



Nursing on the Move

Communication, integration, interaction in healthcare

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Ideas

Frame of reference

Concerns

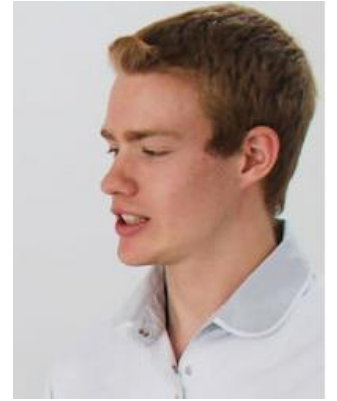
*Worries, fears,
implications, effects*

Expectations

*Involvement
and care*



Care

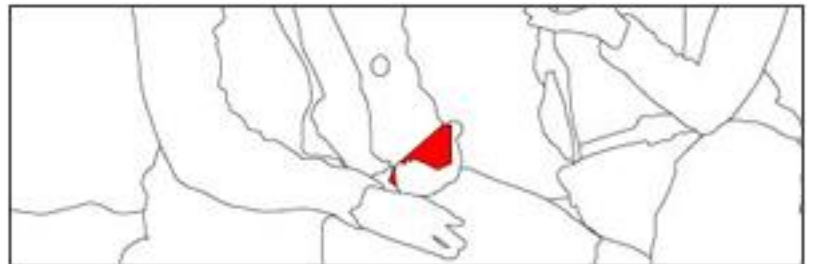
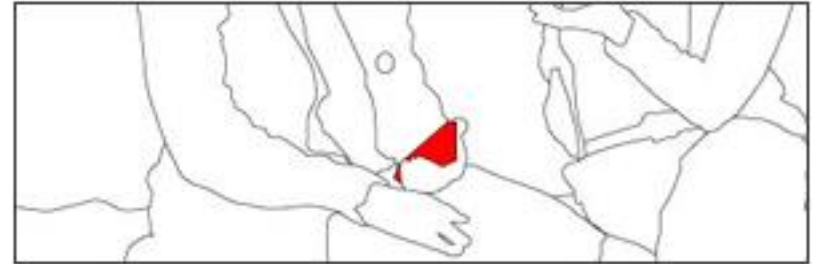


Interactions



Communication

- *Com*
Communis
Communicare
- Verbal
Non-verbal
- Language-in-use
Language-in-action
Inter-action



Healthcare communication

- Quality of communication **influences** quality of patient care and health outcomes

Hewett et al. 2009, Watson et al. 2012, Stewart 1995

- As part of a treatment
With patients, colleagues, relatives
Not intuitive, professional, interdisciplinary knowledge
→ What is language, what is communication?
- Medical professionals are **on the move** between
 - languages
 - cultures
 - medical contexts
 - approaches

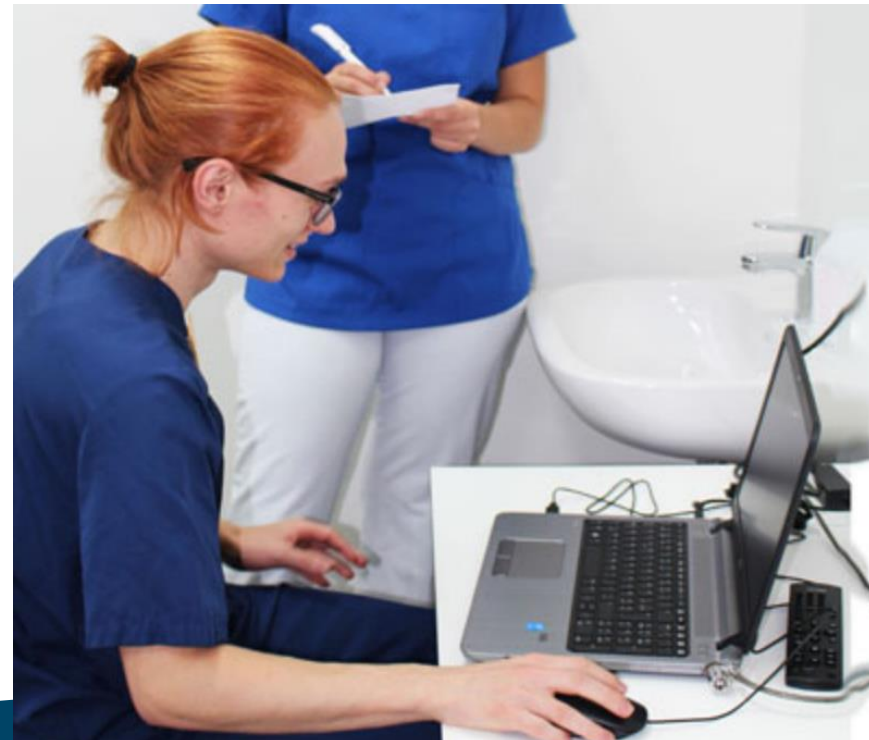


Communication tensions

- Communication can go *wrong*

Why?

- Delicate Dr-P relationship
 - Fear for legal consequences of medical errors
 - Cost-effectiveness
 - Career
 - ...
-
- Communication in an L2 ...



Why? Facts and figures

- Just under half of Europeans (46%) are able to speak any foreign language *well enough* to hold a conversation.

Special Eurobarometer 386, 2012

- As a speaker of English you need *approx 600 hours* (24 weeks) to learn a *language related to English* to gain *Professional working* proficiency [upper intermediate; 3/5].

Foreign Service Institute

- With growing foreign economies and more global communication than ever before, languages are becoming a crucial *skill* for professionals.

Special Eurobarometer 386, 2012

What makes language challenging for nurses?

Nurses are:

- Rather confident in their first-language
- Significantly less confident in their second-language (L2)
- Across a range of culture-related issues
- Socio-psychological issues are more challenging in L2

Solutions:

- Language-specific skills training
- Address communication about culturally-grounded beliefs:
e.g., health and religious

(Gasiorek & Van de Poel, i.p. 300 nurses)



What makes language learning challenging?

- Effective: goal-oriented
specific and tailored purposes
- Efficient: just-in-time
no time to waste

Motivational: This is what I need

Experiential: I cannot speak without grammar

Psychological: I don't have the gift

Social: We are all in the same boat

→ Lifelong language learning

→ Made-to-measure language learner/learning toolbox

Needs translated

NoM components:

- Nurses' different roles in professional contexts
- Communicative challenges:
face threat; cultural background, ...
- Language learning needs and profile
- Communicative (re)action inventory
- International literature
- Local context(s)

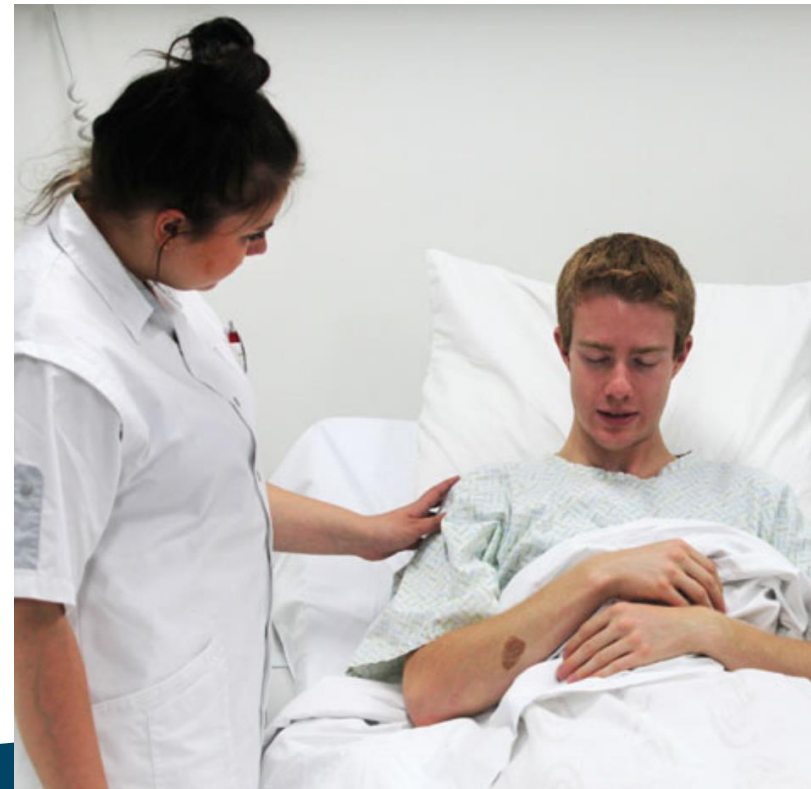


BACKGROUND



Nursing on the Move

Eight partners with medical, academic and training backgrounds are engaged in an intensive collaboration to develop a range of tools for e-learning and on-the-job communication for the nursing profession. Under the coordination of the University of Antwerp participants from Austria, Belgium, Finland, Italy, South-Africa, Spain and Sweden are working on the Nursing-project which is to last until September 2017 and is co-funded by the European Commission. Scenarios, video cases, strategies and tips will guide (pre)professional nurses to a more appropriate and more effective communication in their clinical setting.



A nighttime photograph of the Antwerp skyline, Belgium, with city lights reflecting on the Scheldt River. The sky is dark blue, and the water is dark with bright yellow and white reflections. A small boat with a green light is visible on the left. The text is overlaid on a semi-transparent blue horizontal band.

www.nursingonthemove.eu

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Communication breakdown

- Language support guides:
the use of a second/foreign language is just one of many issues
in cross-cultural communication

*Calgary-Cambridge guides;
Silverman, Kurtz, & Draper, 2005*

- (Preventive) treatment
to address ensuing communication problems?

Van de Poel & Gasiorek 2012:4

