



HELP HEALTHCARE ENGLISH LANGUAGE PROGRAMME
Project No 2014-1-ES01-KA203-004735
Sept. 2014-Aug. 2017

Questionnaire for healthcare professionals and students
with experience from working abroad or with foreign patients

Dear Respondent,

We invite you to participate in a survey for the European Strategic Partnership Project HELP – Healthcare English Language Programme, promoted by the European Commission.

We need your experience and expertise in order to create an innovative and motivating standard learning programme to prepare healthcare professionals to meet the challenges at the workplace abroad and students for their Erasmus mobility and internships.

At the same time, healthcare specialists and students in Ireland, Spain, Lithuania, Poland, Czech Republic and Slovakia will help us to gather the data that we need to create a programme that meets your interests and professional requirements.

Filling out of the questionnaire is anonymous. The data will be used only for the purposes of the project. Please mark the answer that you consider correct.

Thank you very much for your cooperation and best wishes in all your future work.

Partners of HELP project

1. Do you have experience with staying abroad (min. 1 month)?:

Do you have experience with staying abroad using English for communication abroad as common tool?

yes no

If yes, please specify:

- Internship in hospital / care
- Erasmus programme or internship
- Employment in hospital / care / medical tourism
- other (please specify) (Question can be answered in your national language).....

1a Did / Do you have experience with foreign patients/ clients during your stay?

yes no

1b Did / Do you have experience with foreign colleagues during your stay?

yes no

2. How do you rate on a scale of 1-6 (1-not good, 6-very good) your linguistic and intercultural preparation from the English programme at your university related to the challenges in the workplace abroad?

	1	2	3	4	5	6	Remarks (Question can be answered in your national language.)
	not ←→ very good						
2a The linguistic preparation is...							
2b The intercultural preparation is							

3. While working / learning abroad, what resources have you used to improve your English skills and intercultural competence? (Question can be answered in your national language)

<p>3a To improve my English skills I have used (please be as concrete as possible – which paper or online materials, urls...):</p>
<p>3b To improve my intercultural competence I have used (please be as concrete as possible – which paper or online materials, urls...):</p>

4. Did you/ do you have Internet access with mobile device (smartphone) abroad?

always frequently sometimes almost never never

5. Have you used Internet to learn English?

always frequently sometimes almost never never

6. If you use Internet resources, which activities do you use them for? (Question can be answered in your national language)

Listening	<input type="checkbox"/> no	<input type="checkbox"/> yes, please specify what you use and how
Writing	<input type="checkbox"/> no	<input type="checkbox"/> yes, please specify what you use and how
Reading	<input type="checkbox"/> no	<input type="checkbox"/> yes, please specify what you use and how

Speaking	<input type="checkbox"/> no	<input type="checkbox"/> yes, please specify what you use and how
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7. To what degree are you familiar with the learning platform Moodle?

very good good low not at all

8. What type of study materials do you prefer to learn/improve your English?

written materials (textbooks)	<input type="checkbox"/> yes <input type="checkbox"/> probably yes <input type="checkbox"/> probably no <input type="checkbox"/> no
CD, DVD	<input type="checkbox"/> yes <input type="checkbox"/> probably yes <input type="checkbox"/> probably no <input type="checkbox"/> no
Internet, e-learning...	<input type="checkbox"/> yes <input type="checkbox"/> probably yes <input type="checkbox"/> probably no <input type="checkbox"/> no
Other, please specify (Question can be answered in your national language):	

9. What do you think is lacking in the materials used for English language learning?: Rate on a scale of 1-6 (1-not lacking, 6-very much lacking)

	1	2	3	4	5	6
	not	↔ lacking ↔				very
Special/vocational vocabulary						
Current healthcare trends						
User-friendliness						
Adequate illustrations						
Appropriate number of communicative exercises						
Adequate content						
Use of audio-visual tools						
Connection to Internet resources						
Possible use on mobile devices						
Other, please specify (Question can be answered in your national language):						

10. Do you consider your professional preparation adequate to manage situations arising from intercultural differences?

yes no

11. In which areas have you experienced critical intercultural differences?

Communication	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Physical contact	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Nutrition	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Religion	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Authority	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Time concepts	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all

Gender	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Body language	<input type="checkbox"/> very much	<input type="checkbox"/> much	<input type="checkbox"/> little	<input type="checkbox"/> not at all
Other, please specify (Question can be answered in your national language):				

12. From your experience, how would you rate the relevance of the following topics for communication practise? From my experience, this topic in practise is... (1-not important, 6-very important)

From my experience, this topic in practise is...	1	2	3	4	5	6
	Not ← important → very					
1. Hospital procedures – admitting and discharging patients, history taking, insurance						
2. Documentation – medical records, filling in medical / nursing documentation						
3. Physical examination, assessment of the patient, possible symptoms and diseases						
4. Hospital equipment – ordinary and special (surgery, emergency)						
5. Hospital wards and healthcare specifics at different places of work e.g. internal medicine, surgical, paediatric, obstetrics and gynaecology, intensive care unit (ICU), coronary care unit (CCU), geriatrics, palliative care, psychiatry						
6. Human anatomy – external and internal organs, body cavities						
7. Body systems – skeletal, muscular, circulatory, respiratory, reproductive, lymphatic, nervous, digestive, urinary, endocrine, integumentary						
8. Basic diseases of skeletal, muscular, circulatory, respiratory, reproductive, lymphatic, nervous, digestive, urinary, endocrine, integumentary systems; allergies, infectious diseases						
9. Drugs – forms, types, administration						
10. Wounds, injuries						
11. Taking care of patients, nursing duties, hygiene procedures and patients' hygiene						
12. Safety measures at work, patient safety, first aid						
13. Health education, prevention, healthy lifestyle						
14. Ethics – ethical problems, patient's rights, different types of patients – paediatric, elderly, disabled, deepening of empathy						
15. Knowledge about specific intercultural differences						
16. Building of respect for diversity and differences						
17. Formation of behavioural flexibility						
18. Other, please specify (Question can be answered in your national language):						

13. Which tools/methods would be the most suitable to help develop your intercultural competence in the prospective learning material?

Selection of appropriate texts	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no
Samples of interviews	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no
Case studies	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no
Analysis of specific situations	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no
Comparison of examples from day-to-day work	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no
Video	<input type="checkbox"/> yes	<input type="checkbox"/> probably yes	<input type="checkbox"/> probably no	<input type="checkbox"/> no

Other, please specify (Question can be answered in your national language):

14. What should be included in the prospective learning material to improve your preparation for professional mobility? Rate on a scale of 1-6 (1-not important, 6-very important)

Besides relevant professional and intercultural content, I think this topic would be ...	1	2	3	4	5	6
	not		↔		very	
	useful					
Tips and guidance for self-learning						
Availability of the modular sections for free download in pdf format						
Availability of audio materials in mp3 for free download						
Availability of video materials for free download						
Links to professional social network sites for exchange						
Platform for exchange with other students / professionals						
Each chapter of the learning programme finishes with the "first aid" – key words and communicative units for practical use						
Availability of the learning programme for mobile devices and tablets						
Other, please specify (Question can be answered in your national language):						

Any further comment to help us to prepare a useful learning programme for your needs? (Question can be answered in your national language)

Finally, which country are you from?

- Spain Ireland Poland Lithuania Czech Republic Slovakia other, please specify

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Thank you very much for your assistance!