



# Pulse

## Language and Communication Skills for Foreign Nurses

### **DELIVERABLE 2.1**

## **E-LEARNING METHODOLOGY FOR WORKPLACE LANGUAGE AND COMMUNICATION FOR NURSES**

### **IO2) E-learning methodology and curriculum for workplace language and communication for nurses**

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## Preliminary notes

The Methodology is based on the results from the performed needs analyses and the language and communication descriptors set in accordance with CEFR, as well as analysis of main work situations and activities of nurses providing hospital and home care.

The current version of the Methodology is a result of revision of the first one in accordance with the decisions taken by partners after thorough discussion during the third partner meeting, 10 - 11 of October 2017, Siena, Italy. The results of stakeholders' consultation carried out definitely confirm the adequacy of the decision to develop one syllabus.

The objective of the document is to provide methodological basis for development of Curriculum of Pulse training course.

The courses are designated for nurses from Bulgaria, Romania and Spain who work or plan to work in France, Italy or Netherlands in hospitals or at homes of persons that need medical care and assistance.

### 1. Overall goal of the Pulse courses

The training of nurses will be provided in one self-paced e-learning course aimed at development of language and communication competences needed for the two most frequently occupied positions by foreign nurses – nurse in a hospital and nurse providing home care: Course Hospital and Home Care.

The trainee will have the opportunity to use the course content depending on her/his career plans and preferences for work abroad or already occupied in one of the two positions.

The training will lead to acquisition of language and communication skills at level B1+ CEFR.

The course aims at development of language and communication competences of nurses in mobility or planning mobility in French, Italian and Dutch from level A2/B1 to level B1+ (CEFR) in order to perform effectively their duties in providing care for patients in hospitals or at home:

- communicate successfully with doctors, other nurses, patients and their families;
- read and understand instructions and the standard medical documentation;
- understand and use medical and standard language for work;
- manage medical emergency situations.

### 2. Learning objectives

Learning objectives were defined based on identification and analysis of the main work activities performed by the nurses:

- at a hospital irrespectively of the unit;
- at patient's home irrespectively of the patient's disease.

#### General course objectives related to nurse's duties at hospital:

- Improve nurses' ability to understand and produce oral and written Italian/ Dutch/French for nursing as used with colleagues, superiors, patients and their families in different hospital-related situations.
- Develop an understanding of what hospital culture means, and its impact on health professionals, patients and their families.
- Develop positive attitudes toward the Italian/ Dutch/French language and the respective cultures.

### Specific objectives of the course

- Improve understanding and respectively implementation of hospital rules and regulations, including quality standards and ethical principles in nursing adopted in the hospital;
- Develop understanding and respectively following administrative instructions and requirements;
- Develop language and communication skills for filling and using medical documentation;
- Improve language and communication skills, necessary for quality performance of duties in hospital-related situations – patient admission; care for the patient and daily guidance; maintaining working relationships with colleagues (doctors and other nurses); patient discharge from the hospital (support to the patient and family members with respect to treatment, diet and care at home);
- Improve language and communication skills, necessary for quality performance of care in home care-related situations - personal care and daily guidance; medical care and managing emergency situations; reporting about implementation of the care plan to the patient’s doctor and to family members/relatives.

### 3. Structure of the course

The structure of the course corresponds to the general and specific learning objectives defined under the previous item and follows the sequence of work activities performed by a nurse in the two working environments.

The course is structured in units corresponding to separate group of working activities. For each unit communication tasks that the trainee should master are defined. The definitions integrate skills for understanding of written and spoken language, speaking, spoken interaction and at lower extent written interaction, considering the work activities specifics and identified training needs. The communication tasks are defined at level B1+. The definition and differentiation of communication tasks will be refined during development of course curricula.

The courses will be supported by a Medical Vocabulary, structured in:

- Body parts
- Organs
- Illnesses
- Medical instruments/tools/equipment
- Medical manipulations

This will ensure that nurses will be able to:

- understand the terms in medical documentation and training materials.
- know and use the terms in spoken and written interaction with the medical professionals.

The detailed structure of the course is presented in the two table below.

## Course Hospital and Home Care

Units	Communication tasks
	Level B1+
1. First day at work	Understanding and describing the hospital structure, functions and regulations to a patient/ family member. Understanding the administrative requirements related to his/her work in the hospital and communication with doctors and other nurses.
2. Patient admission	Understanding information about the patient - patient's complains and the doctor's instructions. Filling in the documentation based on doctor's instructions. Understanding emergency admission procedure in the hospital.
3. Care for the patient and daily guidance	Understanding patient's requests and complains. Asking and understanding information about symptoms and pains. Giving and understanding instructions for the patient. Maintaining conversation with patient on everyday topics.
4. Diet and medicines	Giving oral instructions about diet. Giving oral instructions about treatment. Understanding and responding to patient's questions related to diet and treatment. Providing advices for healthy life style.
5. Maintaining relations with colleagues	Giving and understanding instruction of colleagues. Reporting on patient's condition.
6. Patient discharge	Filling discharge document. Explaining treatment to the patient. Providing information to patient's family about treatment and the necessary care at home.

#### 4. Individual learning paths and sequencing of learning

Individualization of learning in the frames of the course will be ensured, as follows:

- Nurses with entry level A2 will have opportunity to use the course for self-paced e- learning achieving first level B1 (successfully pass assessment) and after that achieve level B1+ and pass assessment or achieve consecutively level B1 and B1+ for each unit in the course and pass assessment for level B1+. The second option is recommended in order to ensure smooth transition between levels in one and the same working activity. Moreover, this will facilitate conscious development of vocabulary and grammar knowledge, as well as confidence in using the language for professional and personal development.
- Nurses will have the opportunity to start with the course with the unit they think they need most improvement in performing work activities/ these activities are core for the position they plan or already applied for and continue with other modules according to their preferences.

#### 4. Methodological guidelines for development of courses' curricula

The curricular structure should correspond to the units in the course structure. The structure of each unit contains the elements as in the example template provided below:

<b>Unit</b>	<i>Number and name of the unit</i>
<b>Unit learning outcomes</b>	<p><i>The learning outcomes of the unit should be defined on the basis of decomposition of communication tasks in terms of language and communication skills the nurse will acquire upon completion of the unit at level B1.</i></p> <p><i>The learning outcomes of the unit should be defined on the basis of decomposition of communication tasks in terms of language and communication skills the nurse will acquire upon completion of the unit at level B1+.</i></p>
<b>Unit lessons Level B1</b>	<p><b>Lesson 1.</b> <i>Topic of the lesson</i></p> <p><i>The number of the lessons depends on the scope and complexity of unit's learning outcomes.</i></p> <p><b>Objectives of lesson 1</b> – <i>language and communication skills defined based on decomposition of unit's learning outcomes.</i></p> <p><b>Requirements to lesson's content and delivery:</b></p> <p>– <i>Real texts, texts to be written, presentations, written or audio dialogues, videos. The videos will present skills and competences through thematic situations in the daily work of a nurse, problem situations and skills needed to solve them.</i></p> <p>- <i>Text on aspects of communication included in the lesson, if necessary (for example, expressing sympathy to the patient).</i></p>

	<p>- <i>Interactive self-paced materials, synchronous and/or asynchronous collaborative activities.</i></p> <p>- <i>Vocabulary and grammar necessary for acquisition of lesson's objectives.</i></p> <p><b>Requirements to exercises/assignments/games for practicing the knowledge and skills</b> – <i>types of language comprehension and production to be practiced, ways of delivering/fulfilment of exercises and providing feedback on individual performance, if possible providing examples.</i></p> <p><b>Sources of information related to the topic for the particular country</b> (if, available) - <i>for reading and analyzing that will contribute to better understanding of respective language and culture</i></p>
	<b>Lesson.2 .....</b>
<b>Unit lessons</b>	<b>Lesson 1.</b>
<b>Level B1+</b>	<b>Lesson 2.</b>

## 6. Assessment methods

### *Before and after the e-learning course*

An assessment tool will be developed to measure linguistic and communication competences for professional purposes in accordance with CEFR, and the results of the e-learning. This tool will be implemented before the training for nurses who do not have official certificate for the entry levels A2 and B1 and after completion the respective course at level B1+.

*During the individual self-paced e-learning a combination of self-assessment and assessment will be implemented through:*

- Self-assessment of unit's objectives achievement through a Self-assessment checklist providing opportunity for the learner to understand the individual progress achieved and identify what needs improvement (if any).
- Assessment test containing text part and simulated situations requiring implementation of acquired language and communication skills.

This will contribute to building up of a realistic self-esteem about individual language and communication competences of learners and motivate investing efforts in improvement during the course and after that.