

in cooperation with



## Health Care Communication in Intercultural Settings From Challenge to Success

**NURSING  
ON THE  
MOVE**

**7 June 2017 (9:00 - 17:00)**

**Kardinal König Haus, 1130 Vienna, Austria**



This project is co-funded by  
the European Union

### Programme

09:00 - 10:00

**Registration**

Video testimonials "Nursing on the Move"

10:00 - 10:15

**Welcome and introduction**

Gerhard Polak, Going International & Holger Bienze, die Berater, Austria

#### Defining the field

10:15 - 10:35

**Our patients don't understand us anymore. What can we do?**

Head of Department „Health and Society“,  
Gesundheit Österreich GmbH, Austria

10:35 - 10:55

**Integration that works! A report of 15 years' experience**

Jürgen Schäfer, Chief executive officer, Agaplesion Frankfurter Diakonie Kliniken, Germany

10:55 - 11:15

**"How the body?" Intercultural communication in Humanitarian Assistance**

Petra Haderer, Doctors without borders, Austria

11:15 - 11:30

**Coffee break**

#### Wie stellen wir uns den Herausforderungen?

11:30 - 11:45

**"Nursing on the Move":**

**Communication, integration, interaction in healthcare**

Kris van de Poel, Research Unit for Applied Language Studies, University of Antwerp, Belgium

11:45 - 11:55

**Intercultural learning in „Nursing on the Move“**

Dieter Vermandere, University of Antwerp, Belgium

11:55 - 12:05

**Integration versus acculturation in „Nursing on the Move“**

Tobie van Dyk, North-West University, Südafrika

## Panel discussion

12:15 - 13:15

### How to turn challenges into success: Can nurses be taught?

*Johan Bosmans (social training of nurses, Artesis Plantijn University College Antwerp, Belgium), Kylene De Angelis (Training-the-trainer, Training 2000, Italy), Petra Haderer (Doctors without borders, Austria), Sanna Laiho (Training of nursing students, Tampere University of Applied Sciences, Finland), Peter Nowak (hHead of department „Health and Society“, Gesundheit Österreich GmbH, Austria), Jürgen Schäfer (chief executive officer, Agaplesion Frankfurter Diakonie Kliniken, Germany), Elena Tomassini (Training of health care interpreters, Faculty of Interpreting and Translating, University of International Studies of Rome, Italy)*

Moderator: *Kris van de Poel (Research Unit for Applied Language Studies, University of Antwerp, Belgium)*

13:15 - 14:30

### Lunch break

## Applying the topics in 5 Workshops

14:30 - 16:00

### 5 parallel workshops in two rounds

Each participant can take part in two workshops

First round of workshops: 14:30 – 15:10

Second round of workshops: 15:20 – 16:00

#### WS1: Effective and efficient nursing communication – How to succeed?

*Marlene Sator, National representative at the EACH – International Association for Communication in Healthcare, Austria*

English/  
German

#### WS2: Role and tasks of an integration commissioner Developing a workplace-curriculum for an integration commissioner in hospitals

*Katalin Bordi, Agaplesion Frankfurter Diakonie Kliniken, Germany*

German

#### WS3: Interkulturelle Kompetenzen, Strategien und Tipps in der Krankenpflege

*Dieter Vermandere, Kris van de Poel, University of Antwerp, Belgium*

English/  
German

#### WS4: Scenarios for teaching and learning with "Nursing on the Move"

*Marilize Pretorius, Elke Ruelens, Christine Fourie, University of Antwerp, Belgium*

English

#### WS5: Testing nursing communication skills

*Tobie van Dyk, North-West University, South Africa*

English

16:00 - 16:15

### Concluding statement

*David Owen, Universitat Autònoma de Barcelona, Spain*

16:15 - 16:30

### Farewell from the hosts

*Gerhard Polak, Going International & Holger Bienzle, die Berater, Austria*

ab 16:30

### Get-together