

令和4年度
福島県立医科大学
Faculty Development

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Foreign Language skills for ~~the~~ *today's* medical workforce ~~of the future~~

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What foreign language skills are needed for Japanese healthcare professionals?



**Clinical
Communication**

**International teamwork and
patient safety**

**High quality
research**

Clinical Communication and international teamwork

Communicate with foreign patients in Japan

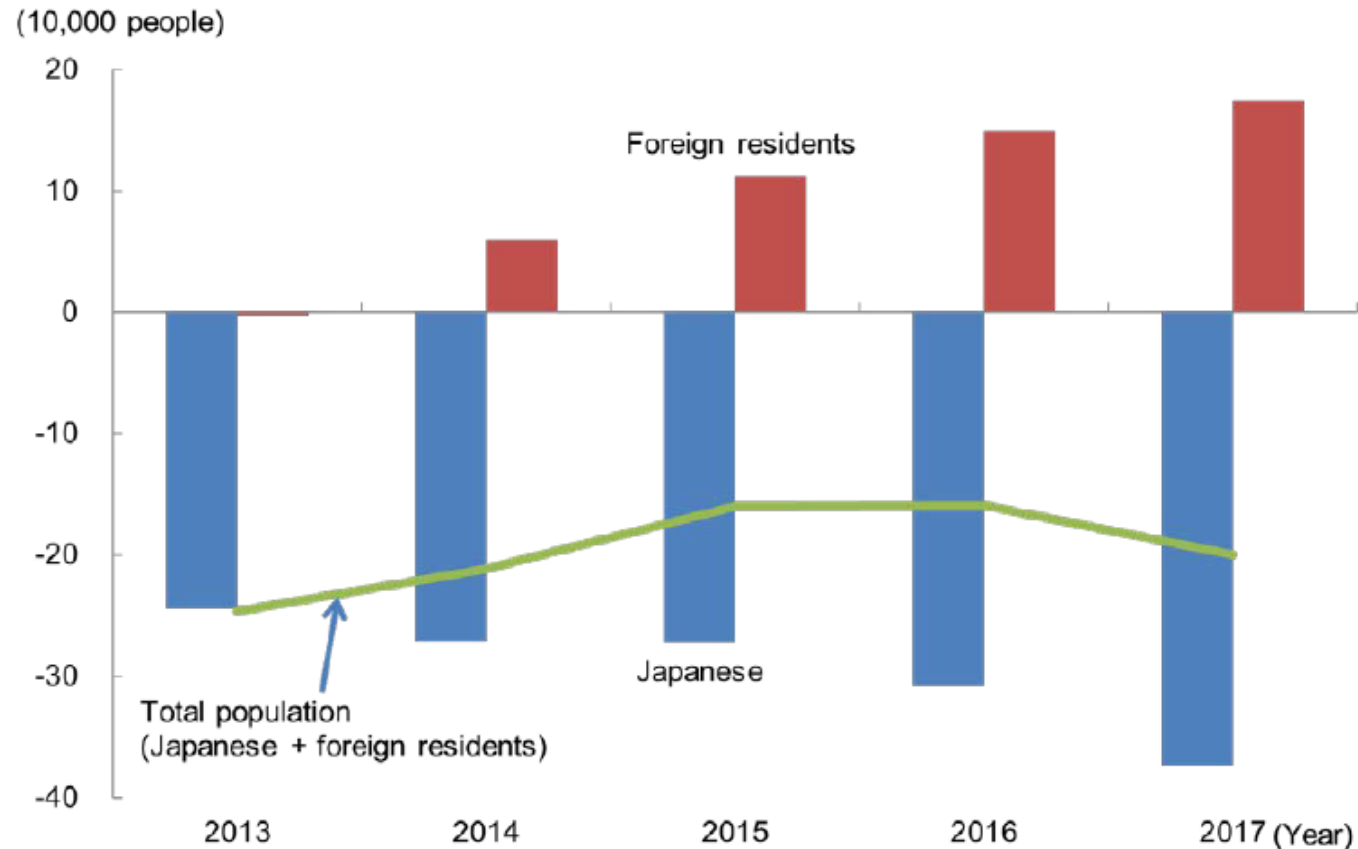
Why?

- Patient communication in English is part of **the Model Core Curriculum**
- Medical Interview skills in English are a **clinical competency** necessary for graduation
- English questions have appeared on the **National Exam for Medical Practitioners** since 2009
- Foreign patients (residents and tourists) are **increasing in number**

(Ashida and Otaki et al, Teaching and learning in Medicine; 2021)

Communicate with foreign patients in Japan- you will see them in clinic!

Chart 1: Changes in the increasing numbers of Japanese and foreign residents



Since 2015 the number of foreign visitors and residents has increased by 6.3 million and 0.1 million

Prior to COVID 19 Japan had 35 million visitors per year

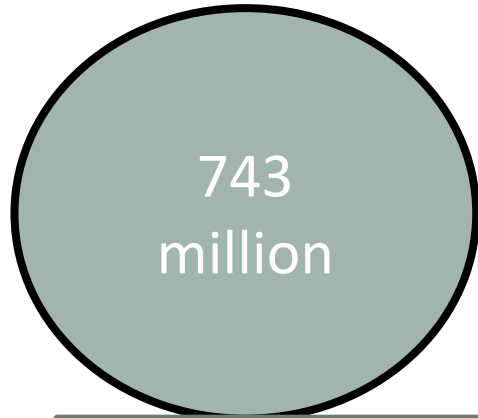
Fukushima prefecture has 15,000 foreign residents

Source: Made by MHRI based on the Ministry of Internal Affairs and Communications, *Population, Demographics and Number of Households Based on the Basic Resident Register* (each year).

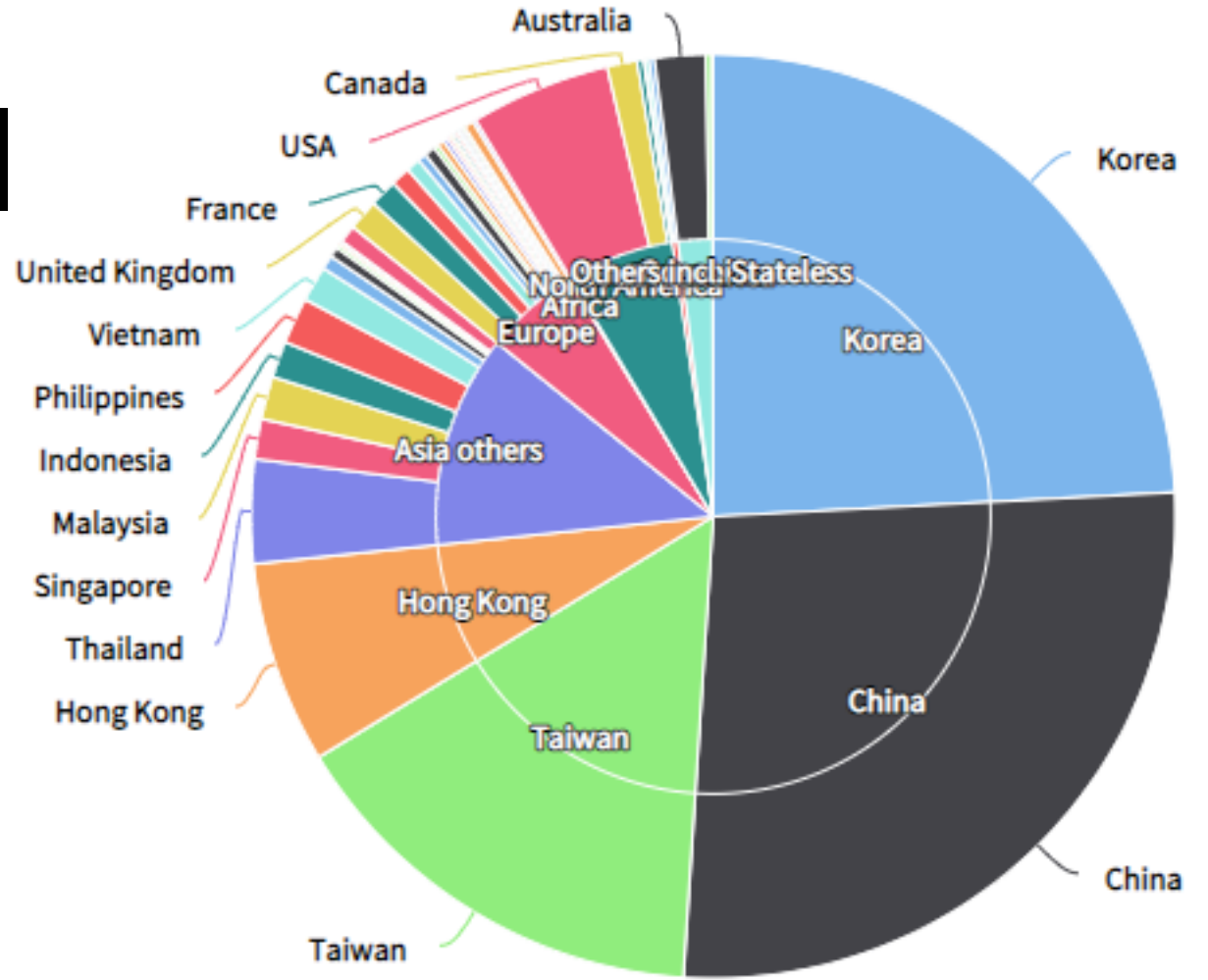
Most visitors are non-native speakers but use English to communicate internationally



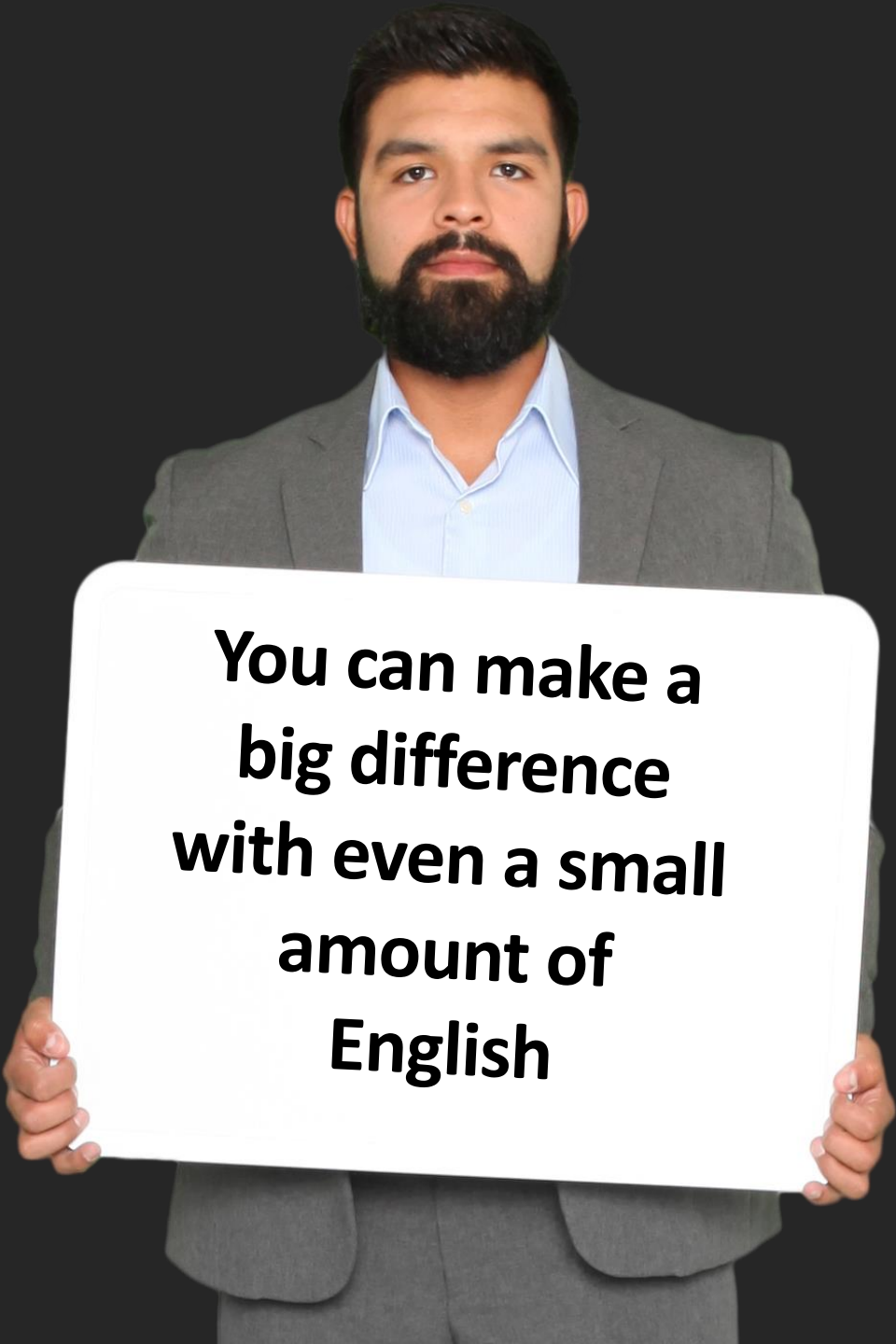
Native speakers



Non-native speakers



Myth: I have to be
good at English



**You can make a
big difference
with even a small
amount of
English**

Truth:

**You are better at simple
English than most foreign
patients are at Japanese**

Modern skills to communicate with foreign patients

- Ability to **conduct a safe medical interview and examination**
- To explain clearly to patients about the diagnosis, reasons why a particular treatment is recommended, to obtain informed consent to perform procedures
- Use of **simple English**
- **Smooth** use of translation apps
- **Teamwork skills with international colleagues** – to understand background information, for continuity of care



**Clinical
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**International teamwork and
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International teamwork and patient safety

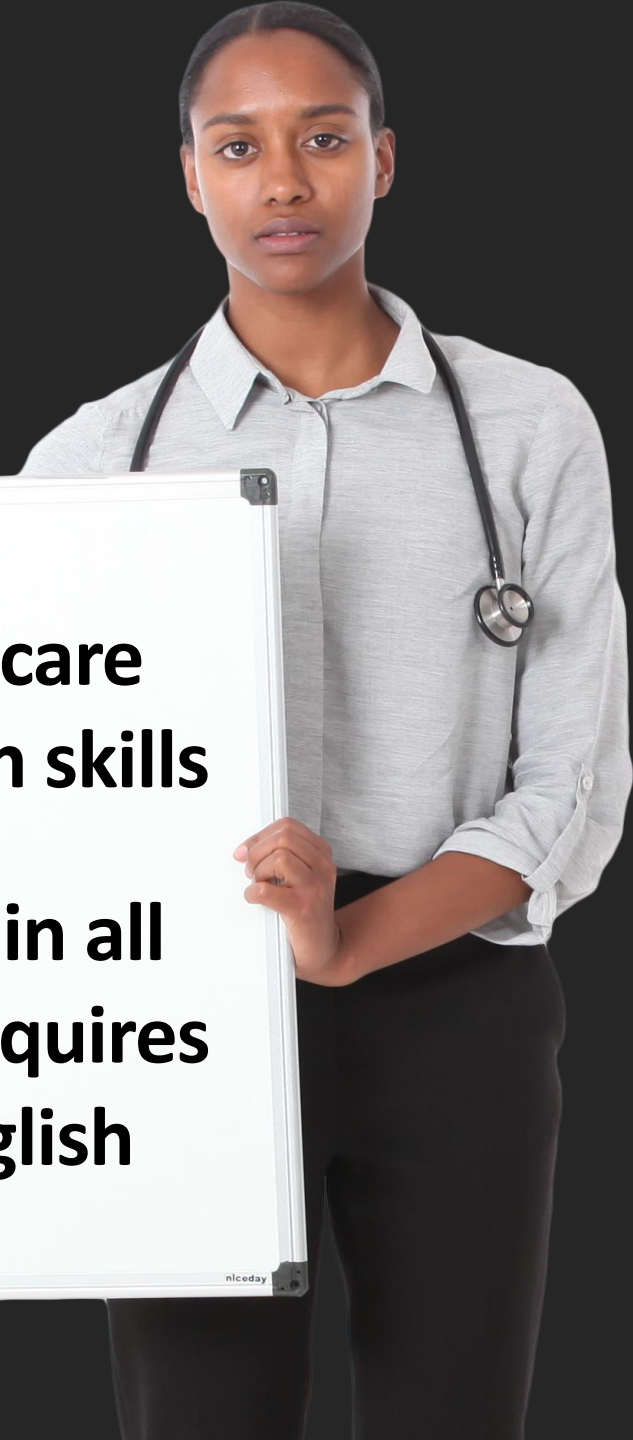
**Myth: Studying for English
proficiency exams prepares
me for work overseas**

Truth:

**Team skills in English
(how to
communicate and
reflect) makes the
difference between
success and failure**

**Native-English healthcare
training prioritises team skills**

**Postgraduate training in all
fields internationally requires
reflection skills in English**



Safety: Modern communication skills

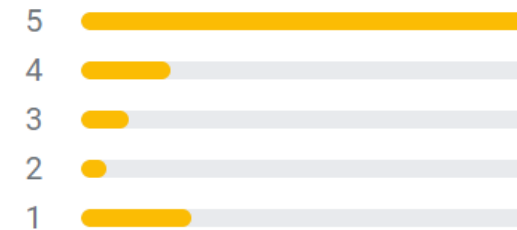
High performing teams lead to **safer patient outcomes**. Modern team work skills in English include:

- Maintaining and communicating a **situational overview**
- **Verbalising actions taken** and **outstanding issues**
- **Closed loop communication** when receiving instructions
- **Voicing of strategies to manage problems**
- **Reflection** of individual and team response

Safety: Increased importance of digital reputation

Terrible staff! First time to experience such worst treatment from a clinic in Japan, after living here for 6 years. Totally unexpected. **I won't recommend anyone to get treatment here**, unless you want to know to experience another side of Japan, horrible, which is less common. I came here with a friend, who was about to depart the country after living for 4 years, hence, cancelled the health insurance. We get it that without the health insurance, the cost of treatment will be expensive. The first response of the staff was that you need to prepare around 50,000yen. The next response was, please show us if you have 50,000yen in cash. Before any treatment, they came out to physically count the cash. I think this was insane. There is always a way of hospitality, but such an explicit response from this clinic was unexpected and I found it to be inhumane, especially living in Japan for such a long time. On another note, even though the clinic was open, they didn't let us in. They require you to have prior reservation. Even seeing my friend in terrible pain, she had to wait outside the door of the clinic for at least 30 minutes. A staff came out, told us to make a call from outside to make a reservation, and then we can let you in. They asked an entire questionnaire, seemed like a pre-diagnosis on the phone for at least 10 minutes, only after which, they let her in to take seat. Are these guys here to treat patients? **My first experience to come across such a terrible service in Japan**, especially being here for 6 years. I won't say Japan is as such because of this terrible experience, but these are the **few rotten potatoes that make the country look sick. Shame!!**

Review summary



4.1



33 reviews

[Write a review](#)



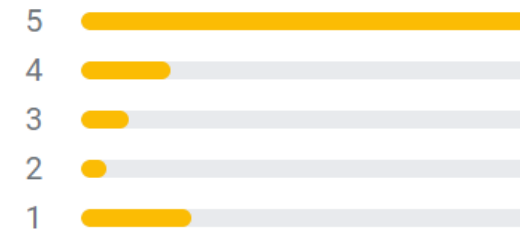
7 reviews

4 weeks ago

Safety: A high quality English response led to an apology from the reviewer

I would like to make a **sincere apology** to the clinic due to my recent negligence and inappropriate comment on July 12th. My behavior was irresponsible and irrational. First of all, I have to express our gratitude to all the clinic staffs and doctors. **They sincerely made kind support and appropriate medical treatment** to my friend, and fortunately, her condition was restored. She appreciates their sincere supports. Since she racked with urgent pain, we visited the nearby clinic without reservation in the evening on that day. In addition, she had already cancelled her health insurance because of the return to her mother country. They could reject our visit because of COVID-19, however, they warmly accepted her treatment. But, of course, it took time for the confirmation of the safety and her symptoms and the preparation of money, and so on. Therefore, I felt they should have focused on her medical treatment first. This was my selfish misunderstanding. They did their best at that time under COVID-19 and the treatment of other reserved patients. The background of my previous comment came from the above misunderstanding. I really reflect on my past above behavior deeply, and I would like to apologize my slanderous comments. I understand that my **behavior was totally unacceptable**, and I have to owe the responsibility on this action forever. I sincerely ask for forgiveness from all the staffs and doctors of this clinic, and I hope you can accept my apology. **I am ashamed of my behavior**, and I thank you for giving me an opportunity to correct my actions. Sincerely yours, To other readers Please don't believe my previous comment. **That was wrong. I am really sorry for my selfish stupid message.**

Review summary ?



4.1
★★★★☆
33 reviews

[Write a review](#)



7 reviews

★★★★☆ 4 weeks ago

**Clinical
Communication and
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Safety in a digital world

**High quality
research**

**High quality research and
publications**

High quality research and publications

English is the common language for academic discussion, therefore publishing in English is **important for your career**

However **how arguments are expressed and structured** in English is different

Deep translation must be used with knowledge – you must have the expertise to modify the content appropriately after direct translation (English language editing does not make the content understandable!)

Well presented English arguments **increase trust and credibility** in your work – shows “**academic rigour**”

Incentive:

Access to publication in journals with higher impact factors

Challenges faced to foreign language skill acquisition

COVID-19 has mandated a move to socially distanced learning —fewer opportunities for international exposure

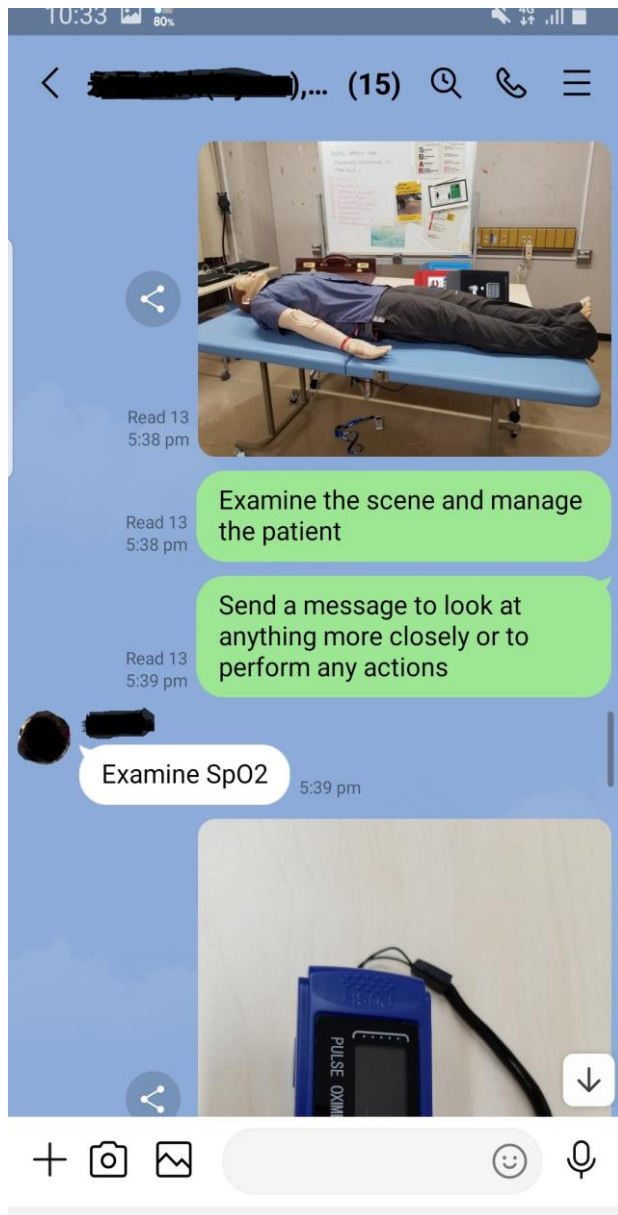
Lack of time in the curriculum/competes with learning in Japanese

Failure to understand the culture behind the language

I will share some of our solutions at FMU

An SNS-based Escape room game for team skill development





Interaction with facilitator (and patient) in English
Builds comprehension and clinical thinking in English
Develops team communication skills to manage complex situations safely

Clinical interviews
during clinical
training with
foreign simulated
patients



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Thank you for your attention



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MEDICAL
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