

Europcare hat von September 2020- August 2021 sein erstes europäisches Projekt erfolgreich abgeschlossen. Das Ziel des Projekts mit dem Namen "Health Care 4.0." war es, den Bedarf in Pflegeeinrichtungen in Bezug auf Onboarding-Verfahren und Weiterbildung von Pflegekräften mit Migrationshintergrund zu ermitteln und aktuelle Praktiken unter den Partnern auszutauschen.

Das Projektkonsortium bestand aus fünf Partnern aus vier verschiedenen Ländern: Deutschland, Österreich, Zypern und Griechenland. Zusammen bildeten die Partner verschiedene Wirtschaftssektoren ab: Europcare - der Lead-Partner des Projekts - ist eine Vermittlungsagentur für Pflegefachkräfte aus dem Ausland, die Bürgerhilfe e.V. in Deutschland und AGE CARE aus Zypern sind Anbieter von Pflegeheimen, Frontidastospiti in Griechenland bietet mobile Pflegedienste an und BEST, Österreich ist ein national anerkannter Weiterbildungsanbieter.

Der offizielle Startschuss für das Projekt war im November 2020 gefallen - leider war dies aufgrund der aktuellen Pandemie nur online möglich. Dem Enthusiasmus der Partner tat dies aber keinen Abbruch: während der Projektlaufzeit trafen sich die Partner insgesamt 14 Mal über Zoom, um an den Zielen des Projekts zu arbeiten. Das Projekt fand einen krönenden Abschluss beim Partnertreffen auf Kreta, Griechenland im Juni 2021.



Dasselbe Projektkonsortium hat sich nun um weitere EU- Fördergelder des neuen Erasmusprogrammes beworben und hofft auf einen baldigen positiven Bescheid. Das Nachfolgeprojekt dreht sich ebenfalls darum das Onboarding Verfahren von ausländischen Fachkräften effizienter gestalten zu können.



Vertreter der Organisation BEST und europcare GmbH

Auf den folgenden Seiten sehen Sie das Ergebnis diese Projektes.

list of gaps for nurses in Germany, Cyprus, Greece		Status of: 30.8.21
Explanation: list of gaps for nurses	For caregivers: mark in red if not for caregivers	
Germany	Cyprus	Greece
<u>1.Treatment care</u>	<u>1.Treatment care</u>	<u>1.Treatment care</u>
- wound care (it is important that there is sufficient language skills to understand the person in need of care so that the wound can be cleaned correctly)	- wound care (it is important that there is sufficient language skills to understand the person in need of care so that the wound can be cleaned correctly)	- wound care (it is important that there is sufficient language skills In Greek “nursing language” to understand the person in need of care so that the wound can be cleaned correctly)
- medicine distribution (it should be ensured that the migrant nurses have been made aware of important remarks such as allergies of the person in need of care etc.)	1) learn the terminology in the language of the country they go to work, by having translation of the medical terms in English and e.g, Greek	- knowledge about medication considering the Greek National Health System Knowledge of how to read the prescription in Greek language and how to get in touch with the specific doctor, and from which pharmacy get a medication.
- operating and monitoring of a mechanical ventilation (respirator) for the lungs (it should be understand and operate correctly. It is important that the migrant nurses/ helpers learn the technical terms		- medicine distribution (it should be ensured that the migrant nurses have been made aware of important remarks, considering Greek language/Greek diet/plants growing in Greece, such as allergies of the person in need of care etc.
- apply infusions; it is important that the migrant nurses can communicate directly with the person in need of care so that complaints can be recognized at an early stage		- knowledge of the specific diet that patient must follow according to the Greek products Knowleagde of the Greek diet and the way how to adjust it to the need of the patient and to his/her condition. For example in Greece people asociate food with a lifestyle and are very stubborn to change.

- blood pressure and blood sugar measurement (be able to report abnormalities. It is important that the migrant nurses know all numbers and technical terms)		-operating mechanical medical machines/monitors , such as for example ventilation (respirator) for the lungs (it should be understand and operate correctly. It is important that the migrant nurses learn the technical terms for various medical tools that we use
-Tube feeding		Feeding with the Levine tube how do we feed the patient as well as how to consult the doctor/specialist about the recommended diet.
-understand technical terms and use them correctly	2) when they have learnt the term of, eg “suction”, to provide instructions of how and how this is done, to ensure that foreign nurses understand what the term refers to	
-knowledge about the specific diet that patient must follow	4) align the care with each medication’s requirements (e.g., take the pill before the meal/ drink enough water) and inform the doctor about changes in patient’s condition	
-be aware about the medications, the generic drugs, and keep track of their adverse/side effects, in order to monitor better patient’s care and progress	3) be aware about the medications, the generic drugs, and keep track of their adverse/side effects, in order to monitor better patient’s care and progress	
-see the patient holistically, as part of a multidisciplinary team (in line with e.g. the physiotherapist, the occupational therapist, the psychologist), and work towards patient’s well-being	5) see the patient holistically, as part of a multidisciplinary team (in line with eg. the physiotherapist, the occupational therapist, the psychologist), and work towards patient’s well-being	
2.Basic care	2.Basic care	2.Basic care

-personal hygiene (washing, hair care → respond to requests so that clients are satisfied)		-knowledge of words in Greek language related to pain, as well as knowledge of body parts (be able to document anomalies correctly and clearly, and so to provide help)
-nutrition (preparing meals, helping with eating)		-know-how to refer to the patient in order to take care of him/her in bed to avoid bed sore - to ask politely in Greek language to make specific moves etc.
-mobility (help with getting up and going to bed)		-personal hygiene – how to refer to private body parts in Greek, in order not to offend a patient or make him uncomfortable
-help people in need of care with going to the toilet (be able to document anomalies correctly and clearly)		
-learn everyday words/phrases that refer to basic care	1) learn everyday words/phrases that refer to basic care, such as, for example, “I have come to bathe you” in Greek (irtha gia na kanete mpanio)	
-make sure that patients are hydrated (drink enough water)	make sure that patients are hydrated (drink enough water)	
-communicate effectively with the previous and the following nursing shifts, as well as with the other healthcare professionals, to ensure that there are no gaps	communicate effectively with the previous and the following nursing shifts, as well as with the other healthcare professionals, to ensure that there are no gaps	
-learn things such as, not sharing personal patient information outside the team report office (eg. chatting at the reception desk about a patient)	learn things such as, not sharing personal patient information outside the team report office (eg. chatting at the reception desk about a patient)	

-know where medical equipment is stored in the building and how there are used (eg. oximeters, blood pressure monitors)	know where medical equipment is stored in the building and how there are used (eg. oximeters, blood pressure monitors)	
<u>3.Intercultural competences</u>	<u>3.Intercultural competences</u>	<u>3.Intercultural competences</u>
-curiosity, openness and interest in getting involved with other cultures and people		-How to give emotional support - it's important to encourage patients to talk about their feelings, to give them strength, saying that they will get better, always making sure you show your emotional support and connect with them
-empathy (the ability to put yourself in the opposite person → recognize and interpret feelings correctly)	-	-Importance of showing emotions - it is important to smile, show that you care, show feelings, ask how the other feel, describe your feelings
-willingness to learn		-Importance of body language - in Greece body movement is very important - when showing things it's good to point with your hand, head, turn your body and make impressions in your face; to show movements with your body
-ability to work in a team		-knowledge of applying correct tone of the conversation - the way of communication has to be very friendly, although in Greece we use You as Sir when talking to strangers, people we work with
-adaptability		-knowledge of time management - Although

		Greece is known for its lack of punctuality, and often it is socially accepted to be late, while caring for the elderly it is very important to be on time. Patients await you and very often you would be the most important part of their day. You have to be very careful and always make sure you are on time.
-use the words “Mr or Mrs” when you refer to the patient	1) Use the words “Mr or Mrs” when you refer to the patient: “Mr Kostas, how are you today?”	
-you can use plural or singular form while talking to the patient	2) Use plural and not singular (in Greek, we have the “you (esi)” that refers to one person and plural you (esis) that refers to many people)	
-speak loud, but softly, so that patients (e.g. demential patients) do not get scared	speak loud, but softly, so that patients (e.g dementia patients) do not get scared	
-make eye contact and smile	4 make eye contact and smile	
-keep same level of height when you talk to the patients	5) keep same level of height when you talk to the patients (e.g. when you ask sth from a dementia patient)	
<u>4.Motivational aspects for target group</u>	<u>4.Motivational aspects for target group</u>	<u>4.Motivational aspects for target group</u>
-migrant nurses/ helpers can gain experience abroad by learning the language → expand their knowledge		-Integration part - Integration is the most important factor to feel as a part of society. Greece's

		<p>culture is based on human connection and migrants are being quite easily accepted into the Society. The migrants arriving to Greece needs to be open and make a first step, as from there usually it's easier than in other countries where people tend to communicate with less straightforward way</p>
<p>-the migrant nurses/ helpers can expand their work areas with better language skills → this could also have a positive effect on their salary -get a higher working/ job position</p>		<p>-Achieving emotional support - It's crucial to have emotional support in a journey of integrating in a new country/language. When changing country/being a migrant one needs a lot of strength and someone to be available for them, when they will feel overwhelmed. It's important to know how to ask for help and how to seek for support. It's natural that we need it and it's normal that not everyone will be able to support us emotionally. <NOTE: we could have here on the mobile app like a group of people available for support, either a specialist/psychologist or other migrants in other countries, so people could connect and share their journey></p>
<p>-self-confidence → learning the language can increase the confidence of the migrant nurses</p>	<p>1) learning and adapting to a new environment, despite the difficulties, can give personal satisfaction and sense of accomplishment</p>	<p>-Patience is the key for achieving your goals - Change is done step by step and often when taking the first steps we are not able to see nor image the final goal - feeling of home we are searching for. We need to be reminded that learning is a process, and by</p>

		<p>doing a small thing every day, like learning new skills or language, we are slowly building a new skill, that will allow us to grow and feel more comfortable and understood. No matter how bad and difficult it can feel, it will pass.</p>
<p>-independence → by learning the language, the migrant nurses/ helpers can work independently and don't need a person for the translation</p>		<p>-Achieving connection and understanding - For people that have never undertaken such a change of a country/language, it's difficult to understand how much effort one needs to put into changing their habits, way they speak, react and view the world. It is normal that we feel misunderstood and our struggles are undermined by people that have never had to do such a change. It is important to remind ourselves that it is completely natural that some people can possibly not understand our struggle. While looking for a connection we crave, we must know how to understand the inability of some people to understand our struggle. It's important to search for those that do.</p>
<p>-sense of responsibility → take responsibility</p>		<p>Benefits of learning - Learning is a process and has many benefits - one of the important one is our mental health. It makes us smarter, so more competitive in a job market, but also it allows us to take care of our mind and</p>

		<p>psychological health. It helps us gain new experiences, trains our brain to handle a wide range of challenges, and keeps your neural pathways active.</p> <p>If we follow through the process of learning, while accepting and understanding the path, and regardless of our struggles, we will gain the new vision of ourselves, which will allow us to be more confident and add more value to the community and our beloved ones.</p>
-teamwork → mastering the languages makes it easier for the migrant nurses/ helpers to adapt to the team and thus to build a good relationship with their colleagues, as teamwork plays an important role in the care sector		
-good for your c.v., if you decide to move on to another workplace or country	2) good for your c.v., if you decide to move on to another workplace or country	
-adapting and learning is a sign of personal development	3) adapting and learning is a sign of personal development	
-provision of social networking for nurses/ caregivers from foreign countries where they can share their common concerns/ ideas/ feelings and practice the language	4) provision of social networking for nurses/caregivers from foreign countries where they can share their common concerns/ ideas/feelings and practice the language	

<p>-contact with another healthcare professional, when there are difficulties (e.g. counsellor/ psychologist) in adaptation</p>	<p>5) contact with another healthcare professional, when there are difficulties (e.g. counsellor/psychologist) in adaptation</p>	
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