



POSSIBILITIES OF UTILIZING BLENDED-LEARNING IN THE AREA OF LANGUAGE EDUCATION OF MEDICAL PERSONNEL

Šulistová Radka, Ptáčníková Vlastimila

Faculty of Health and Social Studies, University of South Bohemia in České Budějovice

D2.4 ICT ADVANCES FOR EDUCATION IN HEALTH CARE SCIENCES

Keywords: *blended-learning, language education, intercultural professional communication, communication competence, European certification*

Successful and effective communication in the health service assumes managing communication competences on a certain professional level, not only in the mother language, but also in some foreign languages. For this purpose, IMED-KOMM-EU “Intercultural medical communication in Europe” project was created, the target of which is to support the sustainable professionally orientated foreign language teaching to acquire job in the medical facilities in various EU-countries. The project connects the traditional form of education for the purpose of acquiring a particular qualification with life-long learning of already professionally active experts. Starting point of creating the multi-language educational IMED-KOMM-EU project became the possibility of “blended-learning” implementation, i.e. the combination of e-learning with the traditional contact teaching. This project is focused on the training in medical communication and includes the professional part as well as exercises focused on the knowledge necessary for successful communication in the medical facilities, including the intercultural communication.

Creation of teaching materials was preceded by extensive information search, questionnaire examinations concerning, in the first stage, establishing the claims on professional activities and associated communication competences, the foreign staff shall acquire before starting the professional activity in the certain country. The source of information became also the requirements of partners from practice and institutions educating the future medical staff, including foreigners. Based on these findings, language courses of “blended-learning” were created orientated on intercultural professional communication of foreign physicians and other medical staff not only in countries of project consortium, but also in other member states of EU. During two-year project implementation the teaching materials were continuously systematized, tested, optimized and valorised at two conferences, at Pécs University and Medical University in Varna. In the second project stage, a questionnaire examination took place in which first of all the participants of tested groups took part in which the work with already created materials took place, which enabled to optimize continuously the exercises, to bring the final form of courses in accordance with the real needs of project target groups.

The main project result is modern teaching environment, under which we understand five complete courses of “blended-learning” focused on target groups of physicians and nursing staff. Individual courses are available at web portals for intercultural medical communication in German, Bulgarian, Slovak, Czech and Hungarian. The texts and situations which could be relevant for the field of activity of course participants may be found in the modules of these courses. The target of courses is the development of four language competences, i.e. reading with comprehension, listening with comprehension, written and oral communication which are developed depending on the specific circumstances of self-study or language teaching being implemented at that time, or on used technical means. The choice of vocabulary for the written and oral communication is importantly influenced by the choice of texts, audio-recordings and video-recordings. The selection of the main grammar topics is influenced very strongly by the kind of texts, usual within medical communication. A part of study materials are also exercises focused on the development of intercultural competences. The students should acquire here the key information for the successful communication with clients, including clients from a different cultural environment. Within the project, standardized systems of tests were elaborated besides “blended-learning” courses. It is a special extensive complex of tests and examinations ECL for medical staff, i.e. for physician on C1 level and for nursing staff on the level B2 of the Common European Framework of Reference.

Courses of “blended-learning” created within IMED-KOMM-EU project represent the form of teaching combining the advantages of self-study on one hand with advantages of the direct contact between the lecturer and course participants on the other hand. The superior target of courses is the development and subsequent strengthening of key competences focused on the professionally orientated intercultural medical communication and European certification. Hereby, the project wants to contribute first of all to the life-long professional education, the purpose of which is success at the labour market, and also to strengthen the European integration. Results of project in the area of professional language certification could contribute to the creation of standardized over-regional certified language tests focused on the health service.