

International Mobility of Health Professionals: Challenges for Professional Team and Staff-Patient Communication

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Overview of presentation

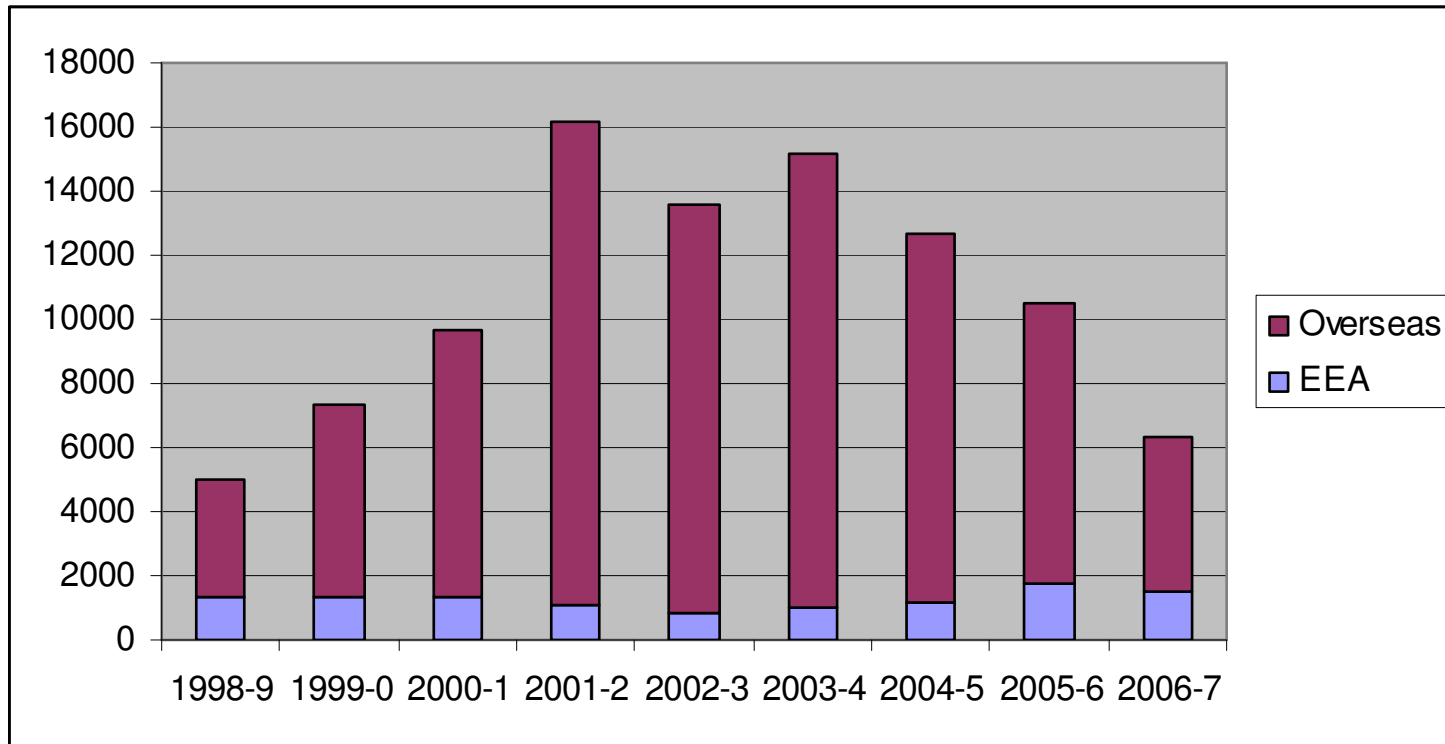
- The study – background, design and methods
- Context - the nature and extent of IR in the NHS
- Key findings
 - Factors impacting on the nature of clinical practice
 - Factors impacting on relationships with patients and carers
- Implications for management

The study

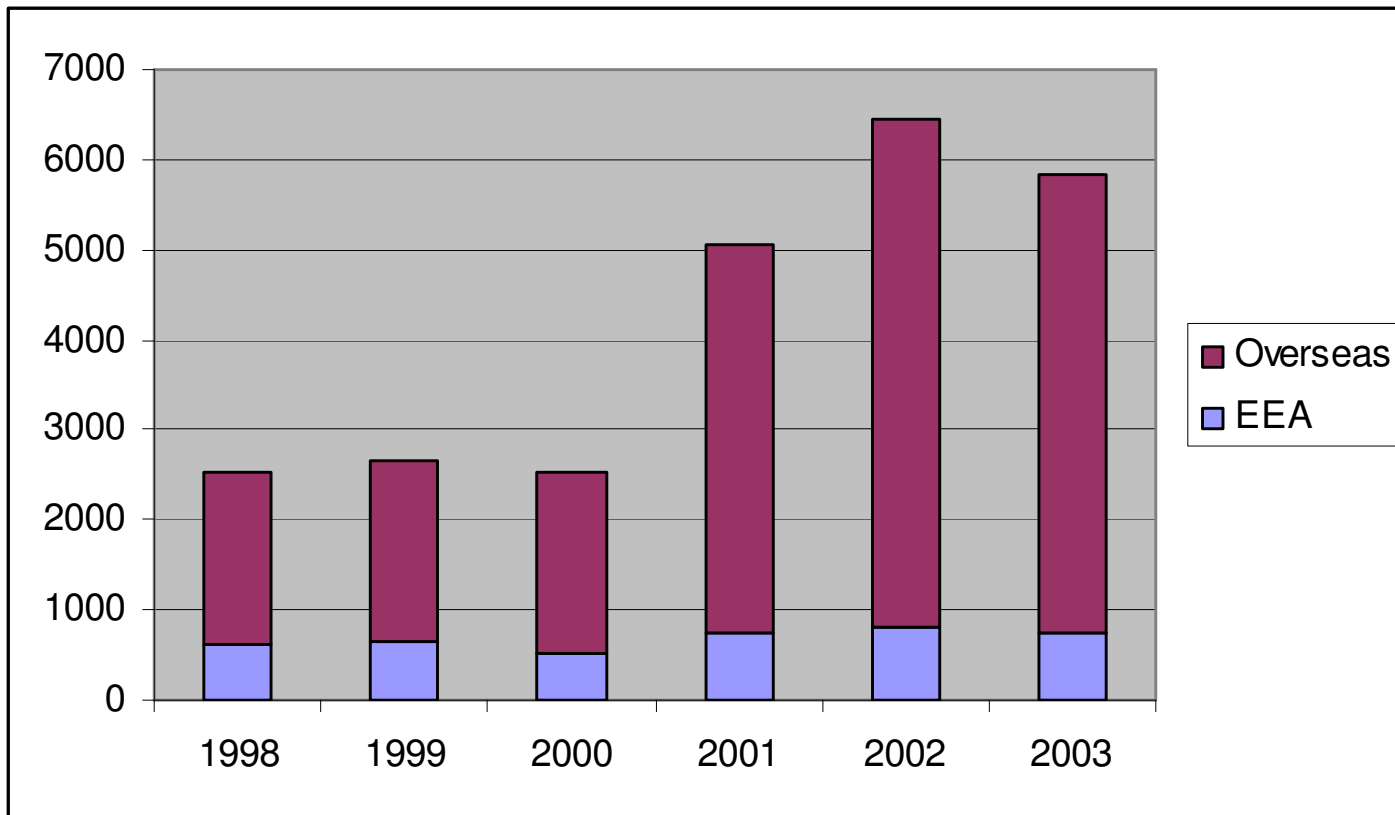
- Multi-method national evaluation of international recruitment in the English NHS
- Literature review, interviews, postal surveys and *eight case studies* conducted in the final stages of the research
- Case studies reflected a range of:
 - approaches to IR
 - professional groups
 - source countries

New Registrations – Nurses

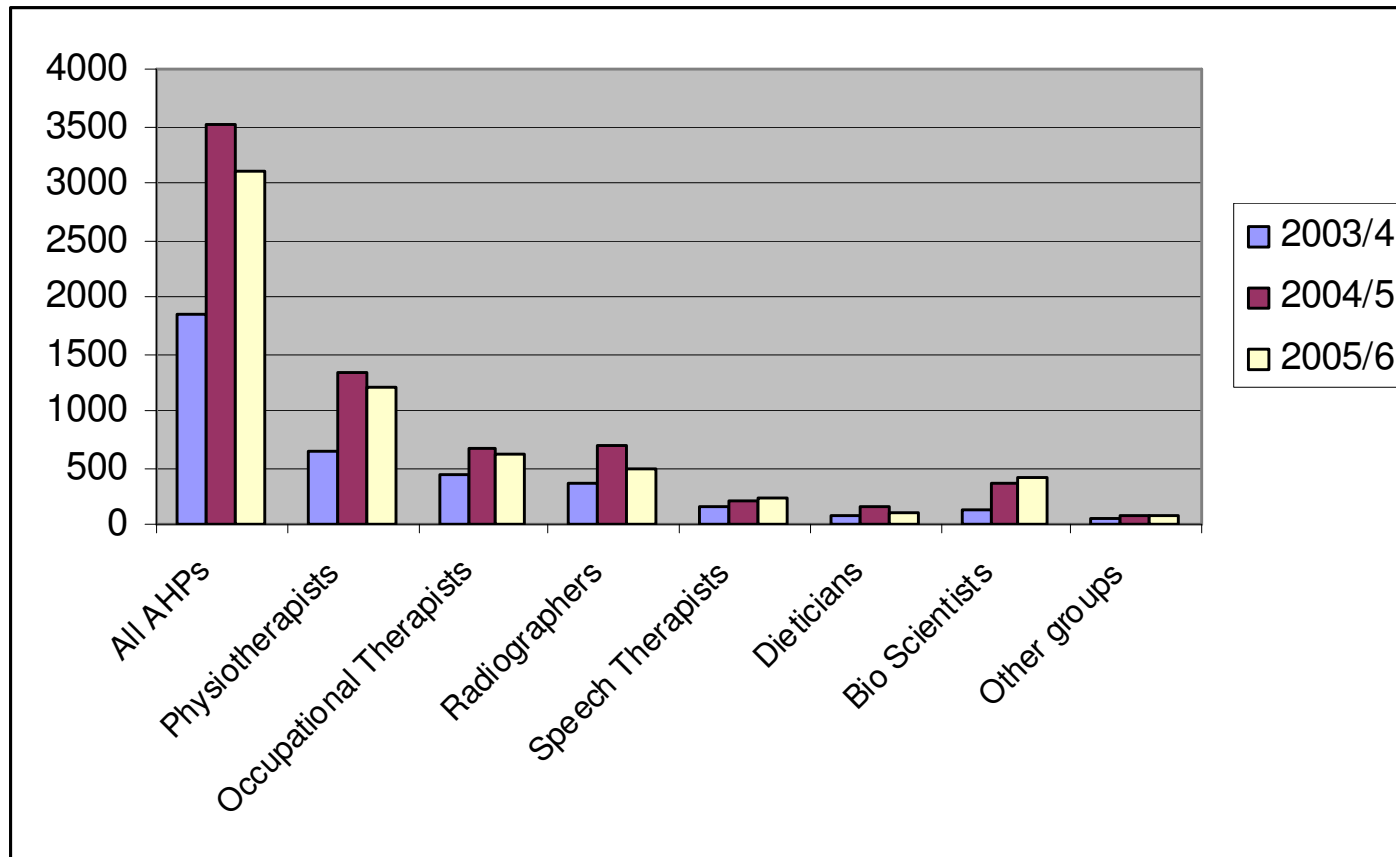
1998-9 to 2006-7



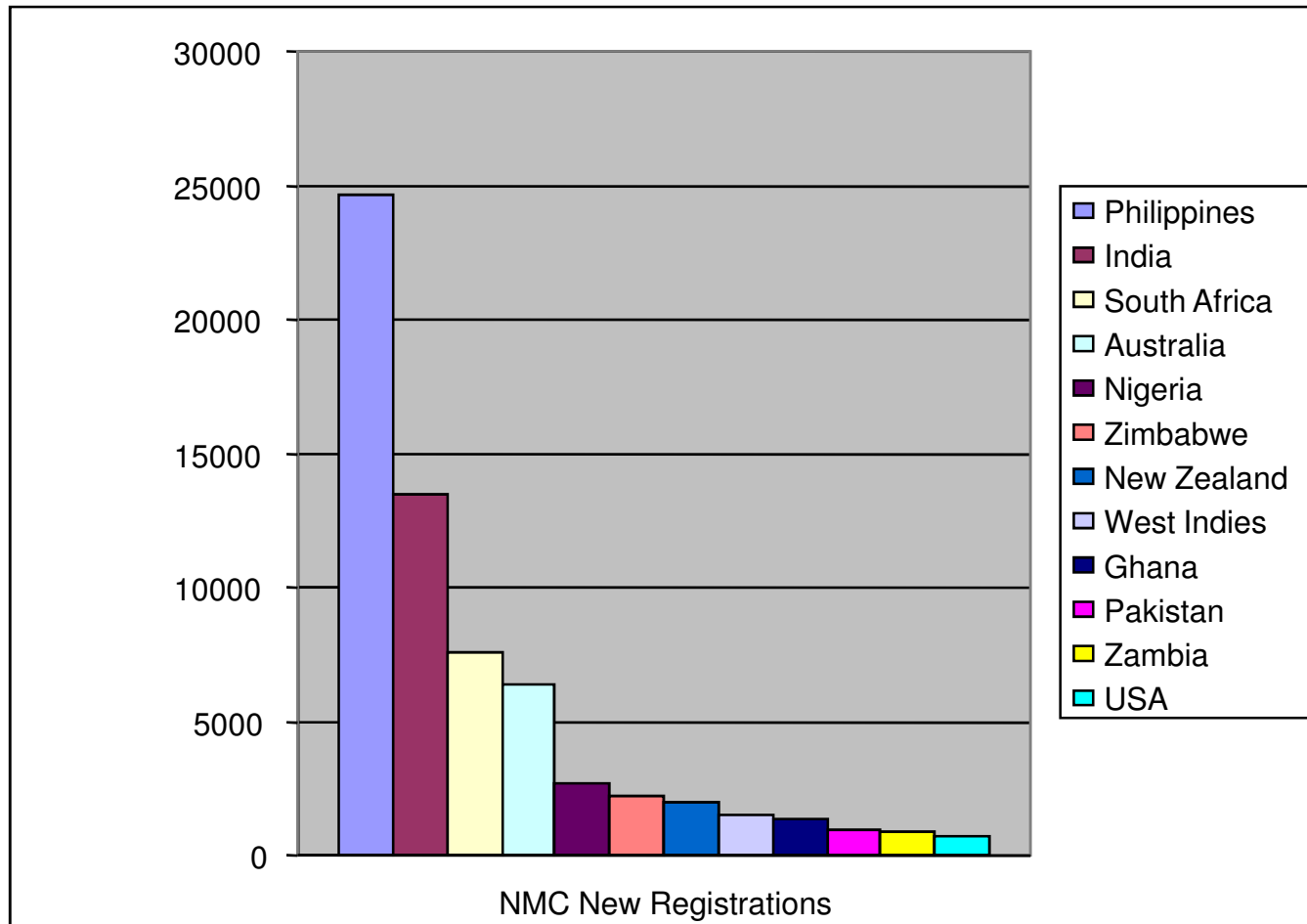
New NHS Doctors, 1998-2003



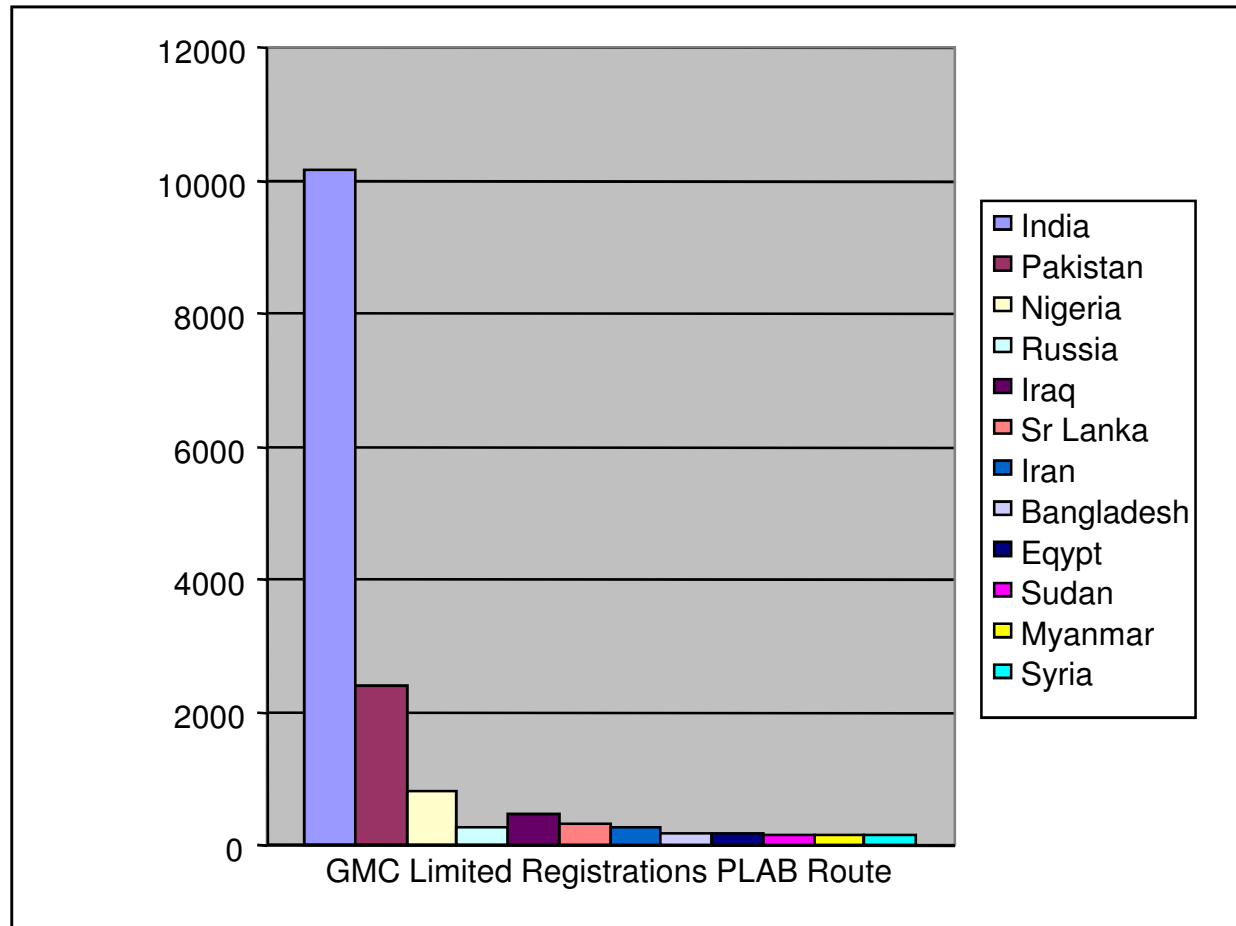
New Overseas Registrations – AHPs 2003/4 to 2005/6



Source Countries: Nurses - 2000/1-2005/6



Source Countries: Doctors – 2001/5



Main findings

- Factors impacting on the *nature of clinical practice*
- Factors impacting on *relationships with patients and carers*

Factors impacting on the nature of clinical practice

- *Equivalence of training and experience*
 - Gaps in knowledge
 - Pace / intensity of work
 - Levels of responsibility
 - Adapting to different structures of care
 - Loss of confidence
 - Under-utilisation
 - Deskilling and loss of motivation

Factors impacting on the nature of clinical practice

- *Cultural perceptions of professional role*
 - Role and status within teams
 - Multi-disciplinary team working
 - Confidence
 - Inter-professional relationships [issues of status and deference]
 - Loss of autonomy
 - Content of the roles and responsibilities
 - Cultural expectations [role of carers]

Factors impacting on relationships with patients and carers

- *Language skills and standards*
 - Accents, dialects, colloquialisms and expressions
 - Medical context of language
 - Effective support

Factors impacting on relationships with patients and carers

- *Style of communication and ways of relating to patients*
 - Engaging in conversation
 - Familiarity and formality
 - Gender related cultural norms
 - Use of mobile phones

Implications for management

- Importance of timely, targeted induction to organisation and role
- Social support
- Anticipating and managing the impact on the workforce
- Establishing a culture of openness and acceptance
- Successful recruitment initiatives – “two way street”