



Olga is a 20-year-old medical student who fled Ukraine because of the Russian invasion, photographed near the border.

© WHO / Agata Grzybowska / RATS Agency



Behavioural insights on refugee health service needs and access: Qualitative study among Ukrainian refugees in Poland

WHO Behavioural and Cultural Insights (BCI) Unit and WHO Country Office for Poland

May 2022

Background

CONTEXT

With over 3 million Ukrainian refugees currently residing in Poland, it is crucial to understand their perceived health service needs and barriers and drivers they experience in accessing health care services.

FOCUS

The purpose of this study is to inform effective and appropriate health-related policies, services, communication and other health interventions related to Ukrainian refugees based in Poland.

DESIGN

This qualitative study is based on the COM-B theoretical model* with research questions related to refugee's capacity, motivation, social support and opportunities to seek health care in Poland.

Methodology

INTERVIEWS

- 25 in-depth interviews
- Conducted online
- Ukrainian research company

CRITERIA

- 18+ years of age
- Left Ukraine due to war
- Present in Poland at least two weeks

SAMPLING

- Age (18-49 years; 50+ years)
- Lodging type (official refugee camp; non-official housing)
- Education (finished high school; not finished high school)
- Caretaker role (caretaker for children, elderly or other; not a caretaker)

Participants who agree will be contacted again in 1-3 months to understand if their perceptions, needs and experiences related to health services in Poland has changed

Recruitment and Participation

INVITATION

- Social media
 - Telegram
 - Viber
- In person networks
- Link provided to a short online survey where they can leave contact information

INTERVIEW

- Researchers sample and contact potential participants to schedule
- Consent provided
- Interviews conducted online
- Approximately 45 minutes
- Audio recorded
- Invitation to follow-up interview

Invitation text:

Have you left Ukraine and are living in Poland?

If so, please consider participating in an interview study to understand your health needs and experience accessing health services in Poland.

The World Health Organization (WHO) would like to understand more about positive and negative experiences related to accessing health care for Ukrainian refugees in Poland so we can help improve services.

No personal data will be shared outside the study, and your participation is entirely voluntary.

If interested, click this [link](#) to learn more.

Analysis and Interpretation

RAPID ANALYSIS

- Audio-recordings will be analysed using a rapid process developed by WHO Europe
- Two recordings transcribed
- Identifies key themes and quotes
- Findings organized by COM factors*
- Possible actions identified using Behaviour Change Wheel*

STAKEHOLDER MEETING

- In-person meeting planned for soon after completion
- Discuss and interpret findings
- Discuss and develop recommendations

How You Can Help

- Share study invitation with your networks online and in person
- Encourage refugees to participate
- Ensure others working in this space are aware of the study, results (when available) and recommended action
- Share your interpretation of findings directly and in stakeholder meeting
- Contribute to recommended actions
- Work together to implement recommendation actions

Thank you

For more information:

Katrine Bach Habersaat, Regional Advisor for Behavioural and Cultural Insights, WHO Regional Office for Europe: habersaatk@who.int / +4561702100

Martha Scherzer, Senior Consultant, WHO Regional Office for Europe: scherzerm@who.int