

Multilingualism as a Resource of the Sustainable University

Project 2: Multilingualism in standard medical care



Ressources, practices and needs in everyday clinical work

**Prof. Dr. Holger Schulz, Prof. Dr. Kristin Bührig,
Prof. Dr. Gabriele Vogt, Dr. Mike Mösko, Juliette Maggu**

BACKGROUND INFORMATION

Irrespective of the current influx of refugees, one third of Hamburg's population has a migratory background. This cultural and linguistic enrichment at the same time brings along challenges for the health care system. The treatment of patients with limited German language proficiency is especially difficult. So far, there are no legal regulations for the implementation of professional language assistance. Each health care institution, therefore, currently has to rely on individual solutions that seem practicable with their respective existing resources.

OBJECTIVES OF THE PROJECT

In the long-term, the interdisciplinary research project aims to improve regular health care for patients that do not speak German as their native language. To reach that goal, specific needs of language assistance will be assessed systematically, existing models of interpretation will be evaluated, and effectiveness and costs of interpretation practices will be analyzed. The short-term project goal is the collection of data in a health care facility.

METHODS

Multilingualism will be investigated at the university medical center Hamburg-Eppendorf (UKE). We will survey employees at the departments of psychiatry & psychotherapy and oncology & hematology that are directly involved with patients. Thereby, we particularly want to integrate into our investigation staff members of all different professions involved in health care. Data collection will take place via online self-evaluation survey.

MAIN QUESTIONS

- What languages are understood and/or spoken by the employees?
- How many patients are not sufficiently proficient in German?
- How does understanding and communication with limited-German-proficient patients work in clinical practice?



Universitätsklinikum
Hamburg-Eppendorf

HYPOTHESES

With the survey data, analyses on the subject of multilingualism at the UKE will be possible. Beyond that, we aspire to conduct further research in other indication areas, at other health care facilities, and in outpatient care.

LITERATURE

Möske, M., Gil-Martinez, F., Schulz, H. (2013). Cross-cultural opening in German outpatient mental health care service - Explorative study of structural and procedural aspects. *Journal of Clinical Psychology & Psychotherapy*; 20 (5), 434-446.

Möske M., Dingoyan D., Schulz H. (in press). Interkulturalität in der gesundheitlichen Versorgung. In U. Koch & J. Bengel (Hrsg.), *Enzyklopädie der Psychologie, Medizinische Psychologie, Band 2: Anwendungen*. Göttingen: Hogrefe.