



Health Care Communication in Intercultural Settings: From Challenge to Success

7 June 2017
Kardinal-König Haus
Wien

Panel discussion

How to turn challenges into success:

Can nurses be taught?

- **Johan Bosmans** (Social training of nurses, AP Antwerp, Belgium),
- **Elmo De Angelis** (Training-the-trainer, Training 2000, Italy),
- **Petra Haderer** (Doctors without borders, Austria),
- **Sanna Laiho** (Training nursing students, TAMK, Finland),
- **Peter Nowak** (Head of Department "Health and Society", Gesundheit Österreich GmbH, Austria),
- **Jürgen Schäfer** (Chief executive officer, Agaplesion Frankfurter Diakonie Kliniken, Germany)
- **Marilize Pretorius** (Training consultant with experience in South Africa and Europe)
- **Elena Tomassini** (Dialogue Interpreting Trainer, U.N.I.N.T., Rome)

CONTENT

Petra Haderer

- *Everything can be taught
and nothing can be taught*

Johan Bosmans

- Training **social** skills is more ... in a foreign language.
 - pleasant
 - challenging
 - useful
- Training **communicative** skills is BORING!

APPROACH

Sanna Laiho

- Online learning **supports**
cultural, language and communicative skills

Elmo De Angelis

- **Trainers** are fundamental for
 - personalization and
 - guidance

in training paths

Marilize Pretorius

- Nursing training should ideally combine
 - **independent** online learning with
 - directed learning from a **trainer**

POLITICS and POLICIES

Peter Nowak

- We need an integrated multistrategic approach to change including
 - staff development,
 - organization development,
 - patient participation and
 - systems incentives

Jürgen Schäfer

- **Recruiting** outside your own country is only one alternative
- Fighting about the **Talents**
- Accept the **difference**
- **Commitment**

Elena Tomassini

- Interpreting or Linguistic and Cultural Mediation (LCM) provided by Italian hospitals and health care facilities
- Facilitate communication in-between LLP (Limited Language Proficiency) patients and health care professionals
- Ensure LLP patients' full access to health care services
- NO
 - national standards for health care interpreting
 - specific health care interpreter training
 - national accreditation system
- Several Italian Regions offer courses at regional level (max. 300 hours) (no include interpreting skills)
- U.N.I.N.T. University in Rome: Dialogue Interpreting Course (business, health and legal)

- NoM project used in class: work on real life situations and acquire medical terminology
- Two students participated in the NoM Nursing Communication Training Course (Fano, April 2017) and found the course extremely useful