

Kenya Competency Assessment

WHO Global Competency Standards for Refugee and Migrant Health

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Participant Questionnaire



Scan to submit online

publichealth.ge/health-migration-survey

Email (same email every time — for follow-up)

Date	Cadre / Role	Site	Record ID (follow-up only)
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TIMEPOINT:



Pre-Training



Post-Training



6-Month Follow-Up



12-Month Follow-Up

Instructions: Tick ONE box per question. No right or wrong answer. Use the same email address at every timepoint for follow-up tracking. Return to your facilitator or submit online at publichealth.ge/health-migration-survey

Scale for Sections A, B, C, E: 1 = Strongly Disagree / No knowledge / Not confident 2 = Disagree 3 = Neither 4 = Agree 5 = Strongly Agree / Full knowledge / Very confident

A — Knowledge (1–7)

	1	2	3	4	5
1. I understand the main health challenges of refugee and migrant populations.	☐	☐	☐	☐	☐
2. I am familiar with the WHO Global Competency Standards for refugee and migrant health.	☐	☐	☐	☐	☐
3. I understand the right to health as it applies to refugees and migrants.	☐	☐	☐	☐	☐
4. I know about the living conditions and social determinants affecting refugee/migrant health.	☐	☐	☐	☐	☐
5. I understand how stress, trauma and mental health affect refugee and migrant populations.	☐	☐	☐	☐	☐
6. I know how to apply a person-centred approach with refugee and migrant patients.	☐	☐	☐	☐	☐
7. I can use evidence-based guidelines in my practice with refugee and migrant patients.	☐	☐	☐	☐	☐

B — Confidence (8–14)

	1	2	3	4	5
8. I can communicate effectively across cultural and language differences.	☐	☐	☐	☐	☐
9. I can work effectively with a professional interpreter.	☐	☐	☐	☐	☐
10. I can carry out a culturally sensitive assessment with a refugee or migrant patient.	☐	☐	☐	☐	☐
11. I can identify and respond to mental health needs in refugee and migrant patients.	☐	☐	☐	☐	☐
12. I can identify and respond to gender-based violence (GBV) in patients.	☐	☐	☐	☐	☐
13. I can manage non-communicable and long-term conditions in refugee/migrant patients.	☐	☐	☐	☐	☐
14. I can work as part of a multidisciplinary team in a refugee or migrant health setting.	☐	☐	☐	☐	☐

C — Attitudes (15–19)

	1	2	3	4	5
15. Refugees and migrants deserve the same quality of care as the local population.	☐	☐	☐	☐	☐
16. I avoid making assumptions about patients based on their cultural background.	☐	☐	☐	☐	☐
17. I always protect the confidentiality and privacy of refugee and migrant patients.	☐	☐	☐	☐	☐
18. I hold myself to the same professional standards regardless of a patient's background.	☐	☐	☐	☐	☐
19. I advocate for the health rights of refugee and migrant patients within my facility.	☐	☐	☐	☐	☐

D — Practice Change (Post-Training, 6-Month, 12-Month only — skip at Pre-Training)

	Yes	Not yet	Plan to
20. I have used a new skill or approach from the training with a patient.	☐	☐	☐
21. I have shared key messages from the training with at least one colleague.	☐	☐	☐
22. I have changed how I communicate or consult with refugee or migrant patients.	☐	☐	☐
23. I have used a new referral pathway or resource for a refugee or migrant patient.	☐	☐	☐
24. I have applied guidelines or tools from the training in daily clinical practice.	☐	☐	☐

E — WHO Competency Domains (25–29)

	1	2	3	4	5
25. D1 People-Centredness: I provide care that respects the values and needs of each refugee/migrant patient.	☐	☐	☐	☐	☐
26. D2 Communication: I communicate clearly across language and cultural barriers, using interpreters when needed.	☐	☐	☐	☐	☐
27. D3 Collaboration: I work effectively in a team and coordinate with other services for refugee/migrant patients.	☐	☐	☐	☐	☐
28. D4 Evidence-Informed Practice: I use current evidence and WHO standards in my care for refugees and migrants.	☐	☐	☐	☐	☐
29. D5 Personal Conduct: I maintain professional, ethical and culturally respectful behaviour at all times.	☐	☐	☐	☐	☐

F — Implementation Intentions (Tick ONE action per domain you plan to implement first)

F1 — D1 People-Centredness	
☐	Ask patients their preferred language at the start of every consultation
☐	Use a patient preference checklist
☐	Discuss care options with the patient before deciding on treatment
☐	Already doing this consistently
F2 — D2 Communication	
☐	Always request a trained interpreter when needed
☐	Use visual aids or written summaries for patients
☐	Attend a communication skills workshop
☐	Already doing this consistently
F3 — D3 Collaboration	
☐	Identify one additional service to refer patients to
☐	Share training content in a team meeting
☐	Create a referral contact list for refugee/migrant health services
☐	Already doing this consistently
F4 — D4 Evidence-Informed Practice	
☐	Read the WHO Global Competency Standards document

☐	Apply one new evidence-based guideline to daily practice
☐	Share a useful guideline with my team
☐	Already doing this consistently
F5 — D5 Personal Conduct	
☐	Reflect on one personal assumption I have about refugees/migrants
☐	Seek peer feedback on my conduct with patients
☐	Complete a self-assessment using the WHO competency framework
☐	Already doing this consistently

G — Your Experience (Post-Training, 6-Month, 12-Month only — skip at Pre-Training)		
	Yes	No
34. This training helped me provide better care to my patients.	☐	☐
35. I feel better prepared to serve refugee and migrant patients than before this training.	☐	☐
36. There are workplace barriers to applying what I learned.	☐	☐
37. I would recommend this training to a colleague.	☐	☐
☐ 35. [6-Month / 12-Month only] I can identify at least one specific change in my clinical work that I link to this training. ☐ ☐		

H — Reflections — Open Questions (2–4 sentences · no right or wrong answer)

PRE-TRAINING ONLY

OE-1. Describe a situation where you found it difficult to provide good care to a refugee or migrant patient. What made it difficult?

OE-2. What is the one thing you most want to learn from this training?

POST-TRAINING ONLY

OE-3. What is the most important thing you learned? How do you plan to use it with your patients?

OE-4. What barriers might make it difficult to apply what you learned? What support would help?

6-MONTH AND 12-MONTH FOLLOW-UP ONLY

OE-5. Give one specific example of how you changed the way you care for a refugee or migrant patient since the training.

OE-6. What has prevented you from applying the training more fully? What would need to change?

V — Clinical Scenario (Pre-Training and Post-Training only — tick ONE answer)

A 34-year-old Somali woman arrives at your clinic with her husband. She will not answer your questions directly — she looks to him to respond. She appears distressed and has a 6-year-old child with her. **What is your BEST first action?**

- ☐ A. Address all questions to the husband — this respects the cultural and family dynamic.
- ☐ B. Politely ask to speak with the patient alone, explain it is standard practice, and arrange a trained interpreter if needed.
- ☐ C. Use the child as interpreter since the child appears to speak the local language.
- ☐ D. Document the visit as incomplete and ask them to return with a different interpreter.



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This assessment is part of the WHO Global Competency Standards programme