A mango a day keeps the doctor away

Blended leren

intercultureel medisch communiceren

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VLHORA congres 23 april 2018
Studentenervaring: 2014-2018

• 2014
  Training *communicatieve* vaardigheden is
  *BORING* en overbodig

• Treatment 2015-2018: Communication cases
  ➔ 2018: Training *sociale* vaardigheden
  *in een vreemde taal is* ...
    - spannend
    - nuttig
    - plezant
Kijken naar niet-verbale communicatie

Ideas

Frame of reference

Concerns

Worries, fears, implications, effects

Expectations

Involvement and care
Communicatiebasis
Medische communicatie

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

- Niet intuïtief

→ **Kennis** verwerven van
  
  - taalcomponenten
  - professionele communicatie
  - sociale communicatie
Communicatie-spanningen

Ziekenhuis
- Cost-effectiveness

Patiënt
- Mondigheid
- Multicultureel
- Dr. Google

Arts/Verpleegkundige
- Medische fout
- Carrière
- Interculturele communicatie
- Vreemde taal
- Gezichtsverlies
- Stereotyping

Familie
- Controle
- Interculturele communicatie
Taaluitdagingen?

- Rather confident in their first-language
- Significantly less confident in the second-language
  - Across a range of culture-related issues
  - Socio-psychological issues

Gasiorek & Van de Poel, 2018

- Bewustwording van communicatieprofiel
- Taalspecifieke kennis en vaardigheidstraining
- Aandacht voor cultureel begronde overtuigingen bv. gezondheid en religie
Noden vertaald

Learning from and for life
• Doelgroep en doel
  o gezondheidswerkers: therapietrouw, slechtenieuwsberichten, actief luisteren, culturele overtuigingen, gehoorproblemen of taalproblemen, ...
  o brugstudenten, reguliere studenten en buitenlandse stages
  o internationale mobiliteit en mobiele patiënten
• Authentieke uit het leven geplukte scenario’s:
  o levende mensen; vreemde taal (eng, fra, nld)
  o suboptimale omstandigheden
• Aanpak
  o online systematisch verwerken van een probleem
  o analyseschema’s: lichaamstaal, stemgebruik, oogcontact, ...
  o communicatiestrategieën en tips
  o coaching en contact
  o Community of practice: from expert to expert
• Accreditatie
  o taalniveau CEFR C1-C2 (uitgeschreven dialogen en/of vertaling)
  o certificaten, badges, .... levenslang leren Mozilla Open Badges Backpack
SENSITIVE TOPICS: CATHETERISATION

In medical contexts there are many sensitive topics. When patient and nurse do not have the same gender, differ in opinion, speak a different language or come from a different culture, sensitive topics may turn into problems. Below you will find a working document to help facilitate the process. Feel free to highlight, tick boxes, add points, ...

A. ACTIVE listening
   - Listen
     - hesitation – silence – ...
     - voice quality – volume (shouting, inaudible) – tone – high pitch
     - shaky voice – ...
     - non-verbal hints – ...
   - Watch
     - proximity – touch – ...
     - gestures – ticks – ...
     - facial expressions – ...
     - eye contact – making or avoiding contact – dropping eyes – ...
     - level of activity – ...

B. Think BEYOND the situation
   - Patient:
     - relaxed
     - stressed
     - anxious
   - unemotional
   - emotional
   - happy
   - frustrated
   - angry
   - modest
   - arrogant
   - uncertain
   - Nurse:
     - open
     - secretive
     - polite
     - rude
     - caring
     - cold
     - professional
     - unprofessional
     - tactful
     - tactless
   - Potential problems:
     - Task focus: unnecessary information given
     - Rapport building: patient feels comfortable

C. How do people COMMUNICATE
   - What does the patient say?
     - native speaker
     - non-native speaker
     - focused on the point
     - chaotic
     - humour
     - irony
     - plain language
     - understatement
   - What do the relatives say?
     - native speaker
     - non-native speaker
     - focused on the point
     - chaotic
     - humour
     - irony
     - plain language
     - understatement
   - What do you say?
     - building trust, ...
     - ensuring collaboration, ...
     - building in frequent checks, ...
     - paraphrasing, ...

SENSITIVE TOPICS
Pay attention to people:
- Colleagues
- Patients
- Family members, ...

Analyse from A to C

1. ACTIVE listening
2. BEYOND the current situation
3. Focus on COMMUNICATION

FUTURE FOCUS
What I should focus more on:

.................................
.................................
.................................
.................................
.................................

www.InterCulturate.org/moodle
CommCase 9
Communication cases in healthcare are scenarios which may happen when real people communicate in real life. Communication cases help you practise authentic communication in different languages.

Objectives

In each Communication case you will be presented with a challenging scenario (sometimes a problem). You decide the best way to deal with the situation. Depending on your answer the story will further develop. The story ends with communication strategies and tips. You can redo the case as often as you want.

Authentic

Communication cases are real-life stories recorded by real-life people. To help you understand them better, you can read dialogues and translations below the videos. The level of the language is CEFR C1-C2.

Outcomes

Communication cases allow medical pre-professionals to acquire communicative insights, skills and knowledge in a foreign language by paying attention to verbal and non-verbal communication. In this way you will learn how to adapt your communication to a particular context.

Accreditation

You can earn a badge by completing all steps in the scenario. Badges can be stored on Mozilla Open Badges Backpack, so you always have access to them.

Enjoy!
9. Choice of carer: Catheterisation

Introduction

In a medical context there are a lot of sensitive topics. When patient and nurse do not have the same gender, differ in opinion, speak a different language or come from a different culture, these topics may turn into issues. These issues can come to the fore when an intimate examination has to be performed.
9. Choice of carer: Catheterisation

Watch the interaction between the nurse and the patient.

The patient has to be catheterised
from InterCulturate

You have to catheterise a patient.
The patient, who is a man, refuses to be catheterised by a female nurse.

What would you do in a situation like this?

- I will try to reassure the patient that I am capable to catheterise.
  After all, I am an experienced nurse.

- I will tell the patient firmly that this is not the way that things are done in this hospital.
  After all, I am in charge.

- I am taken back by the patient’s reaction.
  I decide to try to find a male nurse.
  After all, I want to make the patient feel comfortable.
9. Choice of carer: Catheterisation

What will you do?

- I will indeed check if any male nurses are available. If I cannot find a male colleague immediately, I will explain to the patient and I will continue the procedure myself.

- I will indeed check if any male nurses are available. If I cannot find a male colleague immediately, I will reschedule the procedure, so a male nurse can catheterise the patient. In this way I show respect for the patient's values.
9. Choice of carer: Catheterisation

Help the patient understand

Important!

- You may not always find a male nurse.
- You need to make your patient understand that.
- However, you can always try to reschedule an examination.
- But also there you have to ask the patient to be patient.
- The first step is in this situation is communication.
- Show respect for the patient's point of view, but make sure he understands that:
  - You are an experienced nurse who is capable to perform procedures on patients of the opposite sex;
  - In your hospital it is not common that patients get to choose the gender of their nurse.

Of course, you will do your utmost to see to his needs.
9. Choice of carer: Catheterisation

Congratulations - end of lesson reached

Your score is 2 (out of 6).
Your current grade is 33.3 out of 100

Return to CommCases  View grades
9. Choice of carer: Catheterisation

The ideal steps

In a medical context there are a lot of sensitive topics. When patient and nurse
  • do not have the same gender;
  • differ in opinion;
  • speak a different language;
  • come from a different culture;
these topics may turn into issues.
These issues can come to the fore when an intimate examination has to be performed.

Some steps to be taken:
  • Try to understand the patient’s point of view.
    - Approach the patient in a positive non-judgmental way.
    - It is important for the patient’s recovery that he feels comfortable around you and trusts you.
  • Use open body language at all times.

  • Show respect for a patient’s:
    - beliefs;
    - values;
    - sensitivity.
Take the cultural background of the patient into account.

  • Explain to the patient how the hospital works.
    - Try to make the patient feel comfortable;
    - Follow the hospital’s protocol in any case;

  • If you know that there is a male nurse on duty, you could try to accommodate the patient’s wishes.
9. Choice of carer: Catheterisation

Congratulations - end of lesson reached

Your score is 5 (out of 5).
Your current grade is 100.0 out of 100

Return to CommCases  View grades

Disagreeing: Analysis
9. Choice of carer: Catheterisation

Bloopers

YouTube video player

Next

Disagreeing: Analysis

Choice of carer: Analysis
Start
The patient has to be catheterised.
What would you do in a situation like this?

I will try to reassure the patient that I am capable to catheterise. After all, I am an experienced nurse.

I am taken back by the patient’s reaction. I decide to try to find a male nurse. After all, I want to make the patient feel comfortable.
Try to find a male nurse. What will you do?

I will tell the patient firmly that this is not the way that things are done in this hospital. After all, I am in charge.
The patient is disappointed (1). Why do you think that this did not really work?

Check for a male nurse. If I cannot find a male nurse, I will continue the procedure myself.
You did not manage to find a nurse. What do you do now?

I will reschedule the procedure, so a male nurse can catheterise the patient. I respect the patient’s values.
You found a male nurse

I tell the patient firmly that this is not the way that things are done in this hospital.
The patient is disappointed (2). Why do you think that this did not really work?

Help the patient understand

Because the patient does not want to adapt to the rules of this hospital. The patient is stubborn. He still does not trust a young nurse.
Closed body language

My body language was not open for real communication. My tone of voice was harsh. The way of saying things should be different.

Good job

I did not try to understand the patient’s point of view. I did not take the cultural background into account.
Closed body language.
You are right

The patient is stubborn. The patient does not trust a young nurse. The patient does not want to adapt to the rules.
Be careful how you communicate

I try to reassure the patient, while being firm that I need to do my job and there is no male nurse available.
The patient is disappointed but understands

Help the patient understand

Because the patient does not want to adapt to the rules of this hospital. The patient is stubborn. He still does not trust a young nurse.
Closed body language

My body language was not open for real communication. My tone of voice was harsh. The way of saying things should be different.

Too firm
In medical contexts there are many sensitive topics. When patient and nurse do not have the same gender, differ in opinion, speak a different language or come from a different culture, sensitive topics may turn into problems. These issues can come to the fore when an intimate examination has to be performed. Some patients may have same-gender preferences. The following guidelines may help.

PROFESSIONAL
Your professional relationship is of primary importance.

- For a medical consultation to be effective and successful there needs to be a good relationship between you and your patient.
- Building a good rapport means developing the relationship through the way you communicate (Butler 2003).
- Building rapport helps make consultations more effective, efficient, supportive, and satisfying for both medical professionals and patients (Fernández 2010).

GENDER as CULTURE
A determining factor in communication is the gender of the person you communicate with.

- Men and women often communicate differently. Some researchers have suggested that we can think of gender as a culture.
- As with all cultural differences, try to understand the specific needs of your patients, and respond to those.
- Try to be as flexible as possible in your use of language and in your communication more generally.

NON-VERBAL COMMUNICATION
- If a patient looks uncomfortable, you can try to reassure them that they do not need to feel embarrassed, and/or ask them what you can do to make them more comfortable.
- Try to match your patients’ behaviour in terms of posture, physical distance and level of touch, as much as possible.
- In some cases, patients may prefer to talk to a nurse of the same sex and finding a colleague may be helpful.
- The policy of the hospital and availability of colleagues determines whether you can comply with the patient’s wishes or not.
- Your colleague can play an important role in persuading the patient to have you perform the procedure.
Community

Marilize Pretorius heeft een poll gemaakt.
17 april om 13:42

Hi everyone, I hope you enjoyed the Easter break!
Now it's time to get back to business...
...so here is your next facebook activity:
Which CommCase topic is most difficult for you to do in English in real life:

- [ ] Getting information from a drunk patient (+4)
- [ ] Calming a panicking family member (+2)
- [ ] Explaining the need for an epi-pen (+1)
- [ ] Greeting a new patient and introducing yourself

+ Optie toevoegen

Leuk
Opmerking plaatsen

Gezien door 7
Accreditation

Recipient details
Name: Demo 2018

Issuer details
Issuer name: InterCulturate.org

Badge details
Name: CommCase Badge 9
Description: The CommCase – Choice of carer: Catheterisation presents a challenging scenario. Every step in the scenario aims to help the medical professional acquire communicative insights, skills and knowledge in a particular professional context. Attention has to be paid to verbal and non-verbal communication and professionals have to adapt their language to a particular cultural and intercultural context (CEFR C1-C2). Critical analysis and strategic communication are central to the case.

Course: CommCases

Criteria
To earn this badge the healthcare professional reflectively completed the authentic scenario Choice of carer: Catheterisation. Badges can be stored on Mozilla Open Badges Backpack.

Users are awarded this badge when they complete the following requirement:
- The following activity has to be completed:
  - "Lesson - 9. Choice of carer: Catheterisation"
• Increased levels of self-perceived competence
• Significant gains in competence: coaching and community learning
• **Blended** learning lowers threshold to online learning:
  - *directing* learners’ online learning behaviour
  - allowing *freedom* to learn autonomously
  - *exposing* vocational learners to aspects of the online programme that they might not have explored otherwise
• Added **social** dimension to online learning: e.g. collaborative learning: learners, learner and lecturer
• Increased learning **engagement**
Samengevat

• Correcte inhoud: interdisciplinair team: medisch, taal, pedagogisch, IT
• Diverse studentenprofielen ervaring → professionals
• Realistisch en authentiek: herkenbaar maar ook nuttig
• Reële ‘winst’: bewustzijn, competenties → Motivatie
→ Levenslang leren
Als professional doelgericht leren communiceren in een vreemde taal is een beetje exotisch, maar heel gezond:

A mango a day keeps the doctor away