dokumente der Kliente\*innen: Mehrfachauswahl

Beendigungsgrund: Mehrfachauswahl

Staatsangehörigkeit: Mehrfachauswahl

Merkmal definieren

Merkmal definieren

Merkmal definieren

Art: Palliative Care

Klienten (364 Datensätze), 315 Datensätze geladen

# Evaluation basis: Entries in the Easy ASB programme by PleSoft

The screenshot displays the 'Easy-ASB' software interface. The title bar indicates the user is 'Claudia Lautner' on '22.01.2023'. The main window is titled 'Tätigkeiten' and contains a table with the following data:

Datum	Klient	Zeit	Satz	Tätigkeit	Notiz	Fachkraft	Kategorie
21.01.2023	A. A. 01.01.1938	60	1	Gespräch mit Seniorenberatung.		lac	

Below the table, there is a form for editing or adding activities. The fields are filled with the following information:

- Datum: 21.01.2023
- Klient: A. A. 01.01.1938
- Zeit: 60
- Satz: 1-Leis
- Tätigkeit: Gespräch mit Seniorenberatung.
- Erweitert... button
- >Brief button
- Neu button
- laufende Eingabe checkbox
- >Aufgabe button
- Stunden Kontingent Monat button

At the bottom of the form, there are filter options:

- Filter Klient: A. A. 01.01.1938
- Zeitraum ab: 23.01.2022
- alles checkbox
- Tätigkeitsliste drucken / Abrechnen button

The status bar at the bottom left shows 'Tätigkeiten (1078 Datensätze), 1 Datensätze geladen'. The system tray at the bottom right shows the time '10:12' and date '22.01.2023'.

# Bridge builders

## Cologne

### Coordination 8 bridge builders

- ✓ Full-time part-time employment
- ✓ Comprehensive qualification on topics of care as well as hospice and palliative care

### Languages

Albanian

Arabic

Azerbaijani

Berber

English

French

Italian

Catalan

Kurdish

Russian

Spanish

Turkish



## Berlin

### Project management and coordination 6 Bridge builders

- ✓ Full-time part-time employment
- ✓ Comprehensive qualification on topics of nursing as well as hospice and palliative care

### Languages

Arabic

Bosnian

Serbian

Croatian

French

Vietnamese

Russian

Thai

Turkish

# People we could reach

## Cologne

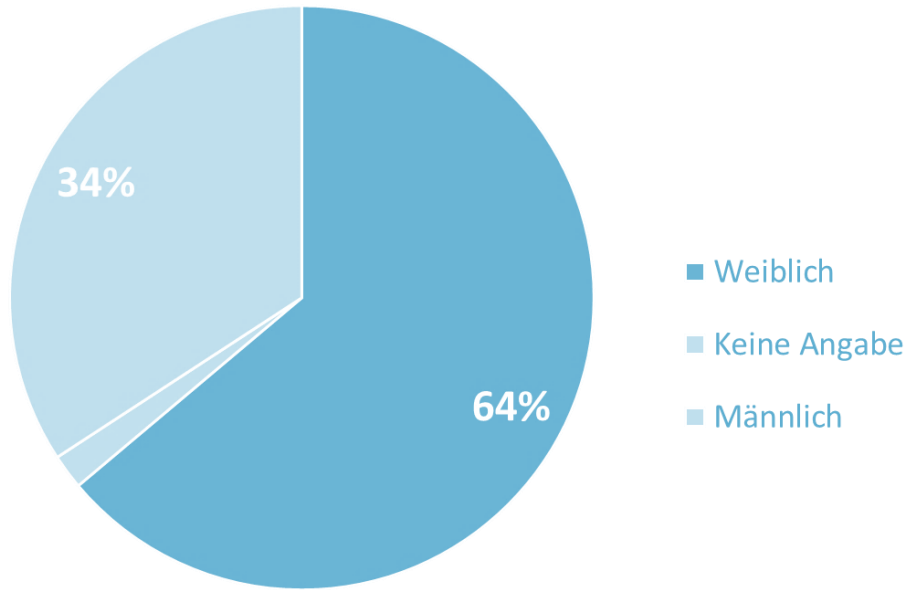
- The bridge builders in Cologne supported 308 people.
- Their help was directed at people from over 25 countries.
- The clients were accompanied in more than 12 languages.

## Berlin

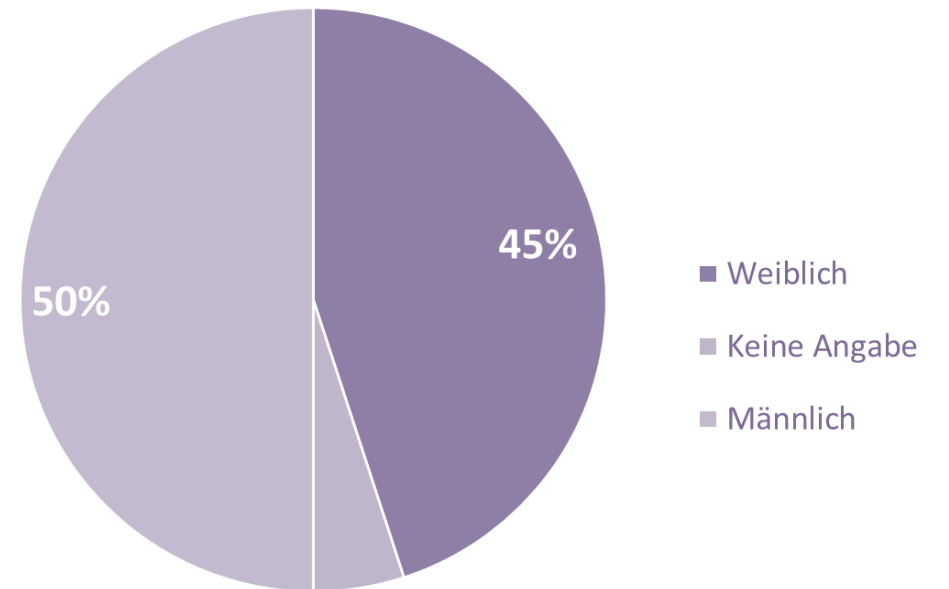
- The bridge builders in Berlin supported 195 people.
- Their help was directed at people from over 21 countries.
- The clients were accompanied in more than 9 languages.

# Gender

## Cologne



## Berlin





# Age structure

## Cologne

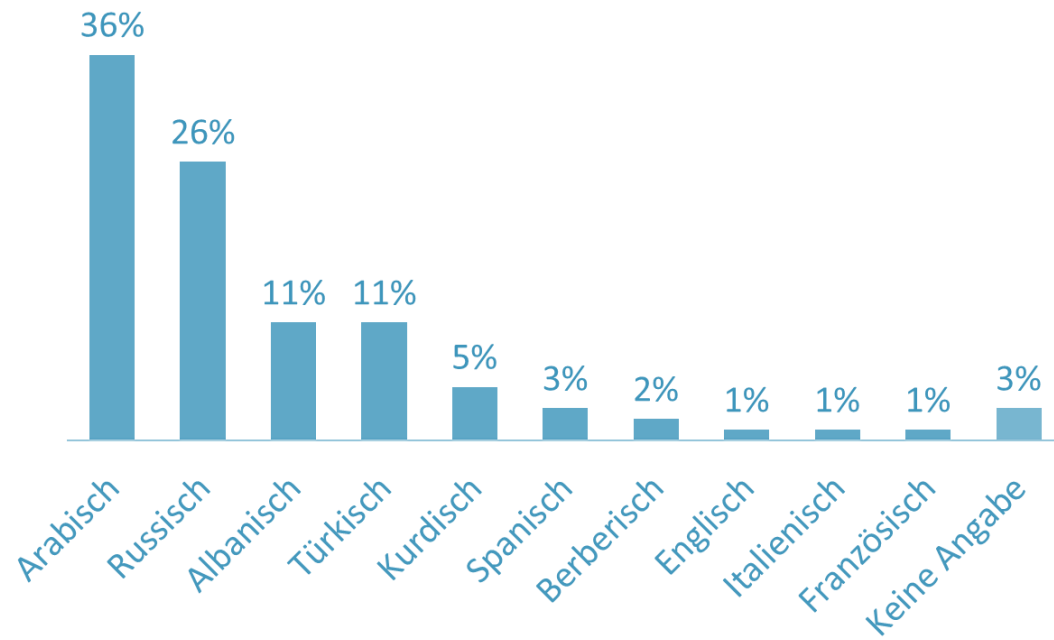
Age	Number	Percentage
till 17:	61	20%
18 - 59:	148	48%
60 and older:	84	27%
No indication	15	5%
<b>Total</b>	<b>308</b>	<b>100%</b>

## Berlin

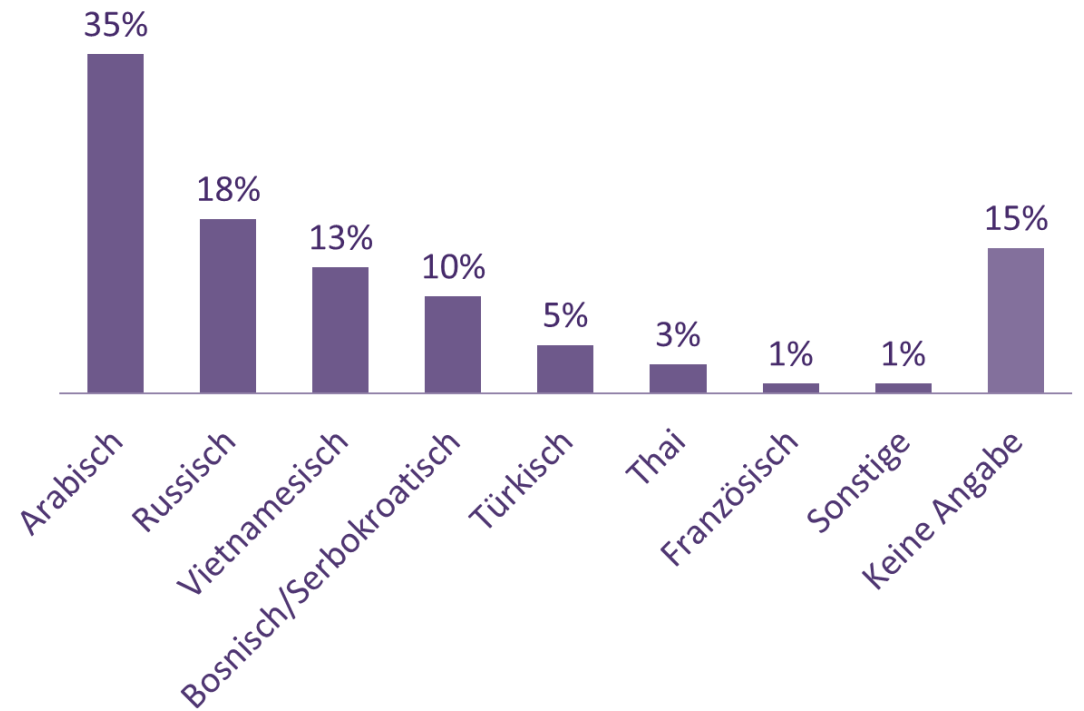
Age	Number	Percentage
till 17	56	29%
18 - 59	52	27%
60 and older	76	38%
No indication	11	6%
<b>Total</b>	<b>195</b>	<b>100%</b>

# Languages

## Cologne



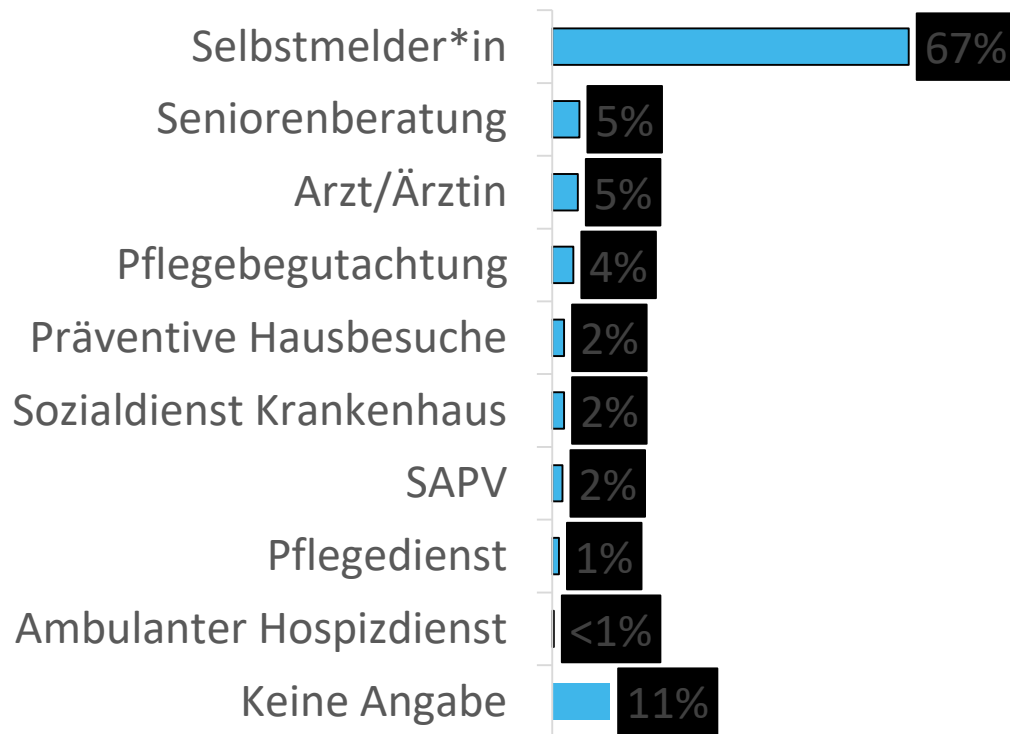
## Berlin



# Initial contacts

## Cologne

The majority of the first contacts between the bridge builders and their clients in Cologne came through self-reports, followed by counsellors for senior citizens and doctors.



## Berlin

A large proportion of the initial contacts between the bridge builders and their clients in Berlin came through self-reports. Quite a few initial contacts are also made through the social services of hospitals.



# Cooperation with institutions

## Cologne

The bridge builders were most often called because of language barriers (70%) and because of the need for culturally sensitive support (60%). The bridge builders work together with different institutions:

Migrant Counselling Centres & Services	121
Senior citizen counselling	33
Long-term care assessment / medical service	29
Social service hospital	13
Preventive house visits	8
Specialised outpatient palliative care (SAPV)	9
Care services	5
Outpatient hospice service	2
Inpatient hospice	7
No indication	81

## Berlin

The bridge builders were most often called because of language barriers (73%) and because of the need for culturally sensitive support (55%). The bridge builders work together with different institutions:

Social service hospital	66
Long-term care assessment / medical service	30
Care services	25
Specialised outpatient palliative care (SAPV)	18
Migrant Counselling Centres & Services	16
Preventive house visits	7
Inpatient hospice	6
Outpatient hospice service	3
Senior citizen counselling	0
No indication	58

# Goals

- **Barriers to access are reduced and opportunities for participation** in care and palliative hospice care structures are **increased**.
- **Migrant people with serious or life-shortening illnesses** of all ages and their relatives are better reached through **suitable access channels**.
- The **use of counselling and assistance services and offers by migrant people seeking advice has increased** and they are much better informed about services and entitlements.
- **Employees of hospice and palliative facilities** are sensitised to consciously deal with **intercultural diversity**. The quality of counselling and care is increased through diversity-oriented counselling.
- **Diversity-oriented openness is further developed** in the cooperating facilities.

# Thank you for your attention!



More Information on our website!