



VRHealthLeaders

Knowledge Hub

Erasmus+ Programme

2014-2020

Key Action 2: Strategic Partnership

**A Multifaceted VR Learning Platform for Future Healthcare
Leaders (2021-2023)**

Agreement N° 2020-1-CY01-KA226-HE-082726

IO6 Knowledge Hub

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Introduction to the Knowledge Hub

The Knowledge Hub provides a comprehensive overview of other EU funded research projects that have produced results that supplement leadership competencies and domains that form the fundamental pedagogical approach for our project. We fully understand that although we have created a what we believe to be a great training package, our materials can always be supplemented and improved with the help of others. It is for this reason that we sought inspiration and expertise in leadership related skills from other Erasmus+ funded reach project. By compiling info sheets on other relevant projects, we hope to create a knowledge hub that will enable you to expand the VRHealthLeaders toolkit to serve your students even better!

Leadership skills are required now more than ever. Health professionals are dealing with constant changes to both the systems they work in and the patients they serve. Such changes, coupled with large scale public health crises, indicate it is crucial to equip the health workforce with the skills to deal with pressures healthcare systems face. This training course uses virtual reality to increase the leadership capabilities of future healthcare managers and policy makers using public health crises as the key theme of the training programme. Using virtual reality as a primary tool for leadership training improves healthcare systems by broadening the experiences of healthcare leaders thus providing better outcomes, services and quality to patients across the EU and the globe.

The Knowledge Hub consists of 11 projects which focus on one or more of the following leadership domains and competencies:

Leadership Competencies:

- Communication
- Assertiveness
- Emotional Resilience
- Conflict Resolution
- Teamwork
- Emotional Values
- Decision-Making
- Leadership

Leadership Dimensions:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results

H-Com (Health Communication Training for Health Professionals)



Effective communication between health professionals and patients has been found to be crucial and important for the overall functioning of the healthcare system. It has a positive impact on readmission rates, understanding treatment options, adherence to treatment, following the medication schedule with consistency, cost related impacts and overall positive health outcomes for patients (Nelson, 2008; Bull et al., 2002).

However, health communication seems to attract little attention, especially during medical and nursing training. There is evidence that students' communication skills deteriorate, while teaching these skills is neglected due to workload and clinical work commitments (Silverman, 2009). Apart from that, it appears that vocational training opportunities on health communication are limited. Thus, communication skills of a busy physician/nurse are often not adequately developed and the need for health professionals to become better communicators remains (Traveline et al., 2005).

In an effort to cover these needs, the project will explore the shortages in training as well as the perceptions among health professionals and finally develop a comprehensive training curriculum, which will be easily replicated across the EU. The aim of this training is to build and strengthen communication skills among health professionals that will positively influence their work with both their patients and their co-workers within the health care setting.

Training Materials

The training and research materials produced by the project are as follows:

- [Online database of training programs in Europe](#) – A database of all identified communication training programmes in Europe has been created by the project. The search found 396 results and breaks these down into the following categories: Type of Training (formal training, non-formal training, informal training, other); Institution Type (tertiary, continuing vocational training, training offered by third parties, volunteer training programmes, other); Degree Type (undergraduate, postgraduate, seminars, short courses, continuing education, other); and Intended Users (multiple options).
- [Health Communication Training Curriculum](#) – a training curriculum has been developed by the project and is designed to be delivered in two distinct parts. Part one is a short-term joint staff training curriculum designed for medical doctors that includes 5-day equivalent workshops in all participating countries. Part two consists of long-term teaching and training assignments through an e-learning platform hosted on the H-Com website.

Useful Info

Project website - <http://h-com.eu/>

Main contact point - Institute of Preventive Medicine Environmental & Occupational Health (Prolepsis) info@prolepsis.gr

BICAS (Building Intercultural Competencies for Ambulance Services)



Intercultural competencies and a better understanding of each other are vital for the peaceful coexistence of humans in general and in Europe in particular. Through the ongoing European integration and also the growing numbers of immigrants in the EU the need for intercultural competencies in professions dealing directly with people is inevitable. So far this issue has not been sufficiently part of vocational and further training. Especially in the field of pre-clinical emergency and health care this is becoming a major problem. Paramedics are confronted with situations where intercultural knowledge and competencies are vital. Emergency care services are overstrained due to lack of preparation for and theming of intercultural aspects in training. This leads to inadequate communication with patients as well as massive complications due to religious / cultural differences, psychosocial challenges and high stress levels leading to avoidable complications in emergency situations.

The BICAS project addressed these needs through the development of an intercultural training course concept and framework which has been translated into a blended learning approach and supporting tools, such as a Quick Reference in Action mobile APP. The intercultural training course concept formulates learning outcomes using ECVET criteria. The blended learning training course was piloted and thoroughly evaluated to achieve a sustainable high quality output, which will be used in vocational training and further training of paramedics throughout Europe. Apart from the project partners other stakeholders were invited to adopt the training course and mobile app. In order to achieve this, training course guidelines and policy recommendations have been published and disseminated on national and European level.

Training Materials

A list of useful training materials produced by the project can be found here:

- [Evaluated blended learning training concept](#)
- [E-learning module](#)
- [Presence module](#)
- [Support app for emergency services](#)
- [Blended-learning course](#)
- [Course guidelines and recommendations](#)

Useful Info

Project website – <http://moodle.bicas-online.eu>

Main contact point - Bildungsinstitut Mitteldeutschland <https://www.johanniter.de/pool/kontakt>

DOCMAN (Development of Competencies and Modules to Enhance Advanced Practice across Europe for Health and Social Care Management Masters Students)



DOCMAN is a collaborative project between four European universities - LAB University of Applied Sciences, Frankfurt University of Applied Sciences, Charles University, and Edinburgh Napier University. The project aims to share expertise and develop management competencies for the health and social care sector through the creation of new modules in Social and Health Care Management.

The project responds to the unprecedented challenges faced by health and social care in many EU countries due to rising healthcare costs and aging populations. The project will undertake a structured educational needs assessment, develop a competency framework, and create three Masters degree level modules to address emerging challenges such as integration, designing new services, and leading innovation and change. These modules will be piloted with Masters students from the partner universities and revised learning materials will be made publicly available.

The competency framework developed by the DOCMAN project supports the development of managers in the health and social care sector. It is designed to help individuals understand leadership and management competencies, and provides a benchmark for measuring their current skills and performance. The framework is based on research conducted by project partners from four European countries and is underpinned by principles of collaboration and excellence. The framework has five domains and is represented by a 4-level rating scale that can be used for self-assessment and support for continuing professional development. It also provides information for employers to support workforce development and education programmes.

Training Materials:

At the time of writing the training materials are still in development and will focus on the following areas:

- Designing and Developing
- Innovation and change
- Capacity building and service
- Delivery

Useful Info:

Project website: <https://blogs.napier.ac.uk/docman/>

DOCMAN Competency Framework: <https://blogs.napier.ac.uk/docman/wp-content/uploads/sites/54/2020/11/DOCMAN-Competency-Framework-1.pdf>

Main contact point: Dr Gerardine Matthews-Smith (Lead Author of IO 3,4 & 5) G.Matthews-Smith@napier.ac.uk

EQUI-HEALTH



The EQUI-HEALTH project (2013-2016) improved public health and increased the wellbeing of all by helping to provide appropriate healthcare to migrants, the Roma and other vulnerable groups entering and residing in the EU, including irregular migrants. EQUI-HEALTH included a significant research component on migrant health, occupational health of border officials and public health, including screening practices and migrant health data collection. For the purpose of the research, the project developed a detailed research methodology to include desk review, key informant interviews, stakeholder consultations, field visits and participant observations in six EU Member States (Bulgaria, Croatia, Greece, Malta, Italy and Spain). The main actors involved in the first component of EQUI-HEALTH were public sector actors, including law enforcement officials, non-health staff and health professionals.

Through multisectoral dialogues, national consultative meetings and training, EQUI-HEALTH aimed at increasing the understanding of migrant, public and occupational health, and enhance the capacity of public health authorities, law enforcement services and healthcare providers in promoting appropriate health care provision to migrants. This project developed assessment tools and guidelines for health and public health services that were further refined to frame EQUI-HEALTH activities. Co-financed by the European Commission, the project saw the participation and partnership with a wide variety of public health and migration authorities, the academia, international organizations and EU institutions.

Training Materials

[10 Principles for Roma Health](#): The activities aimed at reducing health inequalities faced by migrants, Roma and other vulnerable ethnic minority groups. The actions built on the 10 principles identified by the "EU Action for the Roma" initiative to which Roma inclusion policies and projects should adhere to.

[Informative Documentary](#): A short documentary on Roma Health Mediation filmed during four study visits to cover health mediation practices in Bulgaria, Belgium and France. The four study visits facilitated the sharing of experiences and allowed to observe the work of Roma health mediators and elaborate recommendations.

[Training package on Migration and Health for Health professionals and Law Enforcement Officers](#): training resources based on regional peer reviews. More than 400 health professionals and law enforcement officers participated in Trainings of Trainers and national roll-out training sessions in Croatia, Greece, Italy, Malta and Portugal to enhance their capacity to deliver medical services for migrants.

Useful Info

Project website - <https://eea.iom.int/equi-health>

Main contact point - IOM ROBrussels@iom.int

HWE4CCN (Improving Working Environment for Nurses in the Critical Care Unit)



HWE4CCN is an EU-funded project aimed at reducing staff turnover and increasing the appeal of nursing as a profession by developing the skills required for a healthy work environment for critical care nurses. This is in response to estimates that the EU will be faced with a shortage of approximately 1 million healthcare professionals by 2020, with shortages expected to be particularly severe for critical care nursing, elderly care, and general practice professionals.

The objective of the project is to develop an open and multilingual blended training course that can be accessed online or face-to-face to train nurse professionals to develop healthy work environment (HWE) knowledge, skills, and competences for critical care unit (CCU) nurses. The project aims to develop the first open and multilingual blended training course of its kind.

During the project implementation period from October 2019 to January 2022, project partners from Cyprus, Romania, Poland, Spain, and Croatia met to plan, coordinate and evaluate project tasks and activities. They developed the first version of an e-learning platform on Healthy Work Environments (HWE) and tested it with CCU nurses from four countries. The platform was improved based on feedback from testers and translated and published in six languages: English, Croatian, Greek, Polish, Romanian and Spanish. The European Federation of Critical Care Nursing Associations (EfCCNa) is an associate partner of the project.

Training Material:

- Module 1: Online training on Healthy Work Environments (HWE) for nurses in the Critical Care Units (content for facilitators)
- Module 2: Toolbox (methods, tools and supporting materials for trainers)
- Module 3: Lesson plans
- Module 4: Assessment and Recognition tools

Useful Info:

Project website: <https://sites.google.com/view/hwe4ccn-en/home?authuser=1>

Main contact point- Partners: <https://sites.google.com/view/hwe4ccn-en/partners?authuser=1>

InterHealth (Intercultural competences of healthcare professionals)



There are many areas of healthcare that are increasingly supported by demographic development in the field of intercultural competence. Nurses, doctors, dentists, and other healthcare professionals are all faced with major challenges of bringing intercultural competence into their professional environment. The InterHealth project developed training methods to alter the ability of healthcare workers to demonstrate cultural competence toward patients with diverse values beliefs and behaviours.

The goal of cultural competence in healthcare is to reduce health disparities and to provide optimal care to patients regardless of their race, ethnic background, native languages spoken, and religious or cultural beliefs. Cultural competence training is important in healthcare fields where human interaction is common, including medicine, nursing, allied health, mental health, social work, pharmacy, oral health, and public health fields, especially since the refugees' crisis in Europe.

The current migration phenomenon in Europe creates a great need for provision of culturally sensitive health care and challenges professionals to take into consideration individuals' attributions of illness, illness' calling, causes attributed, coping mechanisms applied and concerns which are linked with patient's illness beliefs. People have different "illness beliefs systems" or a "relatively coherent set of ideas regarding what causes illness and its course and treatment" (Chrisman, 1991). The inability to recognize and deal with perspectives of illness that deviate from those of the biomedically trained healthcare professional can paralyze attempts at identifying problems and developing plans for solving them.

Training Materials

- [Baseline Report on Intercultural Competences for Healthcare Professionals](#) – Report outlines the current state of educational interventions for intercultural education in Europe.
- [ECVET based Curriculum for Intercultural Competences of Healthcare Professionals](#) – A full curriculum for adaption in learning institutes.
- [Forum for Healthcare Professionals and Patients in an Intercultural Setting](#) – A forum detailing how the InterHealth products can be used and adapted.
- [Mobile Training Application for Autonomous Learners](#) - An application, based on a theoretical background integrating the evolutions of the Chrisman theory, to help healthcare professionals acquire an empathetic and open attitude to patients outcomes.

Useful Info

Project website - <http://www.interhealth.eu/en/>

Main contact point - IASIS iasisgr@yahoo.com

MedLang (Massive open online courses with videos for palliative clinical field and intercultural and multilingual medical communication)



The aim of the project was to create open digital educational resources in the field of palliative medicine based on developing innovative guidelines on standardized fundamental medical protocols. The project also produced training that aimed to improve clinical language and communication skills for supporting the learning/teaching processes of the medical lecturers, of the language teachers who teach medical students, of medical students, and of the lay people involved in causalities.

Palliative care must be an integral part of a country's health care system, and as such it must be an element of comprehensive health care plans, and of specific programmes concerning, for instance, cancer, Aids or geriatrics. Aiming to maintain the best possible quality of life for patients with advanced diseases, it requires a coordinated input from a highly-skilled and adequately resourced interdisciplinary and multi-professional team.

Training Materials

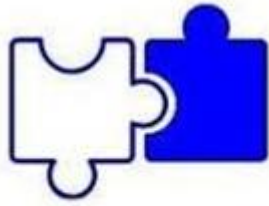
- [Educational Toolkit](#) - The materials of this educational toolkit outline a planned orientation which the contributing partners illustrate: a selection of the most representative basic procedures in palliative medicine, all consonant with the latest updates in the field, plus communication related to these procedures in six languages and videos illustrating how the procedures ought to be implemented.
- [Interventions Toolkit](#) - Starting from an inventory of more than 50 procedures, the intra-partnership negotiations narrowed the list to 20 interventions and types of communication that cover both the existing medical approaches in the countries involved and the current trend of dialogical medicine, not to mention the values of interculturality and celebration of the diversity of beliefs and practices.
- [MOOC](#) - Massive open online courses with videos for palliative clinical field and intercultural and multilingual medical communication.

Useful Info

Project website - <http://www.medlang.eu/>

Main contact point - Gr.T.Popa University of Medicine and Pharmacy

NM4SAFETY (Nurse Managers for Safety)



NM4SAFETY

NM4SAFETY is an Erasmus+KA2 financed project that aims to strengthen the skills and knowledge of Nurse Managers to make nursing care safer. The University of Udine's Department of Medicine – DAME coordinates the project, and it involves various international academic institutions such as Technologiko Panepistimio Kiprou (Cyprus), Zurcher Hochschule fur Angewandte Wissenschaften (Switzerland), Katolische Hochschule Mainz (Germany), and the Italian company Tech4Care SRL.

The project focuses on creating an educational program for Nurse Managers responsible for the care of patients in a task force or hospital department. The program includes e-learning lectures, live teaching lectures, and a professional toolkit, with a specific focus on patient safety and quality of hospital care.

The project includes four phases: the creation of a professional toolkit, development of the specific curriculum for Nurse Managers, creation of a networking online platform, and evaluation of the acquired knowledge. Upon completion of the course, participants will obtain an attendance certificate as well as an open-badge confirming their acquired knowledge. The project ultimately aims to enhance the planning, working environment, and patient safety in hospitals and all facilities across the region with hospitalisation. It is a step towards investing in the quality of the working environment to reduce adverse effects and inappropriate nursing care.

Training Material:

Training Course - Nurse Managers for Safety (NM4Safety): It provides nurse managers with the knowledge, skills, and empowerment required to manage patient safety in busy hospital environments, focusing on creating a nurse work environment that supports patient safety and quality of care. Upon completion, nurse managers will be able to create a nurse work environment that supports patient safety and nurse retention, increase their knowledge and improve their skills, and feel empowered as nurse managers. The course includes 12 lectures covering topics such as safe staffing, collaboration and communication, transformational leadership strategies, and improving patient safety climate and culture.

Useful Info:

Project website: <https://nm4safety.eu/>

Main contact point- ricerca.dame@uniud.it

Nurse Lead



NurseLead is an Erasmus+ funded project that aims to address the challenges faced by healthcare worldwide due to aging populations, chronic illnesses, and increasing emphasis on self-care. The project's primary objective is to strengthen the leadership competencies and professional development of postdoctoral nurses and doctoral nursing students. While various leadership and mentoring programs have been identified for nurses working in academia, none has focused on leadership and professional development in doctoral nursing students and postdoctoral nurses in Europe. The Nurse-Lead consortium, consisting of seven universities and organisations from Iceland, the Netherlands, Germany, Portugal, Finland, and Lithuania, collaborates to develop online educational programs for postdoctoral and doctoral nursing students, competency profiles for postdoctoral nurses, a Massive Open Online Course (MOOC), and a business model for the continuation and sustainability of the program.

The project recognises the importance of leadership in improving patient and healthcare outcomes and the role of postdoctoral and doctoral-prepared nurses in developing nursing and healthcare through research, translating research evidence into clinical practice, and shaping the nature of the nursing discipline. The project's consortium aims to stimulate the future generation of leaders in nursing education and research, encourage high-performing education research environments, and train and educate doctoral nursing students and postdoctoral nurses in high-quality education and research. Through its outputs, the Nurse-Lead project aims to impact patients, families, and communities within Europe and beyond, positively.

Training Material:

The following training material will be produced in 2023 and 2024:

- Online educational program for postdoctoral nurses
- Online educational program doctoral nursing students
- Competency profile for postdoctoral nurses
- Massive Open Online Course (MOOC)
- Implementation and exploitation of Nurse-Lead
- Business model for continuation and sustainability of the program
- Research studies investigating Nurse-Lead
- Nurse-Lead symposium

Useful Info:

Project website: <https://www.nurselead.org/>

Main contact point- (1) Thóra B. Hafsteindóttir: T.Hafsteinsdottir@umcutrecht.nl
(2) Lisa Dongen: L.J.C.vanDongen-5@umcutrecht.nl

SimuCarePro CRM (Simulation in healthcare and crisis management to increase the efficiency of multidisciplinary teams in initial training)



SimuCarePro is a two-year project that aims to create simulation tools for medical and paramedical training to improve non-technical skills required for working in a team during emergency situations. The project will focus on studying Crisis Resource Management (CRM) concepts and creating simulation scenarios that will be validated by the academic world in a multidisciplinary context. The project has two main objectives: creating simulation tools for CRM concepts and human factors necessary for working in a multidisciplinary team in medical and paramedical initial training and learning CRM concepts digitally through an e-learning platform before implementing simulation scenarios in multidisciplinary teams.

The SimuCarePro project targets two groups of people. The first group consists of last-year learners in nursing care, midwifery, specialisations, and medical assistance who will test different online learning activities before participating in simulation sessions in multidisciplinary teams. The second group is simulation instructors involved in training who will validate the learning tools.

The project consists of six steps corresponding to the activities related to one intellectual output, the e-learning platform entitled "Simulation in healthcare and crisis resource management." These steps include trainers achieving CRM theoretical concepts during a training session, developing a web platform to include online training modules related to CRM concepts, creating scenarios based on non-technical skills, implementing scenarios in multidisciplinary teams, debriefing with recommendations to command online CRM concepts, and formalising the results. The project results will be available on the e-learning platform for everyone who wishes to acquire CRM concepts in simulation, including theoretical access, practical and interactive digital access, dedicated access to the scenarios with educational objectives, access to evaluation grids, and access to satisfaction questionnaires about the added-value of learning in multidisciplinary in the training area.

Training Material:

SimuCarePro-CRM Platform: The training material for the SimuCarePro project includes simulation tools to work on the CRM concepts and human factors necessary to work during crisis management in multidisciplinary teams in medical and paramedical initial training, as well as an e-learning platform to learn the different CRM concepts before implementing simulation scenarios.

Useful Info:

Project website: <https://simucarepro-crm.eu/>

Main contact point - Zlata Selak- Project manager - info@inforef.be

VOCAL-Medical (Overcoming language and communication barriers in the healthcare sector)



The VOCAL-Medical project has produced training materials and tools to support communication in emergency situations where there is no common language and/or a need to bridge cultural gaps between different healthcare systems. During a needs analysis conducted by VOCAL-Medical partners, it showed that the situations where help to overcome communication barriers is most needed are:

- Asking patients about their medical history
- Communication about medication
- Understanding patients' emotional state
- Communication about cultural and religious concerns

Good communication is essential in the healthcare sector, where it can literally make the difference between life and death. Increased mobility and demographic change mean that more and more healthcare situations involve people who do not share a common language or cultural background. The project aims to bridge this language gap by providing language training materials and a translation support application focusing on key contexts where languages barriers are most acute:

- Hospital emergency services
- Ambulance services and fast rescue teams
- Doctors on standby

Training Materials

- [Web-based multilingual resource for smartphone, tablet or PC](#)
- [Bilingual training modules available online \(English + 8 languages\)](#)
- [Intercultural training modules](#)
- [Technical language focused on real-life situations](#)
- [Background cultural information on the medical sector in each country](#)
- [Interactive and easy to use – virtual tours](#)

Useful Info

Project website – www.vocal-medical.eu

Main contact point - IT Tralee Kristin.Brogan@staff.ittralee.ie