



Quality Criteria in Basic Training for Professionals

Healthcare provision in cases of **gender violence** in the National Health System

General Objectives

One of the principal objectives of the National Plan for Awareness and Prevention of Gender Violence (December 15, 2006) in the area of healthcare services is to provide training for healthcare professionals on issues related with gender violence, in accordance with standardized criteria of quality and indicators for evaluating the training.

After completing this basic training in providing attention to victims of gender violence, The National Health System's Healthcare Professionals will be able to:

- Provide comprehensive, continued and high quality care from a gender perspective by applying the established Action Protocol.
- Identify gender violence as a public health problem.
- Facilitate the improvement of the quality and the equity of the healthcare dispensed to women suffering gender violence.
- Provide support to healthcare administrations for organising this training by sharing processes, materials and good practices.

Specific Objectives

Relating to conceptual aspects of violence

- Analyse socialization between women and men as well as the building up of inequality relationships.
- Get to know what gender violence is, how it originates and how it persists.
- Recognise maltreatment and kind treatment attitudes and conducts in personal relationships between women and men, telling conflictive couple relationships from maltreatment.
- Identify the different manifestations of gender violence.
- Describe the various stages in the progress of relationships involving maltreatment.
- Describe the consequences of gender violence on the health of women who are subjected to it and consider their recovery as a process.
- Describe consequences of gender violence in the family (dependents, sons and daughters) and social spheres.
- Describe roles and attitudes of healthcare professionals when dealing with gender violence.
- Identify restraints to discuss a situation of violence by women and healthcare personnel.
- Describe gender violence impact on health personnel and ways to tackle it.

Relating to healthcare action

- Detect and diagnose signs and symptoms that surface in a situation of maltreatment, staying alert and paying attention to suspicion indicators.
- Carry out adequate assessment on the following aspects: biopsychosocial; safety and risk; family situation and environment; resources women can rely upon.
- Develop communication, listening and understanding skills, avoiding either victimizing or blaming women, respecting at the same time their decisions and their rhythm in the process of intervention.
- Get acquainted with the benefits that group methodology entails for women in situation of maltreatment.
- Develop an interdisciplinary intervention with the support and collaboration of the rest of professionals integrating the team.
- Take action on children, dependents and family environment, bearing in mind the consequences that the situation of violence may have caused them, and establish at the same time the appropriate redirecting and coordination actions.
- Acquire thorough and profound knowledge of all available resources in the Community.
- Effect the correct redirecting in accordance with the needs of affected women, informing them adequately on the said resources.
- Establish and maintain continued inter-institutional coordination and collaboration with social, police, legal and community mechanisms.
- Establish a calendar of updating conferences and carry out a follow-up of actual redirecting achieved.
- Get acquainted with all ethical and legal aspects of maltreatment.



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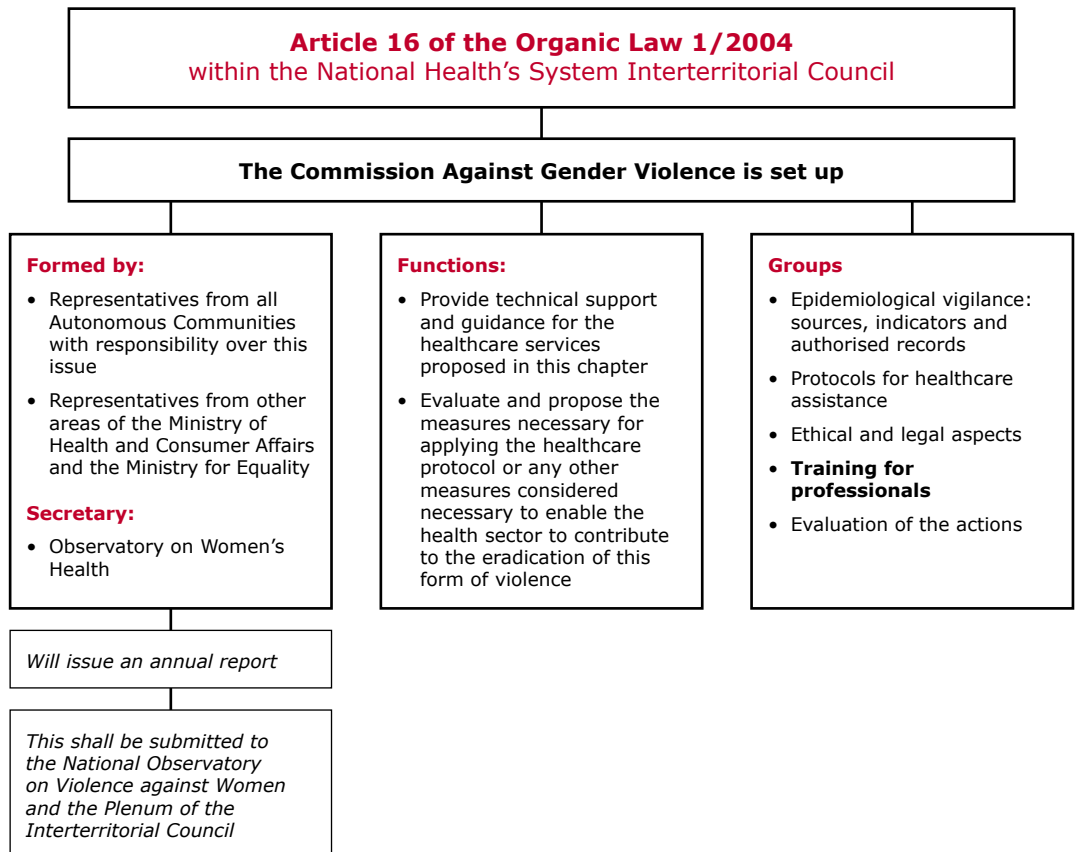




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Common Criteria for Quality

- All healthcare personnel directly involved in the providing of health services to women, shall be trained in the management, administration and welfare spheres.
- The contents of the training will be in accordance with the professional competences each post requires, all in order to provide women with quality care.
- Teaching teams shall be multidisciplinary; formed by experts in the area of gender violence and internally coordinated to convey homogeneous messages and promote group work.
- Any training action shall be deemed to be a basic training course when it lasts around 20 teaching hours. A training action below 10 teaching hours shall be considered awareness activity.
- Training shall be conducted at a nearby and accessible place that meets the necessary requirements in what concerns infrastructure and equipment that may enable a participative sort of training.
- There shall be a figure of reference in health services who knows, coordinates, facilitates and guarantees the planning, conducting and assessing of the training plan.
- Teaching hours received by healthcare personnel attending these courses shall be accounted for, in order for their adding up to, and bettering their professional careers in accordance with laws presently in force.
- Mechanisms shall exist to facilitate attendance to training actions to all the said personnel.



Consejo Interterritorial
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