6. Intercultural Competence in Medical Care

In this area the intercultural competence and sensitivity is an important part of the daily work with and for the patients (international and/or with migration background). It’s not only a matter of cultural differences, which can be the cause of misunderstandings (and lead to problematic situations). This is about people in a special situation: many have pain, are insecure or even afraid - and are therefore more sensitive than they otherwise might be. This training will help dealing with patients of different cultures more easy.

Many years of experience in medical project management as well as the patient care (e.g. also during attendance of patients from the Arab region during carrying out medical treatments, such as surgeries or rehabilitation, in the GSA region) has the advantage, that the training is accompanied by examples from the daily practice. Thus gives a very practical knowledge to the participants.

It is essential that different requirements and perspectives must be considered (the hospital as a business institution; doctors and medical staff in terms of time expenditure etc.; patient care with corresponding needs) and included in the training.

Location: Inhouse or negotiable
Appointment: upon agreement
Group size: 6 to max. 12 participants
Duration: 3 or 5 days
Price: on request
Working languages: German; English (under progress)

Educational goal / your benefits:

Hospitals play an important role for the health care of people with a migration background and foreign patients (in metropolitan hospitals of Germany, depending on location, up to 30%).

The development of intercultural competence is a measure of human resource development, which opens the respective organization and affects the process of organizational and personnel development and management culture. In the field of medical care for foreign patients and patients with a migration background, it is a challenge to ensure adequate care and provides new tasks in quality and personnel management for hospitals (also private clinics, doctors' offices etc.). The reasons for achieving intercultural competence and sensitivity:

1. Doctors

- Supporting the establishment of a trustful doctor-patient relationship
- Facilitation of diagnostic procedure
- Assessment of different culturally conditioned behaviors
- Decision of third parties involvement (e.g. in regard to the prevention of erroneous translation / dissemination of information).
2. Medical (Nursing) Staff / Therapists

- Knowledge of culturally diverse factors in the care of patients
- Consideration of religious peculiarities e.g. in the nutrition
- Appropriateness with therapy accompanying factors.

For both groups in addition:
Time savings by reducing (preferably avoiding) any misunderstanding!

3. Patients

- Fast gaining of trust to their doctor and the medical staff / therapists
- Feel well cared and safe(r)
- Following the instructions much easier.

4. The Hospitals / Clinics / Doctors' Offices itself

- Extending their image as a "Sample of best practice" e.g. in terms of good manners / State-of-the-Art Patient relation, especially related to international patients and patients with a migration background
- Increase patient loyalty and patient marketing at no additional cost
- Minimizing the risk of incorrect treatments / diagnostics through better understanding

Seminar expansion on request: In cooperation with a specialist physician in "Migration Medicine".

Prerequisites:

3 days: Knowledge of Intercultural Competence (at least Level 1 & 2.) or equivalent knowledge / experience.

5 Days: Only basic knowledge of Intercultural Competence (Level 1; adequately dealing with international patients and patients with a migration background).

Note:
The 5-day seminar can be divided when required (2 units x 2.5 days).

Target groups:

This seminar is aimed at
- Professionals and Managers in the field of health care (e.g. HR / Quality Management of hospitals, clinics)
- Medical Specialists and Nursing Staff in the field of health care (Doctors, Nurses, Medical Assistants, Therapists)
- Institutions in the medical / health care sector and involved employees, who want to expand their social and personal skills (Expertise Extension) to the range of intercultural competence in patient care and loyalty (Patient Marketing).
Contents:

I. 5 Days:
- Experience Analysis
- Influencing Factors
  - Iceberg Model
  - Cultural lens
  - Cultural categories and types
  - Communication patterns
  - Listening styles
  - Impact of own thoughts, feelings, actions, etc.
- All the content of Part II.

II. 3 days (if prior knowledge under Heading I. are present):
- Empathy and sensitivity
- Empathy and intercultural capacity to act
- Language barriers and non-verbal communication
- Conflicts in communication and behavior patterns
- Recommendation of a general approach to reduce misunderstandings
- Patient-related specificities on the basis of Muslim patients
  - Guidance
  - Aids for understanding
  - Nutrition
  - Touches
  - Body contacts
  - Privacy and modesty
  - Birth
  - Special cases (Abortion, Circumcision, etc.)
  - Death, Dying and the special case of Autopsy
- Ways to improve cooperation (with patients) - exercises for the daily work with the help of case studies (samples of own international experiences)
- Individual interviews / discussions.

Methods:

A combination of exercises, group and project work, role plays, presentations and professional input, moderated discussions.