



Cross-cultural Competence in Health Care

26th October – 6th November 2020

University of Vic – Central University of Catalonia

In partnership with University of Siena

Free on-line course

SIGN IN: <https://forms.gle/NRpyMhwAvanxdVcF8>

Aim

The significant immigration influx in western countries, specifically in Mediterranean countries, has prompted a need to give a proactive response in many different areas of society.

The efforts to cope with an increasing cultural diversity involves, among others, a need for immigration plans and training programs on how to more effectively manage this new situation. The impact of ethnicity, cultural values, sociocultural differences and diverse behaviours are also very relevant in health care institutions.

Catalonia has an Immigration Plan which served to adapt the public system of health to the sharp increase in population with more than a million people from all over the world. This course aims at presenting a brief introduction to models of cultural analysis with derivatives to patients' origin and basic cultural competences which can affect the way of communicating and decision taking.

The course also hints at a view of how Catalonia manages such diversity in the framework of European, Spanish and Catalan legislation. Due to the current situation, the course also presents how Covid-19 pandemic has impacted on the Catalan health system.

Addressed to

Università degli Studi di Siena (students, doctors, physicians, nurses and social workers in the field of managing foreign and non-native speaker patients in hospital and healthcare organizations).



Class contents

1. Brief introduction to cross-culture and models of cultural analysis
2. Religion and cultural competence
3. Health System and cultural diversity in Catalonia. Citizenry and Immigration Plan
4. Workshop on intercultural healthcare mediation
5. Legislation on immigration and access to the public Health system and human rights
6. Municipality and social services
7. Health care to immigrated population in a University General Hospital
8. Living through a pandemic in a town with 25% of immigration



Lecturers

Recognized expertise and lecturers from this field of studies.

Dates, hours and mode

Dates: from 26th October to 6th November 2020

Duration: 32 hours + 2-week tutoring

Sessions: from 9 am to 13.30 pm with a 30-minute break.

Mode: online (Zoom platform)

PROGRAMME OUTLINE*

Monday, 26 October

Pre-sessional course 1 – UVic-UCC tools

- Pre-sessional course to learn how to use the UVic-UCC virtual campus (2 hours)

Tuesday, 27 October

Pre-sessional course 2 – UVic-UCC tools

- Pre-sessional course to learn how to use UVic-UCC resources. (2 hours)

Wednesday, 28 October

Welcome session

- Welcome session by the UVic-UCC Rector **Josep-Eladi Baños, PhD.** and by the UNISI Coordinator **Carlo Orefice, PhD.**

Topic 1

Introduction to cross-culture and models of cultural analysis

- Introduction to cross-culture and models of culture analysis. **Joan Masnou, PhD.** (3 hours)

Thursday, 29 October

Topic 2

Health systems and cultural diversity in Catalonia

- The Catalan Health System. **Albert Ledesma, MD.** (2 hours)
- Impact on transitions and social context on Catalonian Health Systems. Multiculturalism in the Catalan Health System. Master Plan for immigration in Catalonia **Carles Blay, MD PhD.** (3 hours)

Friday, 30 October

Topic 3

Religion and cultural competence. Vic as a compassionate city carer

- Religion and cultural competence. **Xavier Gómez-Batiste, MD PhD.** (1 hour)
- Approaches in end of life in multicultural contexts. **Núria Gorchs, PhD.** (1 hour)
- Vic as a compassionate city carer. **Xavier Gómez-Batiste, MD PhD.** (2 hours)

Monday, 2 November

Topic 4

Workshop on intercultural healthcare mediation

- Workshop on intercultural healthcare mediation. **M. Serrarols, MD.** (4 hours)

* Lecturers to be confirmed according to availability

Tuesday, 3 November

Topic 5 Legislation on immigration and access to the public Health System and Human Rights

- Legislation on immigration and access to the Public Health System and Human Rights. **Soledat Ralló, health administration.** (2 hours)
- The Vic program on international health: "la consulta del viatger" (the query's traveler). **Marta Cereceda, ICS Osona – CAP Roda** (2 hours)

Wednesday, 4 November

Topic 6 Workshop on Municipality and social services

- Strategies in community-based social care services in Osona. **Anna Rufi, social worker** (2 hours)
- Strategies for integrated social and health services in Osona in a multicultural context. **Jordi Amblàs, MD PhD.** (2 hours)

Thursday, 5 November

Topic 7 Health care to immigrated population in the University General Hospital

- Workshop on immigration in the pediatrics and gynecology department. **Rosa Morral, MD and Núria Roger, MD PhD, Vic Hospital Consortium** (2 hours)
- Workshop on immigration in the Mental health and ER departments. **Rosa Morral, MD and Núria Roger, MD PhD, Vic Hospital Consortium** (2 hours)

Friday, 6 November

Topic 8 Covid-19 - Living through a pandemic in a town with 25% of immigration

- Round table: impact of Covid-19 pandemic on health systems: a multicultural perspective. **Roger Codinachs (family doctor), ICU doctors and emergency doctors from the University General Hospital of Vic and members of patient associations from different cultures** (3 hours)

Closing session and conclusions (1 hour)

- Closing session and conclusions:
From UVic-UCC: **Ramon Pujol (Dean) and Carles Blay (Academic Vice-Dean)**
From UNISI: **Carlo Orefice (Coordinator) and Alessandra Romano (Vice-coordinator)**

For a period of 2 weeks

Academic counselling and tutoring

Course participants will follow some academic counseling and tutoring on cross-cultural competence in healthcare for a period of two weeks. Participants will be tutored by the UVic-UCC academic lecturers taking part in the course. (2 weeks)