

CARMEN MERINO CABELLO

# INTERCOMSALUD

*Intercultural communication guide for healthcare professionals*



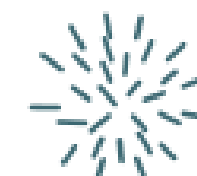
Universidad  
de Alcalá



INTERCOMSALUD



Hospital Universitario  
**La Paz**  
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FITISPos

SEMMELWEIS  
MEDICAL  
LINGUISTIC  
CONFERENCE



# First steps

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# INTERCOMSALUD PROJECT

## What is INTERCOMSALUD?

NATIONAL RESEARCH PROJECT  
INTERCULTURAL COMPETENCE IN FEMALE HEALTHCARE  
INTERLINGUISTIC COMMUNICATION

## OBJECTIVES

- Interdisciplinary study of communication in healthcare
- Needs of healthcare professionals and patients
- Identify communication needs
- Create an specific training course for professionals in intercultural encounters

**PSIT IS NECESSARY**

# Intercultural Communication



**Demography**

**Economy**

**Society**

**Politics**



**Shocks**

- Cultural shocks
- Role shocks
- Linguistic shocks
- Identity shocks



# Misunderstandings in healthcare encounters

## LINGUISTIC MISUNDERSTANDINGS

- Information about treatments, medication and dosages
- Specific type of medication.
- Assistance of a translator.

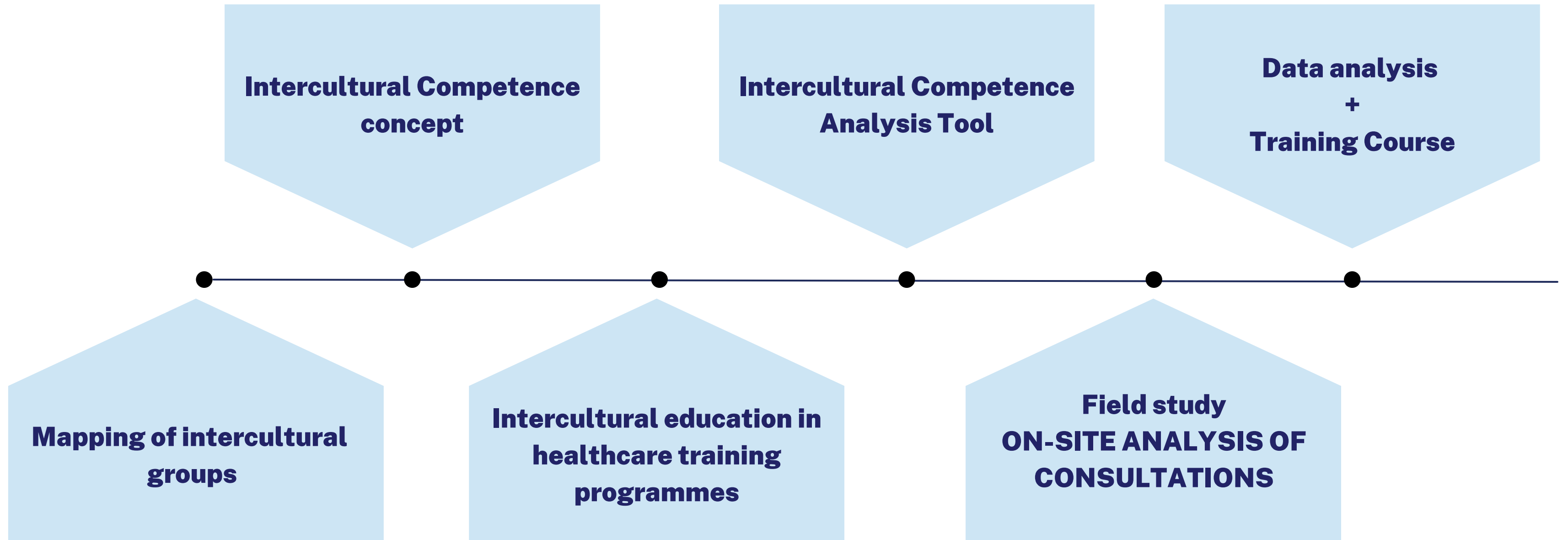
## CULTURAL MISUNDERSTANDINGS

- Natural remedies.
- Meals/day
- Healthcare system
- Specific concepts
- Religion and beliefs

- *Ad hoc* interpreters
- **Try to speak in a common language**

Adequate resources  
+  
specific training

# Methodology



# Intercultural education in healthcare training programmes

Different specialization on interculturality

<div>MEDICINE</div> <div>42 programmes</div>	<div>NURSING</div> <div>8 programmes</div>
<ul style="list-style-type: none"><li>• Humanities</li><li>• Antropology</li><li>• English for specific purposes</li><li>• History of Medicine</li></ul>	<ul style="list-style-type: none"><li>• Gender and health</li><li>• Nursing faced with multiculturalism and marginalization</li><li>• Transculturality, Gender and Health</li><li>• Differences and inequalities in health and health promotion strategies.</li></ul>

Doctors communicate with patients to the same extent that nurses do





# Intercultural competence analysis tool

## Multiculturality

Presence of multiple groups coexisting, emphasizing coexistence and tolerance

*(Aman, 2015).*

## Interculturality

Establishment of respectful and equitable links between individuals and groups of different cultural and linguistic backgrounds.

*Jackson, J. (2014).*

## Intercultural Competence

The ability to communicate effectively and appropriately in intercultural situations on the basis of one's own intercultural knowledge, skills and attitudes

*(Deardorff 2006: 249).*

## Healthcare Intercultural Competence

Recognition of the importance and incorporation of culture, the assessment of cross-cultural relationships, the monitoring of dynamics resulting from cultural differences, the **expansion of cultural knowledge** and the adaptation of interventions to recognize cultural needs.

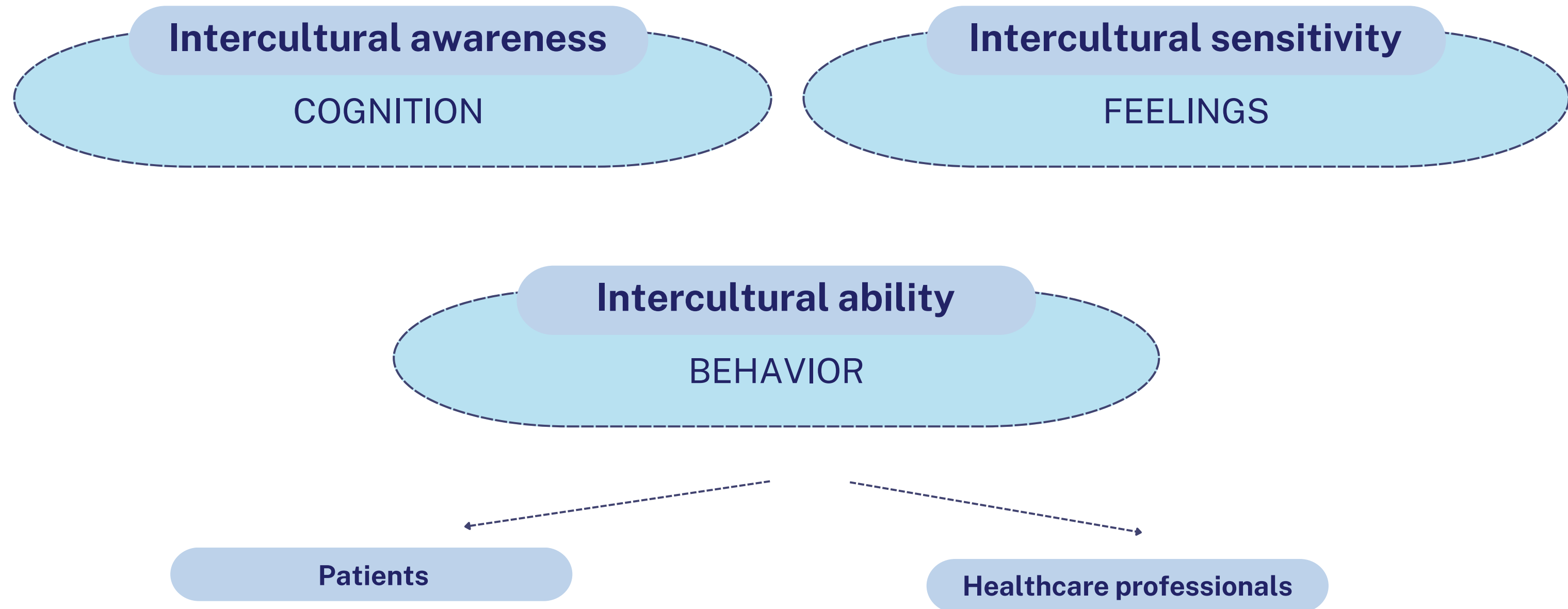
*Ministerio de Sanidad, 2011*



# Intercultural competence analysis tool

## Healthcare Intercultural Competence

Compositional model + Development model







# Preliminary results

**Medical and Nurse Residency**



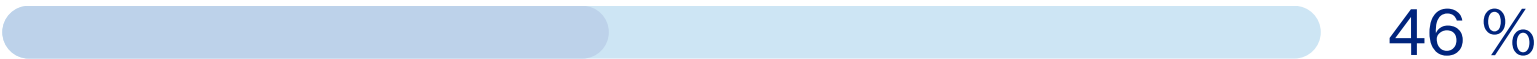
**Intermediate English Level**



**Concern when caring for a foreign patient**



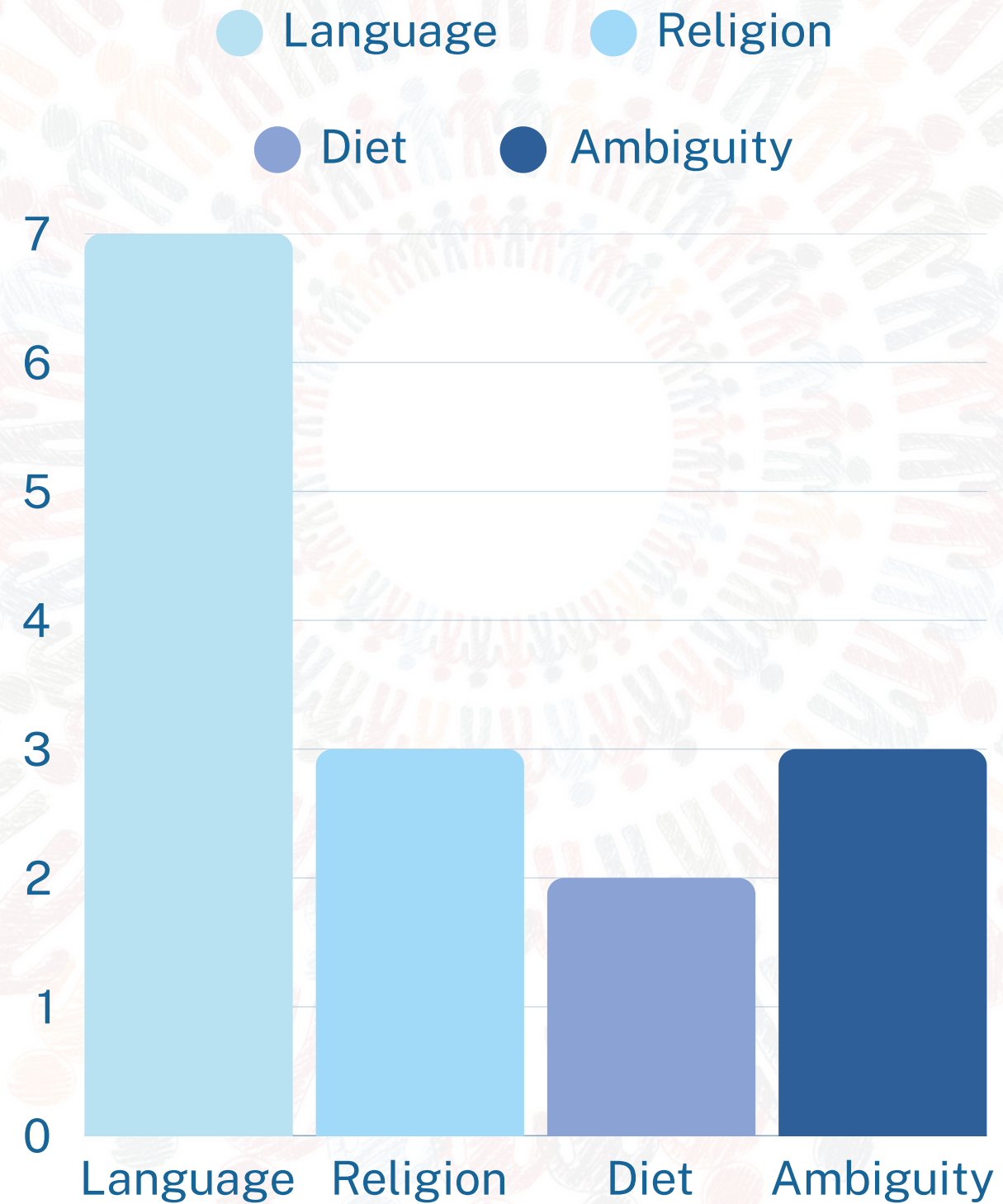
**Difficulty compared to spanish patients encounters**






# Preliminary results

## Difficulties in intercultural encounters due to cultural factors



- 
- Assistance of an interpreter
  - Different idea of health/disease
  - Worries because of gender and culture
  - Language barriers
  - Speak slowly
  - Maintain visual contact
  - Simplify the terminology

Non Verbal Communication

# Preliminary results

# **Future Steps**

**Analyze recordings**

**Increase the response sample**

**Define healthcare intercultural competence**

**Training programme proposal**

# Thank you for your attention



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