

CARMEN MERINO CABELLO

INTERCULTURAL COMMUNICATION IN HEALTH CONTEXTS: A GUIDELINE FOR HEALTHCARE PROFESSIONALS



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INTERCOMSALUD



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First steps

- 1 Interculturality and Communication
- 2 Misunderstandings in healthcare encounters
- 3 Methodology
 - 3.1 Pre-test
 - 3.2 Intercultural education in healthcare training programmes
 - 3.3 Intercultural competence analysis tool
- 4 Analysis of results
- 5 Future steps



Navigating the Frontiers of Healthcare



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

The Current Landscape of Interculturality

2024

- 304 millions international migrants
- Spain is the 3º country of EU with more migrant population.

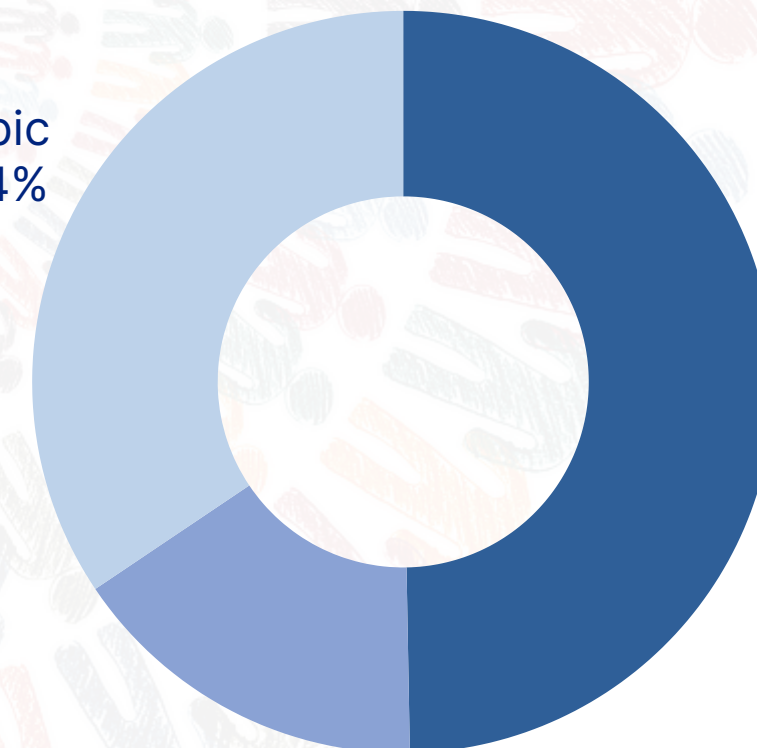


FEMALE IMMIGRANT POPULATION IN MADRID AND THEIR LANGUAGES

Arabic
34.4%

African languages and dialects
49.7%

Chinese
15.9%



The Current Landscape of Interculturality

2024

- 33,700 Hungarians left the country
- 10,986 Hungarians in Spain
- + 6,000 women



Nearly half of women in the 29-50 age group experience severe menstrual pain that could be due to gynaecological problems, but 58% simply tolerate it.

Intercultural Communication

Demography

Economy

Society

Politics



Shocks

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

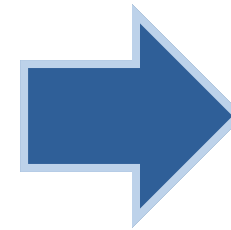
Misunderstandings in healthcare encounters

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

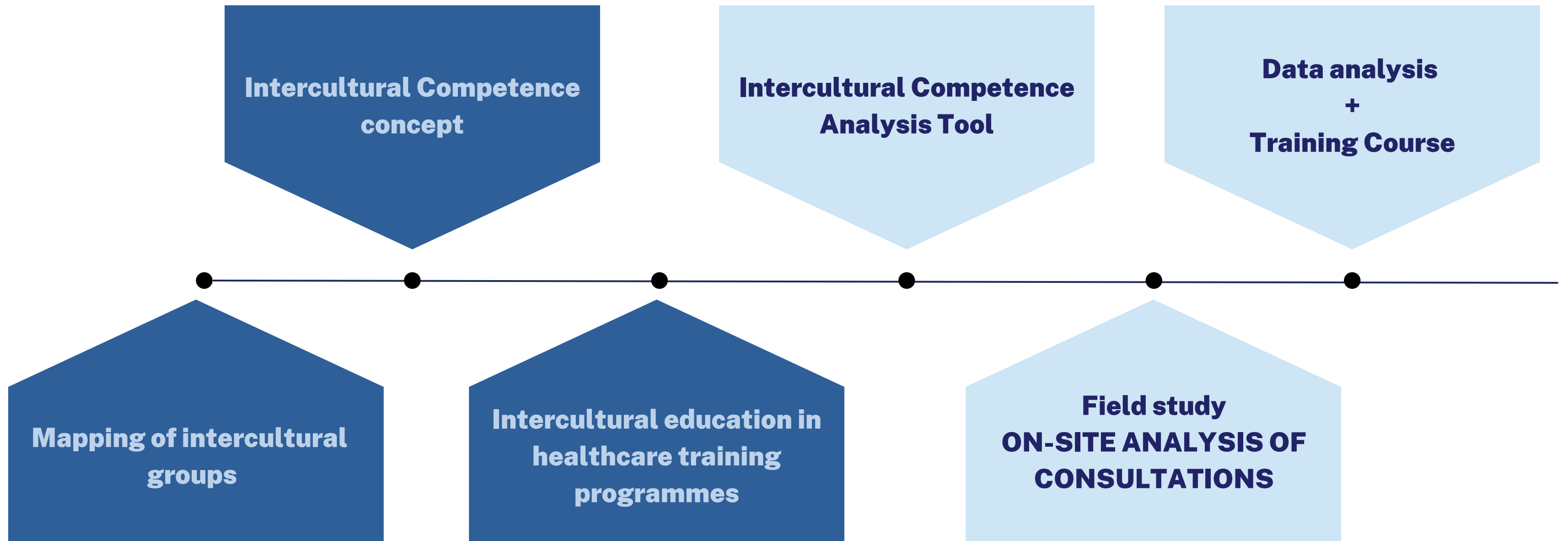


- *Ad hoc* interpreters
- Try to speak in a common language



Adequate resources
+
specific training

Methodology



Methodology

Pre-test



How could communion with migrant patients be improved?

Adequate resources + specific training

Accessible interpreting service (face-to-face and telephone)

Technical tools (pictograms)

Training of administrative staff

Clear protocols

Training on the traditions of different cultures

Intercultural education in healthcare training programmes

Different specialization on interculturality

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

Physicians communicate with patients to the same extent that nurses do

Deardorff, D. (2006). Identification and assessment of intercultural competence as a student outcome of internationalization.



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

Barrett, M. (2013). Interculturalism and multiculturalism: similarities and differences. Council of Europe.

Bernales, M., Pedrero, V., Obach, A., y Pérez, C. (2015). Competencia Cultural en Salud: una necesidad urgente en trabajadores de la salud. Revista médica de Chile, 143(3), 401-402.

Jackson, J. (2014). Interculturality in International Education. Routledge

Intercultural competence analysis tool

MODELS

IDI

Denial
Defense
Minimization
Acceptance
Adaptation
Integrationa

Hammer, M. R., Bennett, M. J.,
& Wiseman, R. (2003).

MPQ

Cultural empathy
Openness to new
things
Social initiative
Emotional stability
Flexibility

Van Oudenhoven, J. P., & Van der Zee,
K. I. (2002).

ICSI

Collectivism -
Individualism
Flexibility -
Openness

Bhawuk, D. P., & Brislin, R. (1992).

ISS

Self-concept
Self-regulation
Empathy
Open-mindedness
Non-judgmental
Involvement

Chen, G. M., & Starosta, W. J. (2000).

ICAPS

Emotional regulation
Openness
Flexibility
Creativity

Matsumoto, D., LeRoux, J. A., Robles, Y., &
Campos, G. (2007).

Empathy
Cross-cultural
training
Motivation
Listening skills
Positive attitude
towards other
cultures

Vilà Baños, R. (2005).

Intercultural competence analysis tool

1 Analysis of other tools

2 Stablishment of
communication factors in
this context

3 Suggestion of items
linked to these factors



ANALYSIS DIMENSIONS

Compositional model + Development model

Intercultural awareness

COGNITION

Intercultural sensitivity

FEELINGS

Intercultural ability

BEHAVIOR

Patients

Healthcare professionals



Analysis of results

Medical and Nurse Residency



Intermediate English Level



Concern when caring for a foreign patient

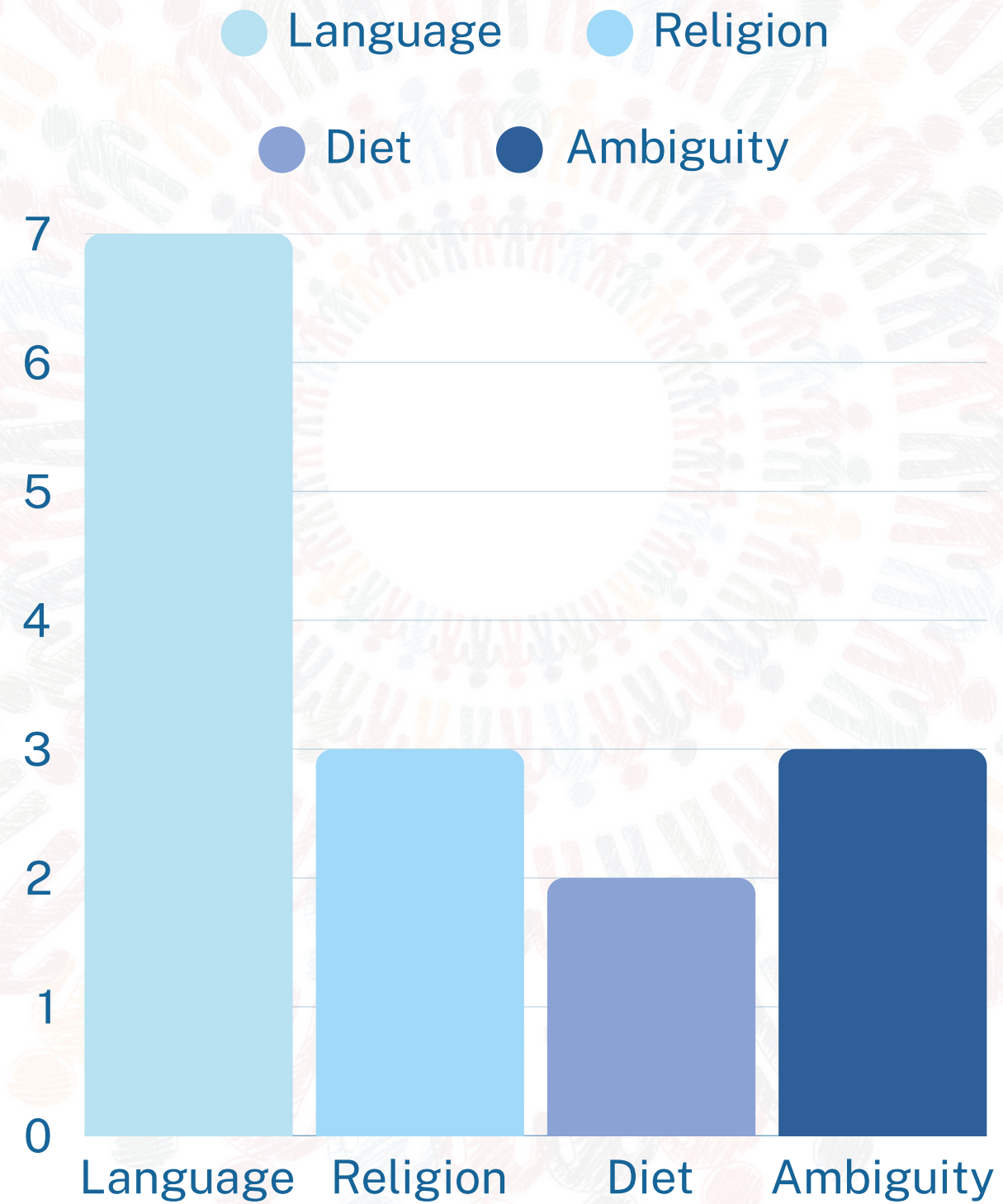


Difficulty compared to spanish patients encounters



Analysis of 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

Analysis of 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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