

**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 Bienzle, 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 (Head 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 Bienze, die Berater, Austria

ab 16:30

Get-together