



Summer School Program in

Medical Healthcare

University of Ljubljana in cooperation with

Radboud University Medical Center

University of Crete

July 2nd–11th, 2018

Cultural competences, doctor-patient
communication, and minority health

Student Guidebook

Publication data

Summer School Cultural competences, doctor-patient communication, and minority health

Organised by Department of Family medicine, Medical Faculty, University of Ljubljana in collaboration with Radboud University Medical Center, University of Crete

Scientific committee: Danica Rotar Pavlič, Guus Busser, Christos Lionis

Organising committee: Danica Rotar Pavlič, Tomaž Marš, Jerneja Čelofiga, Marija Petek Šter

Editor: Danica Rotar Pavlič

Technical editor: Stanislav Oražem

Authors: Danica Rotar Pavlič, Erika Zelko, Guus Busser, Dimitar Anakiev, Marija Petek Šter, Nataša Hirci, Uršula Čebrov Lipovec, Lea Bombač, Sara Pistotnik, Christos Lionis, Elena Petelos, Maria Papadakaki, Enkeleint-Aggelos Mechili, Davorina Petek, Žan Trontelj, Nina Sodja

Publisher: Department of Family Medicine, Faculty of Medicine, University of Ljubljana, Slovenia

Language of the Publication: English

Print: electronic edition

The Student Guidebook is intellectual property of the publisher

CULTURAL competences, doctor-patient communication, and minority health [Elektronski vir] : student guidebook : Summer school program in medical healthcare : University of Ljubljana, Radboud University Medical Center, University of Crete, July 2nd-11th, 2018 / Danica Rotar Pavlič ... [et al.] ; editor Danica Rotar Pavlič. - El. knjiga. - Ljubljana : Medicinska fakulteta, Univerza v Ljubljani, 2018. - 25 str. : ilustr.

Način dostopa

(URL): http://www.google.si/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwiEnaS8z4fcAhVHJVAKHWZ8AT4QFgg9MAE&url=http%3A%2F%2Fwww.mf.uni-lj.si%2Fmedia-library%2F2018%2F02%2F5daf490b3e460888b790f4cad4b368c_1.pdf&usq=AOvVaw3R1laWsgjFNy6RDK6Dn2bE. - Nasl. z nasl. zaslona. - Opis vira z dne 5. 7. 2018. - Ostali avtorji: Erika Zelko, Guus Busser, Dimitar Anakiev, Marija Petek Šter, Nataša Hirci, Uršula Čebrov Lipovec, Lea Bombač, Sara Pistotnik, Christos Lionis, Elena Petelos, Maria Papadakaki, Enkeleint-Aggelos Mechili, Davorina Petek, Žan Trontelj, Nina Sodja. - El. publikacija v pdf obliki obsega 25 str. - Bibliografija: str. 19-21

1. Rotar-Pavlič, Danica [avtor] 2. Zelko, Erika [avtor] 3. Busser, Guus [avtor] 4. Anakiev, Dimitar [avtor] 5. Petek Šter, Marija [avtor] 6. Hirci, Nataša [avtor] 7. Lipovec Čebrov, Uršula [avtor] 8. Bombač, Lea [avtor] 9. Pistotnik, Sara [avtor] 10. Lionis, Christos [avtor] 11. Petelos, Elena [avtor] 12. Papadakaki, Maria [avtor] 13. Mechili, Enkeleint Aggelos [avtor] 14. Petek, Davorina [avtor] 15. Trontelj, Žan, dr. med. [avtor] 16. Sodja, Nina [avtor] a) medicinska antropologija b) zdravstvena oskrba c) ranljive skupine d) kulturne kompetence e) medkulturni mediatorji f) poletne šole g) vodiči
614:572

COBISS.SI-ID 67138914

Introduction

Welcome to the primary care summer school!

We hope that you enjoy this course and gain valuable insight into European primary care. The steering group has been developing the program and material for the last year. This year our focus is cultural competence in healthcare.

The increase in travel and the general globalization of healthcare has resulted in a need for students and future doctors to be able to communicate effectively, not only in their own language and culture, but also with people of other languages and cultures. This has led to the importance of developing cultural competency. This is one of the key features of this program: to what extent is our practice evidence-based, and to what extent is it culturally determined?

In 2015 an unusual large number of migrants from Syria, Afghanistan, and Iraq applied for asylum in the EU. Nearly all European countries were affected, and they faced a major challenge in establishing good-quality and accessible healthcare for these migrants on the move through Europe. Recent months have demonstrated the need to apply cultural competences carefully. The literature suggests the following key areas:

- Access to healthcare differs by ethnicity;
- Language and communication barriers are problematic;
- Lack of cultural competence may lead to patient dissatisfaction; and
- Cultural competence is an ongoing learning process.

Although these domains are crucial to delivering healthcare, the increasing fragmentation and changes to the provision of services has challenged a key component of care that patients value highly.

We would like you to consider these aspects when reviewing the care of the minority and migrant patients you meet over the next ten days.

Target audience

The summer school is aimed at students in all years at medical universities. The number of participants is limited to thirty students. In the case of great demand, students from higher medical years will have priority. The University of Ljubljana's international office will help spread information through the Unica network and Utrecht network. Information will also be published on the University of Ljubljana website and sent to partner universities.

Summer school phases

The summer school has been designed in three phases.

Phase 1: Preparation

The participants will prepare assignments before the course:

- You will write an example in which you observed that cultural competences are important in medicine.
- You will collect some interesting quotes, beliefs, findings, or health-related proverbs in your home country and present them in your group work.

Participants are requested to do a research in their country and prepare a short paper on following topics:

- Do healthcare professionals in your country have cultural competency training (if yes, describe it)?
- Who is interpreting in situations when patients and healthcare professionals do not share the same language (are professional interpreters or intercultural mediators available in these situations)?
- Do different categories of migrants/refugees (asylum seekers, persons with the refugee status, economic migrants etc.) have access to all healthcare services (Are any services inaccessible to them? Which services?)

Phase 2: Knowledge

You will work on key areas of cultural competence. These areas are viewed as the combination of awareness, knowledge, skills, attitudes, and behaviors that, when applied in a healthcare setting, result in a maximally beneficial outcome for both the patient and the provider. You will explore the definition of culture, sociocultural aspects of medicine, stereotypes, ethnicity in medicine, prejudices and discrimination, communication, special needs of migrants, and ethnic minorities. This component is fundamental because it allows you to explore your own country's health and social care system.

Phase 3: Reflection

Participants will be able to critically reflect on their experience.

By the end of the meeting, the participants (with their teachers' help) will create a roleplay and they will watch a film through which the participants will demonstrate the importance of cultural competences.

General aims and objectives of the summer school

- To raise awareness of the influences that sociocultural factors have on patients, clinicians, and the clinical relationship;
- To improve your understanding of the roles of various professionals;
- To improve your ability to communicate information, ideas, problems, and solutions in culturally sensitive situations;
- To reflect on the cultural competency involved in healthcare delivery; and
- To explore the role played by cultural mediators in delivering health.

The specific learning objectives for the summer school are:

A Knowledge and understanding

By the end of the course you will be able to:

- Produce a concise and informative evaluation of the sociocultural background of a patient's illness;
- Assess the impact of communication barriers on a patient's illness;
- Identify a patient's potential ongoing needs linked to her or his cultural background;
- Evaluate the extent to which a particular aspect of healthcare has influenced the patient's adherence to treatment; and
- Reflect on how cultural sensitivity could be measured.

B Intellectual skills

By the end of the course you will be able to:

- Accept the physician's responsibility to understand the cultural aspects of health and illness;
- Recognize personal biases against people of different cultures;
- Respect cultural differences; and
- Accept the responsibility to combat racism, classism, ageism, sexism, homophobia, and other kinds of biases and discrimination that occur in healthcare settings.

C Professional practical skills: clinical skills and competences

By the end of the course you will be able to:

- Evaluate the communication between patients and healthcare workers and to demonstrate an understanding of the factors that affect communication and those that do not;
- Understand the key factors in the healthcare of refugees, migrants, immigrants, and members of ethnic minorities;
- Assess patients' understanding of their illness in culturally sensitive environment; and
- Critically analyze research literature.

Specific objectives of the summer school

At the end of the course the participants will:

- Be sensitive to subgroups of patients (i.e., members of ethnic minorities, people in transit, foreign workers, asylum seekers, and migrants);
- Be able to identify the importance of cultural background and cultural competences in medicine;
- Be able to list the strategies used to communicate with members of ethnic minorities, people in transit, foreign workers, asylum seekers, and migrants;
- Be aware of the benefits and difficulties when working with a minority population with a different cultural and historical background; and
- Value an approach that recognizes the importance of cultural competences.

School Certificate

Based on participation in the classes and knowledge and skills acquired during work in the school, the participants will receive a certificate from the Medical Faculty of the University of Ljubljana.

Registration

Applications will be accepted by the international office at the Ljubljana Faculty of Medicine through the VISUL system.

Contact person for registration details

Jerneja Čelofiga

International Office

University of Ljubljana, Faculty of Medicine

Vrazov trg 2, SI-1000 Ljubljana, Slovenia

Tel.: + 386 1 543 7801

E-mail: international.erasmus@mf.uni-lj.si

Accommodation

We suggest booking your rooms early by the help of international.erasmus@mf.uni-lj.si.

Confidentiality

During the summer school, you will encounter many people, families, and healthcare units. It is important that you adhere to acceptable standards of behavior for confidentiality and observe the law regarding handling of information, medical records, and data. If you have any questions about any of this, please seek advice from Danica Rotar Pavlič (danica.rotar@gmail.com, phone **+386 41 338 405**).

Complaints

About student conduct

If a complaint is received about your conduct, we will start by investigating the allegation. Any information will be forwarded to your home institution for further action. For very serious breaches of conduct, a student may be sent home without completing the course.

Student complaints

Any complaints received from students about the course or a staff member will be subject to the codes of conduct at the University of Ljubljana.

Student safety

Please carry identification at all times. If you are asked to visit a person's house, make sure everyone knows where you are and what time you expect to return. If you feel at risk when you are with a patient, please leave and report the incident to the course conveners.

Disability

Every effort will be made to accommodate any disability. You are not obliged to inform us about disabilities because this is a matter for your home institution; however, if you feel that we can help then please do not hesitate to let us know. Your information will remain confidential and will not be used for any other purpose except to facilitate your learning experience.

Course Directors

Course Director Danica Rotar Pavlič

Danica Rotar Pavlič has worked almost thirty years as a family doctor in Ljubljana and near Ljubljana at Vnanje Gorice. She is the vice chair of the European Forum for Primary Care and was elected president of Slovenian Association of Family Doctors for 2013–2017 and 2018–2022. She is a family medicine specialist employed at Galenia d.o.o.

(<http://www.galenia.si/>) and a professor at the Department of Family Medicine at the University of Ljubljana's Medical Faculty,. She is an Erasmus coordinator for family medicine in Slovenia (<http://nphc.eu/>).



Course Director Guus Busser

Guus Busser has worked almost thirty years as a family doctor in a deprived area in Nijmegen. There he became interested in all aspects of care for vulnerable groups, such as migrants. He started teaching directly after graduation, working at all levels of medical education, and is now is a principal lecturer and assistant professor. His main interests are diversity in medical care, vulnerable groups, and organization and cooperation in healthcare. He coordinates all clerkships in family medicine, electives and individual courses for students and trainees, international collaboration for the primary care department, and the junior lecturer team. He is a member of the medical examination board at Radboud University Medical Center.



Course Director Christos Lionis

Christos Lionis is a professor of general practice and primary healthcare, and the director of the Clinic of Social and Family Medicine within the School of Medicine at the University of Crete, Greece. Lionis graduated from the University of Athens Medical School in 1979. Since 1995, Lionis has worked at the University of Crete Medical School. He is the coordinator of the Practice-Based Research Network at the University of Crete's Faculty of Medicine, and he is also responsible for supervising a number of doctoral students. From 2001 to 2004, Lionis was deputy general director of Crete's Regional Health and Welfare System, a planning and regulatory body forming part of the Greek National Health Service with responsibility for overseeing all health and welfare services. He was appointed a professor of general practice and primary healthcare at the University of Crete's School of Medicine at the end of 2009. Since 2009, Lionis has coordinated the Primary Healthcare Unit for the Municipality of Heraklion, a shared initiative with the University Hospital and the Municipality of Heraklion. Lionis is also a member of the executive boards of various professional organizations, including the European Primary Care Cardiology Society (EPCCS), the Research Committee of the International Primary Care Respiratory Group (IPCRG), and the WONCA Working Party on Research. Lionis' principal clinical and research interests during the past five years have been cardiovascular and mental health with a focus on behavior change, and this is reflected in his primary care council at the European Society of Cardiology (ESC) as well as in the WONCA Working Party on Mental Health, where he serves as vice present. Lionis is also involved in an editorial and advisory capacity with a number of international journals, including *International Journal of Rural and Remote Health* (editor-in-chief of the European section), *Family Practice* (associate editor), *BMC Family Practice* (section editor), and *Journal of Compassionate Care* (co-chief editor).



He was awarded an honorary fellowship from the Royal College of General Practitioners (RCGP) London in May 2009, from the WONCA in November 2016, and from the ESC in August 2017. Lionis and the Clinic of Social and Family Medicine have authored over 325 Medline indexed publications (<http://www.fammed.uoc.gr/Joomla/index.php/publications>).

Summer School Program in

Medical Healthcare

University of Ljubljana

July 2nd–11th, 2018

Cultural competences, doctor-patient communication, and minority health

Introduction, Values, Basics of Medical Anthropology Monday, July 2 nd (afternoon)				
	14:00–15:00	Reception, food, drinks	<i>Place: Seminar 2, Medical Faculty, address: Korytkova 2, Ljubljana</i>	
	15:00–15:30	Welcome Introduction	Seminar 2	Danica Rotar Pavlič, MD, PhD, GP; Tomaž Mars, MD, PhD; Jerneja Čelofiga, mag, University of Ljubljana, Department of Family Medicine
	15:30–16:00	Introduction of participants Discussion of attitudes and reasons for attending the summer school	Warmup Participants: presentation of interesting quotes, beliefs, health-related proverbs	Danica Rotar Pavlič, MD, PhD, GP participants
	16:00–17:00	Medical anthropology	Interactive lecture	Erika Zelko, MD, PhD, GP, Ljubljana Health Center
	17:30–18:00	Dinner and drinks at a restaurant		

Summer School Program in

Medical Healthcare

University of Ljubljana

July 2nd–11th, 2018

Cultural competences, doctor-patient communication, and minority health

Who Is the Person? Tuesday, July 3 rd ,				
9:00–10:30	Vulnerable groups in healthcare	Seminar 2 Interactive lecture. Patient vignettes, discussion	Guus Busser, MD, GP, principal lecturer, Department of Primary and Community Care, Radboud University Medical Center	
10:30–11:00	Break			
11:00–12:00	Culture and healthcare	Interactive lecture	Guus Busser, MD, GP	
12:00–13:30	Lunch			
13:30–15:00	Fieldwork group: Detour of locations where humanitarian medicine is practiced in Ljubljana: Clinic Rog1, clinic Rog2, Clinic "Kralji ulice" (Kings of the Road") and Backup Location Tandoori bistro	Meeting point: bistro Tandoori (address: Ilirska 8, entrance from Trubarjeva street) Fieldwork groups	Dimitar Anakiev, MD, Doctors for Asylum Seekers, Clinic for Migrants	
15.30-17.00	Challenges of Humanitarian Medicine in Slovenia	Seminar 2 Lecture	Dimitar Anakiev, MD, Doctors for Asylum Seekers, Clinic for Migrants	
17.00-17.30	Discussion			
17.30-18.00	Watching video sequences filmed during our humanitarian work		Dimitar Anakiev, MD, Doctors for Asylum Seekers, Clinic for Migrants	

Summer School Program in

Medical Healthcare

University of Ljubljana

July 2nd–11th, 2018

Cultural competences, doctor-patient communication, and minority health

Who Is the Person? Wednesday, July 4 th				
	9:00–9:45	Feedback on the previous day	Discussion	Danica Rotar Pavlič, MD, GP
	9:45–10:30	The Roma in Slovenia	Interactive lecture	Erika Zelko, MD, PhD, GP
	10:30–11:00	Break		
	11:00–12:00	The Roma and healthcare	Interactive lecture	Erika Zelko, MD, PhD, GP
	12:00–13:30	Lunch		
	13:30–17:00	Fieldwork: Visit to the Roma community in Trebnje, Visit to the Trebnje Health Center Dinner at the local restaurant	Meeting point: The entrance of the Department of Family Medicine, Poljanski nasip 58, Ljubljana	Erika Zelko, MD, PhD, GP; Marija Petek Šter, MD, GP

Communication (1) | Thursday, July 5th

9:00–9:45	Cultural and linguistic misunderstandings in healthcare	Seminar 2, Interactive lecture	Lea Bombač, MD
9.45–12:00	Providing healthcare for patients with a migration background: cultural, linguistic, and administrative barriers and how to overcome them	Interactive lecture	Sara Pistotnik, Mirovni inštitut
10:30–11:00	Break		
12:00–13:30	Lunch		
13:30–15:00	Communicating with a patient that does not speak your language	Interactive lecture	Nataša Hirci, PhD, Department of Translation Studies
15:00–15:30	Break		
15:30–17:00	Socio-cultural dimensions of health care and problems of cultural competence	Interactive lecture	Uršula Čebon Lipovec, PhD, Associate professor in the field of cultural and social anthropology, deputy head of the department

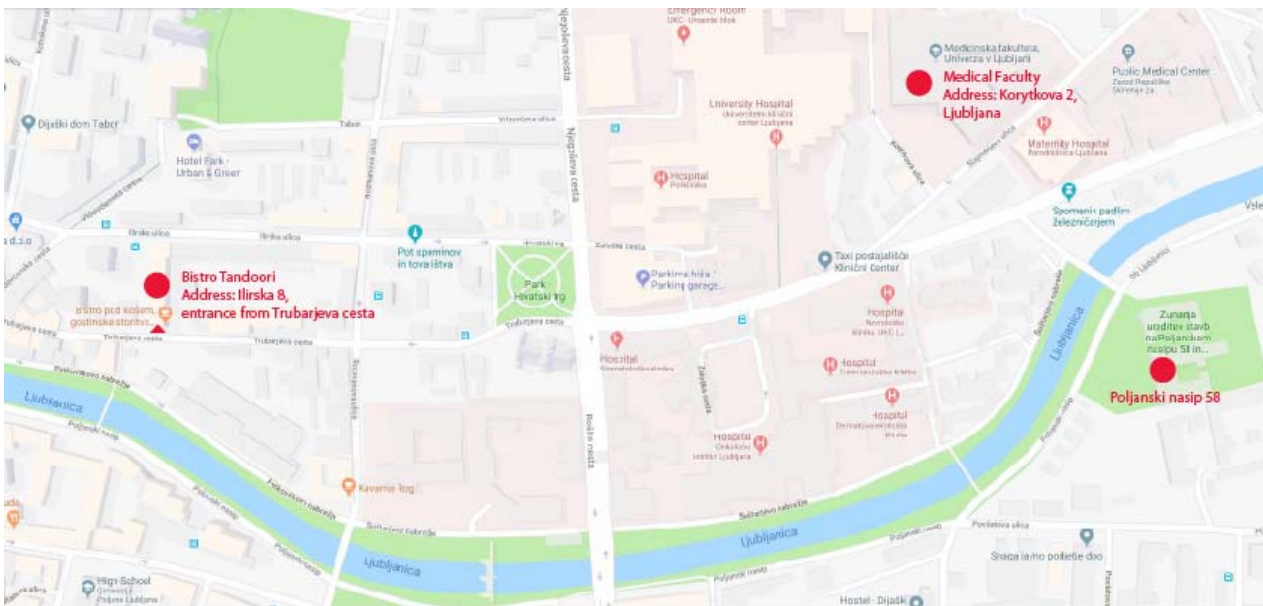
Communication Friday, July 6th				
	9:00–10:30	Motivational interviewing and communication skills: from theory to practice. Part 1: theory	Seminar 2 Lectures and work in small groups	University of Crete team coordinated by Christos Lionis, Elena Petelos, Maria Papadakaki
	10:30–11:00	Break		
	11:00–12:00	Motivational interviewing and communication skills: from theory to practice. Part 1: theory	Lectures and work in small groups	University of Crete team coordinated by Christos Lionis, Elena Petelos, Maria Papadakaki
	12:00–13:30	Lunch		
	13:30–15:00	Introducing motivational interviewing and communication skills: from theory to practice. Part 2	Interactive session with roleplay and work in small groups. Discussion of clinical care	University of Crete team coordinated by Christos Lionis, Elena Petelos, Maria Papadakaki, Enkeleint-Aggelos Mechili
	15:00–15:30	Break		
	15:30–17:00	Introducing motivational interviewing and communication skills: from theory to practice. Part 2	Interactive session with roleplay and work in small groups. Discussion of clinical care	University of Crete team coordinated by Christos Lionis, Elena Petelos, Maria Papadakaki, Enkeleint-Aggelos Mechili
Weekend Saturday, July 7th, free time				
Weekend Sunday, July 8th, free time				

Communication: Film | Monday, July 9th

9:00–10:00	Which problems in cultural sensitive communication to address Learning education by role-play, methods of evaluation.	Seminar 2 Lecture	Davorina Petek,MD, PhD, Marija Petek Šter, MD, PhD, Žan Trontelj, MD,GP, Nina Sodja, MD,GP
10.00-11.00	Presentation of a video Plenary discussion: how to develop a scenario Training of a cultural sensitive communication by a role play	Lecture	Davorina Petek,MD, PhD, Marija Petek Šter, MD, PhD, Žan Trontelj, MD,GP, Nina Sodja, MD,GP
11.00-11.30	Break		
11.30-12.30	Development of a scenario Making video of a cultural sensitive communication	Small groups	Davorina Petek,MD, PhD, Marija Petek Šter, MD, PhD, Žan Trontelj, MD,GP, Nina Sodja, MD,GP
12.30-13.00	Preparation of presentation	Small groups	
13:00–15:00	Lunch		
15:00–18:00	Film	Film, Seminar 2	Uršula Čebren Lipovec, PhD, Associate professor in the field of cultural and social anthropology, deputy head of the department Lana Zdravković, Mirovni inštitut

Presentations by Participants Tuesday, July 10th				
	9:00–10:00	How to develop a scenario Which problems in cultural sensitive communication to address	Seminar 2 Lecture	Davorina Petek, MD, PhDGP; Marija Petek Šter, MD, GP, PhD; Nina Sodja, MD, GP; Žan Trontelj, MD, GP
	10.00-11.00	Development of a scenario	Participants in small groups	Davorina Petek, MD, PhD, GP; Marija Petek Šter, MD, PhD, GP; Nina Sodja, MD, GP; Žan Trontelj, MD, GP
	11.00-11.30	Break		
	11.30-12.30	Making video of a cultural sensitive communication	Participants and teachers/tutors	
	12.30-13.00	Analysis of communication, Preparation of presentation	Participants and teachers/tutors	
	13:00–14:30	Lunch		
		Free afternoon		
Final Session Wednesday, July 11th				
	9:00–12:00	Take-home messages Summer school evaluation Certificates	Participants	Danica Rotar Pavlič, Tomaž Marš, Jerneja Čelofiga, and all teachers and tutors present

THE MAP AND IMPORTANT LOCATIONS



DETAILED DESCRIPTION OF THE WORKING PROCESS

TUESDAY, JULY 3th

Specific objectives of the teaching module of the day

At the end of the day the participants will be:

- More aware of the existing reality in Healthcare for asylum seekers, migrants socially deprivileged homeless people and other vulnerable groups.
- Describe/understand the influences of culture and low health literacy on healthcare systems and workers.

Aims

At the end of the day the learner will be able to reflect on his/her role as future doctors for these groups.

Recommended literature

- **Maria van den Muijsenbergh - Giving voice to the voiceless-June 2016, British Journal of General Practice***
- Health at a glance 2013 rapport on **OECD INDICATORS**
- Bernd Rechel 2015 - Migration and Health in Europe, The European Observatory on Health Systems and Policies at <http://www.euro.who.int/en/home>
- Willemijn LA Schäfer, 2015 WHO - Assessing the potential for improvement of primary care in 34 countries
- The Ljubljana Charter on Reforming Health Care, 1996:
http://www.euro.who.int/_data/assets/pdf_file/0010/113302/E55363.pdf?ua=1

The Lewis Model: <https://www.youtube.com/watch?v=wKydIMWHwSc>

<https://www.unrefugees.org/refugee-facts/what-is-a-refugee/>

<http://www.pharos.nl/information-in-english/about-us>

Description of the field work and visit at the clinic for Migrants

13.30 - 15.00 Detour of locations where humanitarian medicine is practiced in Ljubljana: Clinic Rog1, clinic Rog2, Clinic "Kralji ulice" (Kings of the Road") and Backup Location Tandoori bistro, (Meeting point: Tandoori bistro, [Ilirska 8](#), entrance from Trubarjeva, Fieldwork group)

15:30 - 17.00 Lecture: "Challenges of Humanitarian Medicine in Slovenia (Seminar room No.2)

17:00 - 17:30 Discussion

17:30 - 18:00 Watching video sequences filmed during our humanitarian work.

Participants will visit The Clinic for Migrants. Humanitarian Association "Doctors for Asylees" was officially registered in Slovenia in 2016. It has 25 members, its mailing list, blog and FB site. In the first year of operation, the association conducted clinical examinations of asylum seekers. In addition, they also performed services of which the healthcare network cannot - for example, they wrote medical opinions about individual patients. Health professionals, social workers, psychotherapists, general practitioners, internists, psychiatrists, pediatricians and a dentist are members of the association. They help and take health care of asylum seekers in their clinic. The banners of the blog and FB site reach 80,000 readers. Members of the Association attend international humanitarian meetings, such as MdM Congress in a town in Bruges, Belgium in February 2017.

Blog: <http://zdravniki4azilante.blogspot.si/>

FB: <https://www.facebook.com/Zdravniki-Za-Azilante-Doctors-for-Asylees-668724786618783/>

JULY 4th

Specific objectives of the teaching module of the day

At the end of the day the participants will:

- Know about health awareness of Romani people, their unhealthy lifestyle and use of health services.
- Describe/understand the appropriate approaches to organise health care for Roma (consider language barriers, level of education, influence of tradition)
- Be able to recommend approaches in the Roma community:
 - promoting responsibility for one's own health,
 - integration of mediators,
 - education,
 - intercultural dialogue.

Aims

At the end of the day the learner will be able to understand the Roma culture and to know how to approach to the representatives of Roma community.

Recommended literature

1. ZELKO, Erika, PODOJSTERŠEK, Jana, ŠVAB, Igor, KOLŠEK, Marko, SEVER, Maja. Differences in alcohol consumption habits between Roma and non-Roma in Northeastern Slovenia *Obzornik zdravstvene nege : strokovno glasilo Zveze društev medicinskih sester in zdravstvenih tehnikov Slovenije*, ISSN 1318-2951, 2017, letn. 51, št. 2, str. 116-123, tabele. <https://obzornik.zbornica-zveza.si:8443/index.php/ObzorZdravNeg/article/view/156>, <https://doi.org/10.14528/snr.2017.51.2.156>, doi: [10.14528/snr.2017.51.2.156](https://doi.org/10.14528/snr.2017.51.2.156). [COBISS.SI-ID [526542873](https://www.cobiss.si/urn:nbn:si:coibis:526542873)]
2. ZELKO, Erika, ŠVAB, Igor. Overcoming cultural cleavages: results from a health promotion intervention among Roma. *Acta medico-biotechnica : AMB*, ISSN 1855-5640. [Tiskana izd.], 2016, vol. 9, [no.] 1, str. 33-41. http://actamedbio.mf.um.si/04_amb_137_16_1.pdf. [COBISS.SI-ID [512623672](https://www.cobiss.si/urn:nbn:si:coibis:512623672)]
3. ZELKO, Erika. The health status of Roma women and their participation in prevention programs ZORA and DORA. *Anali PAZU*, ISSN 2232-416X, 2016, letn. 6, št. 1/2, str. 30-36. [COBISS.SI-ID [512642104](https://www.cobiss.si/urn:nbn:si:coibis:512642104)]
4. ZELKO, Erika, ŠVAB, Igor, MAKSUTI, Alem, KLEMENC-KETIŠ, Zalika. Attitudes of the Prekmurje Roma towards health and healthcare. *Wiener Klinische Wochenschrift*, ISSN 0043-5325, 2015, vol. 127, suppl. 5, str. S220-S227.
5. ZELKO, Erika, ŠVAB, Igor, ROTAR-PAVLIČ, Danica. Quality of life and patient satisfaction with family practice care in a roma population with chronic conditions in northeast *Zdravstveno varstvo : Slovenian journal of public health*, ISSN 0351-0026. [Tiskana izd.], 2015, letn. 54, št. 1, str. 18-26. <http://www.degruyter.com/view/j/sjph.2015.54.issue-1/sjph-2015-0003/sjph-2015-0003.xml?format=INT>, doi: [10.1515/sjph-2015-0003](https://doi.org/10.1515/sjph-2015-0003). [COBISS.SI-ID [31773913](https://www.cobiss.si/urn:nbn:si:coibis:31773913)]
6. ROTAR-PAVLIČ, Danica, ZELKO, Erika, KERSNIK, Janko, LOLIČ, Verica. Health beliefs and practices among Slovenian Roma and their response to febrile illnesses : a qualitative study *Zdravstveno varstvo : Slovenian journal of public health*, ISSN 0351-0026. [Tiskana izd.], 2011, letn. 50, št. 3, str. 169-174. <http://versita.metapress.com/content/k80757835634640k/fulltext.pdf>. [COBISS.SI-ID [28810457](https://www.cobiss.si/urn:nbn:si:coibis:28810457)]

The field work and visit of Roma community in Trebnje

Meeting point: The entrance of the Department of Family Medicine, Poljanski nasip 58, Ljubljana

THURSDAY, JULY 5th

Specific objectives of the teaching module of the day

- Learn about different barriers (linguistic, cultural, legal etc.) that migrants/refugees experience in healthcare settings.
- Learn about various barriers in communication between healthcare professionals and migrants/refugees.
- Understand the consequences of cultural and linguistic misunderstanding in healthcare settings.
- Understand the role of professional interpreter/translator and/or intercultural mediator.
- Learn how to minimize potential risks when working with ad-hoc interpreters in healthcare settings.
- Learn about pros and cons of different communication techniques used in multilingual healthcare settings.
- Learn about the different cultural competency training in EU and the importance of cultural competence in healthcare
- Learn about legal entitlements to health care for different categories of migrants/refugees and barriers in the access to health care institutions.

2. The aims and purpose of the workshop / lectures:

The aims of the interactive lectures with the workshops will provide participants with basic knowledge on different barriers in communication between healthcare professionals and migrants/refugees as well as various methods/possibilities to overcome these obstacles. The purpose of these lectures and workshops is to be able to identify different obstacles (linguistic, cultural, legal etc.) and to choose different strategies to bridge them.

Participants are requested to do a research in their country and prepare a short paper on following topics:

- Do healthcare professionals in your country have cultural competency training (if yes, describe it)?,
- Who is interpreting in situations when patients and healthcare professionals do not share the same language (are professional interpreters or intercultural mediators available in these situations)?,
- Do different categories of migrants/refugees (asylum seekers, persons with the refugee status etc.) have access to all healthcare services (are any services inaccessible to them?)

Recommended literature

BOMBAČ, Lea, LIPOVEC ČEBRON, Uršula, PISTOTNIK, Sara, TURK ŠVERKO, Andrea, TROJAR, Andrej, REPAR BORNŠEK, Simona, SODJA, Nina, HADŽIAHMETOVIĆ, Aida, LIBERŠAR, Helena, ZELKO, Erika. Zdravstvena obravnava prosilcev in prosilk za mednarodno zaščito v Sloveniji. V: ZELKO, Erika (ur.). *Varnost na delovnem mestu : zbornik predavanj*, (Družinska medicina, ISSN 1581-6605, Supplement, 2017, 15, 6). Ljubljana: Zavod za razvoj družinske medicine. 2017, str. 28-36. [COBISS.SI-ID [65327970](#)]

HIRCI, Nataša (avtor, prevajalec), HOMAR, Vesna, JAZBINŠEK, Simona, KOCIJANČIČ-POKORN, Nike (avtor, urednik, prevajalec), KOROŠEC, Tanja, LIPOVEC ČEBRON, Uršula (avtor, urednik), MIKOLIČ JUŽNIČ, Tamara (avtor, prevajalec), MILAVEC KAPUN, Marija, PISTOTNIK, Sara (avtor, urednik), ROTAR-PAVLIČ, Danica, ZELKO, Erika. *Večjezični priročnik za lažje sporazumevanje v zdravstvu = Multilingual aid for better communication in healthcare = Aide multilingue pour une meilleure communication dans les soins de santé. [1], [Angleško francosko].* 1. izd. Ljubljana: Znanstvena založba Filozofske fakultete, 2017. 245 str., ilustr. ISBN 978-961-237-904-9. http://multilingualhealth.ff.uni-lj.si/fr_ang/www_skupaj.pdf. [COBISS.SI-ID [289376256](#)]

POKORN, Nike K., MATIČIČ, Mojca, POKORN, Marko. 2009. Medical interpreting in a new member state : a plea for a proactive approach. V: ANDRES, Dörte (ur.), PÖLLABAUER, Sonja (ur.). *Spürst Du, wie der Bauch rauf-runter? : Fachdolmetschen im Gesundheitsbereich = Is everything all topsy turvy in your tummy? : health care interpreting*, (Interpartes, 5). München: M. Meidenbauer: 171-180.

POKORN, N. 2017. "There is always some spatial limitation": Spatial positioning and seating arrangement in healthcare interpreting. *Translation and Interpreting Studies*, 12/3: 383–404.

LIPOVEC ČEBRON, Uršula, PISTOTNIK, Sara, JAZBINŠEK, Simona, FARKAŠ-LAINŠČAK, Jerneja. Evaluation of the implementation of intercultural mediator in preventive health-care programmes in Slovenia. *Public health panorama: journal of the WHO Regional Office for Europe*, ISSN 2412-544X, mar. 2017, vol. 3, iss. 1, str. 114-119. <http://www.euro.who.int/en/publications/public-health-panorama/journal-issues/volume-3,-issue-1,-march-2017>. [COBISS.SI-ID [3900133](#)]

MOREL, Alenka, GORJANC, Vojko, KOCIJANČIČ-POKORN, Nike. 2012. Healthcare interpreting in Slovenia. *The interpreters' newsletter*, ISSN 1591-4127, no. 17: 103-116. https://www.openstarts.units.it/bitstream/10077/8617/1/Morel_Gorjanc_Kocijancic_IN17.pdf

FRIDAY, JULY 6th

The team from the University of Crete will prepare the educational material for the motivational interviewing and communication skills: from theory to practice.

MONDAY, JULY 9th

July 9 th Time	Topic	Teaching method	Lecturer/group leader
9.00-13.00	Preparation of the roleplay by participants, etc Preparing final product, role play ...	Participants	Davorina Petek, Marija Petek Šter, Žan Trontelj, Nina Sodja

Specific objectives of the teaching module of the day

At the end of the morning session the participants will

1. Understand the structure of a scenario for a role-play
 - a. Aim of the role play
 - b. Teaching goals
 - c. Comment (expectations from the doctor)
 - d. Instruction for the patient
 - e. Instruction for the doctor
2. Understand the possible issues in cultural sensitive management of the patient
3. Be able to develop a scenario for the role play on a specific problem in cultural sensitive communication
4. Make a video of the role-play in the small group

No.	Time	Teaching method	NASLOV	Lecturer/group facilitator
1	9.00 –10.00	Lecture	Which problems in cultural sensitive communication to address Learning education by role-play, methods of evaluation	Marija Petek-Ster, Davorina Petek, Žan Trontelj, Nina Sodja
2	10.00–11.00	Lecture	Presentation of a video Plenary discussion: how to develop a scenario Training of a cultural sensitive communication by a role play	Marija Petek Šter, Davorina Petek, Žan Trontelj, Nina Sodja
	11.00–11.30	Break		
3	11.30–12.30	Small groups	Development of a scenario Making video of a cultural sensitive communication	Marija Petek Šter, Davorina Petek, Žan Trontelj, Nina Sodja
4	12.30–13.00	Small groups	Preparation of presentation	Marija Petek Šter, Davorina Petek, Žan Trontelj, Nina Sodja

1. Lecture: Which problems in cultural sensitive communication to address, presentation of a role play as a teaching method in teaching communication. Methods of evaluation.

Time: 60 minutes. Lecturer: Marija Petek Ster, Davorina Petek

Goals:

- To list some possible problems in cultural sensitive communication
- Presentation of a role play
- Presentation of methods of evaluation

Methods

- Plenary lecture
- Plenary discussion

Description

In this lecture we predispose that the learners will already know the basis of cultural sensitive communication. We will present specific topics that need specific communication skills. After that we will present the basic rules of role play and the feedback.

2. Plenary lecture

Time: 60 minutes. Facilitators: Marija Petek Ster, Zan Trontelj, Nina Sodja

Goals:

- To present video as an example of cultural sensitive consultation.
- To present parts of scenario and how to choose a problem to address
- To train a cultural sensitive communication by a role play

Methods

- Plenary lecture,
- plenary discussion,
- video,
- role play.

Description

In this hour the learners will see and evaluate the video on cultural sensitive communication. The lecture will introduce the theory how to make a scenario for a role play in order to prepare for their final work. They will be able to choose a topic from some that will be listed in the lecture. We will show an example of communication about cultural sensitive topic by a role play.

3. Work in small groups: Making a video of a cultural sensitive communication

Time: 60 minutes. Facilitators: Marija Petek Ster, Zan Trontelj, Nina Sodja

Goals:

- To develop and write down a scenario for a role play
- To make a video of a role play of cultural sensitive communication
- Alternatively: to choose an insert of a movie that is showing cultural sensitive problem/communication

Methods

- Small group work. The groups have to be international, so that we use the cultural differences among the participants.
- Ideal number is 3-4 per group, each group makes 2 examples of video.

Description

With the help of facilitators they will videotape the role play. Technical support will be available if necessary.

The participants in small groups together develop a scenario, based on their theoretical knowledge and actual differences among them. They will write down the scenario and description of the role play for all roles. They can develop a role play for a doctor-patient, student –patient, student-friend etc. Alternatively they can choose an inset of a movie that could have teaching point.

4. Work in small groups: Preparation of presentation, analysis of consultation in a small group.

Time: 30 minutes. Facilitators: Marija Petek Ster, Zan Trontelj, Nina Sodja

Goals:

- To prepare presentation
- To analyse communication:
 - The analysis has to be positive and supportive
 - How did the doctor/student solve cultural issue in communication and patient care?
 - What was good?
 - What could be better?
 - How did the patient feel?

Methods

- Small group work.

Description

The participants will prepare presentation: who will present the whole process: the scenario, the video recording, the experience.

They will analyse the video according to given criteria in small groups. The observers lead the discussion. First comment comes from the doctor, then from the patient, then from the observers. They discuss how they will present their work the next day.

The film in the cooperation with Mirovni inštitut

<http://www.mirovni-institut.si/negativ-dokumentarni-film-o-prosilcih-za-azil-v-sloveniji/Produkcije>

TUESDAY, JULY 10th

9-12.00: Presentations of participants' work

Timetable

1. Plenary presentations of students' work

Time: 180 minutes. Facilitators: Davorina Petek, Marija Petek Ster, Zan Trontelj, Nina Sodja

Goals:

- To present role plays
- To explain the development of a scenario, why was it interesting for their group.
- To analyse the role play
 - What did they learn
 - How could they further improve their skills

Methods

- plenary presentations

Description

The participants will present their role play/video. They will explain why they chose the topic and how they developed the scenario. They will analyse their communication and how they solved the problem. All participants of the group should participate in this presentation. We expect 6 presentations.

FINAL SESSION | FEEDBACK | CLOSING | CERTIFICATES, WEDNESDAY, JULY 11th