

Abstract cooperational project:

## „Curriculum for culture- and trauma-sensitive work in the health care sector“

in the context of the program „Operation Team – Interprofessional Learning“ funded by the Robert Bosch Foundation

In cooperation of the „Flüchtlingsambulanz für Kinder und Jugendliche des Universitätsklinikums Eppendorf (UKE)“ and the „Klinik für Psychiatrie und Psychotherapie des Bethesda Krankenhaus Bergedorf (BKB)“.

The following people will realize the project in the period from January 2018 – December 2019:

- Dr. Areej Zindler, medical specialist in child and adolescent psychiatry and psychotherapy, medical director of the „Flüchtlingsambulanz“, project leader
- Dr. med. Claas Happach, medical head of the department of psychiatry and psychotherapy of the BKB
- Anne Neumann-Holbeck, Psychologist (M.Sc.) „Flüchtlingsambulanz“, project coordinator
- Gin Slater Goldmann, head nurse of the S09 of the BKB
- The team of the „Flüchtlingsambulanz“ and the ward S09 of the BKB
- Research department „Child Public Health“ of the UKE

Flüchtlingsambulanz für Kinder und Jugendliche  
Children for Tomorrow Stiftung des bürgerlichen Rechts  
& Ambulanzzentrum des UKE GmbH

Martinstraße 52  
Gebäude Ost 44  
20246 Hamburg

Telefon: +49 (0)40 4719-3080  
Fax: +49 (0)40 4719-308 15

[www.uke.de/mvz/fluechtlingsambulanz](http://www.uke.de/mvz/fluechtlingsambulanz)  
for inquiries: [a.neumann-holbeck@uke.de](mailto:a.neumann-holbeck@uke.de)

## Introduction of the topic

Successful integration not only involves welcoming newly arrived people and familiarizing them with our culture, it also means to professionally train locals and professional groups who work in an intercultural environment. It is crucially important to sensitize them to the perspective of migrants and refugees and to foster their curiosity by transferring intercultural knowledge. As a result, the quality of work in a steadily growing intercultural occupational context will be improved. This issue is more relevant than ever, as currently around 16.5 million people with a migration background live in Germany. Especially among the recently arrived refugees many experienced repeated and serious trauma. They not only bear their culture, but also their traumatization through war, flight and postmigration burdens invisibly. Employees in for example hospitals often feel overwhelmed by that.

In order to guarantee the quality of care and enjoyment of work in the future and to prevent (re-) traumatising experiences, a culture- and trauma-sensitive care is needed. In addition, an increase in the supply of care for people with a refugee or migration background in the psychotherapeutic and psychosocial field reinforces the relevance of continuing and specific education. Especially in health care – and nursing training in particular, cultural and trauma-relevant topics as well as dealing with violent conflicts and self-care are not sufficiently integrated into the professional training. Although some professionals already have differentiated knowledge, it is important to provide this knowledge systematically in order to develop standards that can be passed on to all professionals. It is necessary to be aware of intercultural differences and the invisible wounds, patients may deal with, in order to treat them more effectively. At the same time, this improves the carers' own safety regarding trauma and violence.

The two-year project is funded by the Robert Bosch Foundation as part of the program "Operation Team - Interprofessional Education in the Health Care Sector". It supports the professional collaboration of nurses, doctors and therapists in a culturally sensitive health care environment of patients with a migration background.

## Projectdescription

The cooperation project between the refugee outpatient clinic of the UKE (Flüchtlingsambulanz) and the clinic for psychiatry and psychotherapy of the Bethesda hospital in Bergedorf (BKB) aims to link practical experience with specific knowledge and intercultural experience of the two institutions in order to develop an interprofessional training program. It is to develop a training series that embeds its content in an intercultural context and thus offers new perspectives on how to understand issues such as trauma and its complications as well as the concepts of emotions and health. As nurses are often perceived as trusted contact partners during hospitalization, another component of the nursing care needs to be the inner empow-

erment of caregivers to deal with people's individual stories in an empathetic and professional manner. Seminars, personal exchange, internships and online elements are intended to provide a multimedial program to acquire new knowledge and to offer room for reflection.

In the long term, it is important to implement this curriculum in the medical field and to expand it to other locations and professional groups so that as many specialists as possible can benefit.

### Stakeholders

The target group of this curriculum are nurses, doctors and therapists of the Clinic for Psychiatry and Psychotherapy of the Bethesda Hospital Bergedorf. In their work, they are increasingly dealing with traumatized patients with a migration and refugee background. Furthermore, the interprofessional learning components is of valuable importance to the participants due to close cooperation in their work life.

In the long term, the target groups of the project will be other nurses and groups in the healthcare sector, since their needs are also growing. However, first of all, we start with the group of nurses, doctors and therapists who already have experience with trauma and who often come into contact with traumatized people in their daily work.

The refugee outpatient clinic of the UKE (Flüchtlingsambulanz) has been offering outpatient psychiatric, psychotherapeutic and psychosocial care for refugee children in Hamburg for 20 years. One focus is the treatment of trauma disorders and related symptoms, such as anxiety, sleep disorders and depression. An intercultural team of doctors, psychologists, psychotherapists, art therapists, social workers, ethnologists and interpreters has set itself the task of promoting the mental reconstruction of these children.