



The Austrian way:
forward in a multicultural society

Austrian innovations at three levels



National level

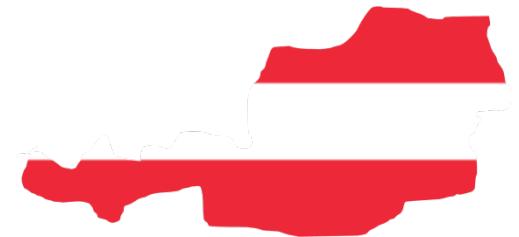


Regional level



Individual level

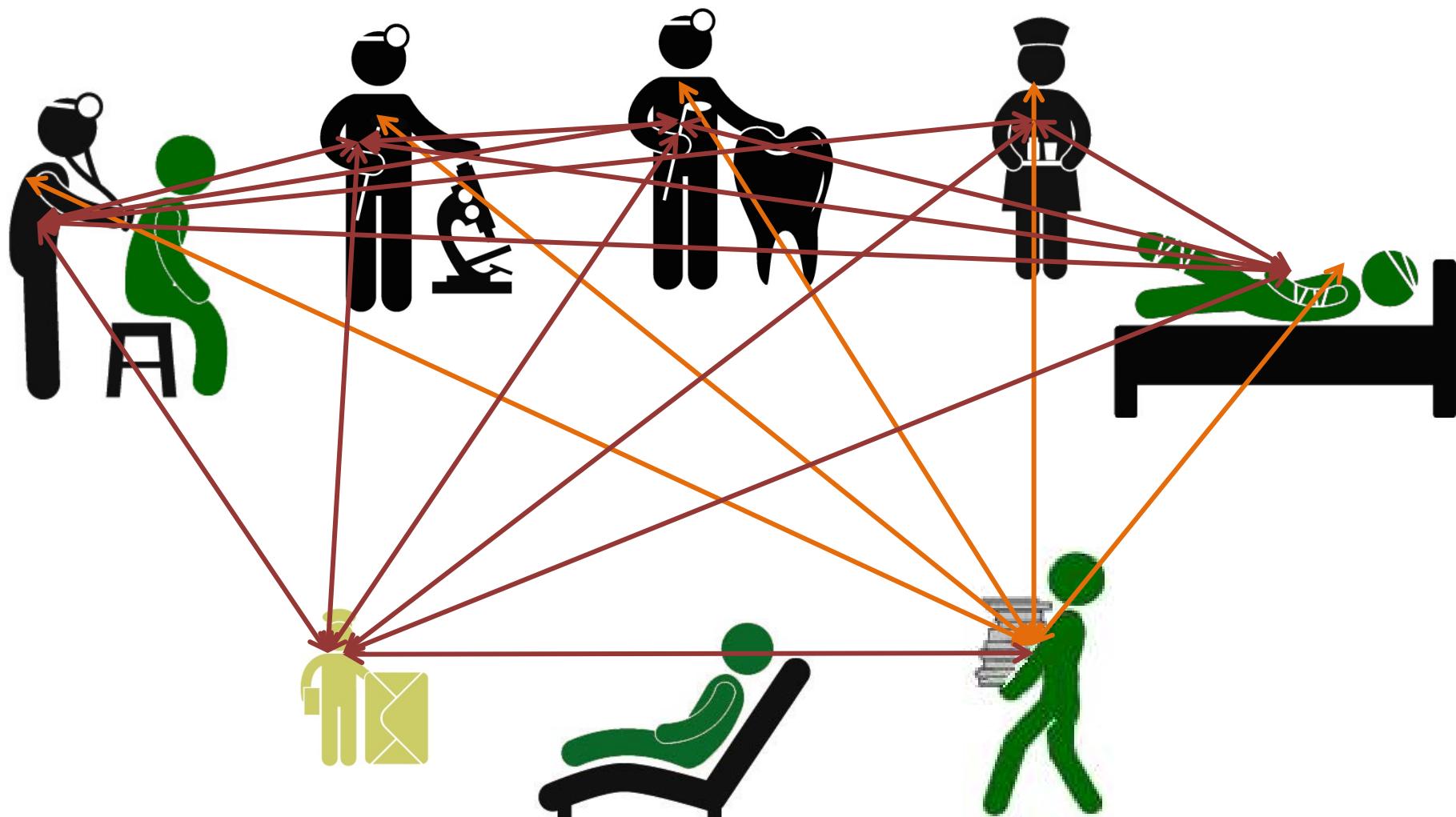
National level: ELGA



- Every hospital has its own record system/culture: need for **cooperation**
- ELGA = digital patient information transfer system
- The digital **gate** to all patient records
- Only with patient **permission**



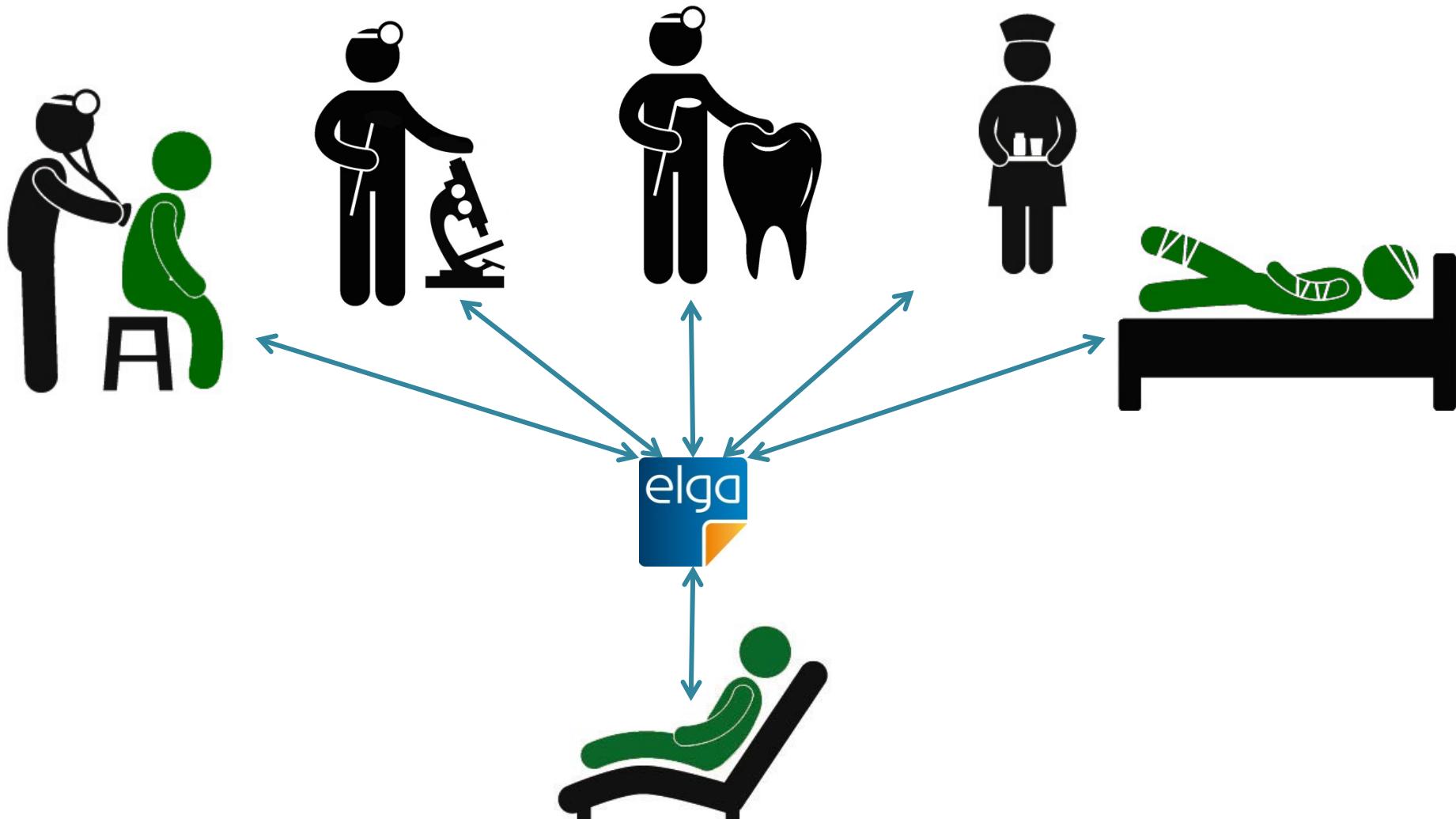
Before ELGA



Source: ELGA G.m.b.H. (Stand 23.9.2013)



With ELGA

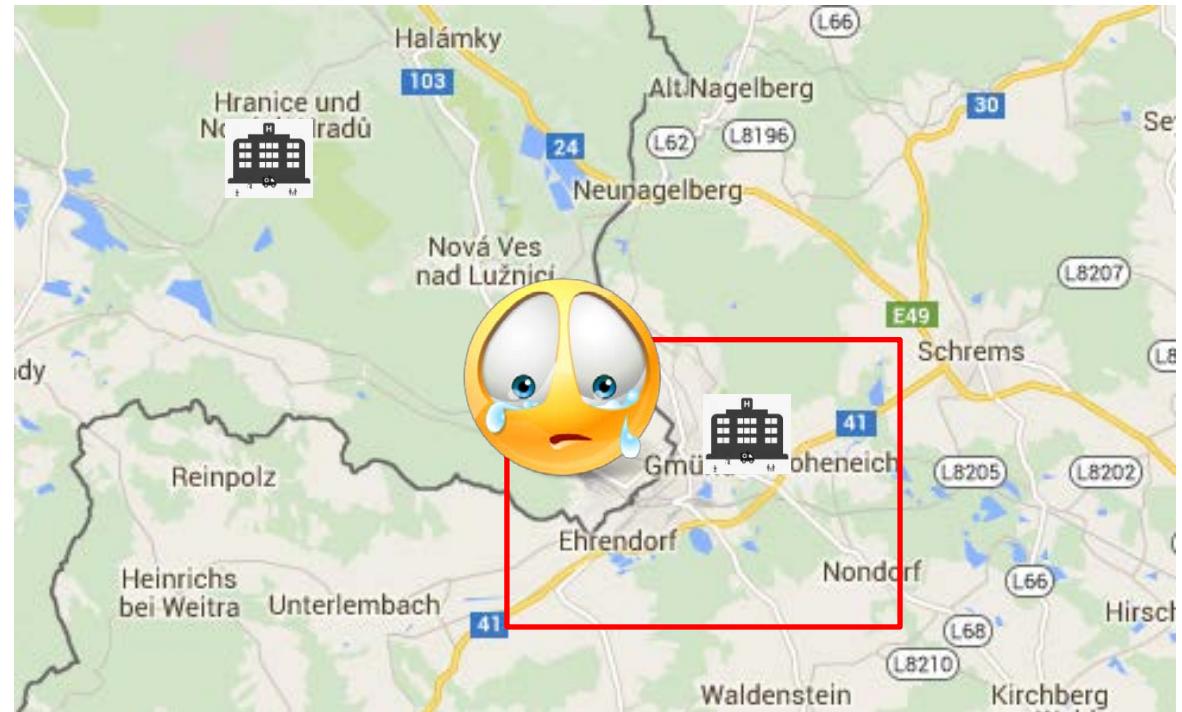
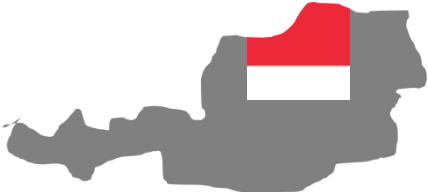


Source: ELGA G.m.b.H. (Stand 23.9.2013)



Regional level: cross border project

- 1 region
- 2 countries
- 1 hospital
near the
border





Cross border project

3 women saw the opportunity to change the situation

- Provide quick access to the hospital for everyone in the region (Czech or Austrian)
- Regional development

Cross border project



Process:

- Funding from the EU
- Open door days
- Language courses
- Pilot phase
 - (goals and limits)
- Outpatients & emergencies



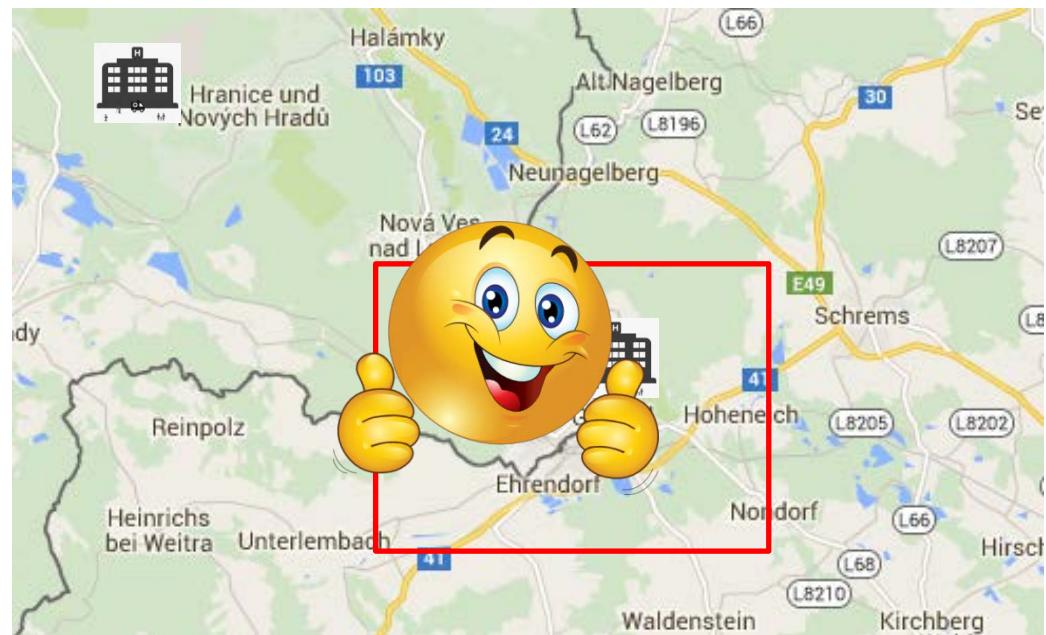
Cross border project



Result:

Success for authorities, practitioners,
patients

Next step:
more cross
border projects



Individual level: Migrants in Salzburg



- Population **different cultures** ↑ 7% in 3 years
- Incapacity to treat, due to **cultural and language barriers**
- Mr Herbst started a **project** and changed the **mind-set** of his colleagues

„Transkulturalität“



<u>Hausinterner Dolmetschdienst</u>	<u>Videodolmetsch</u>	<u>24h-Telefon-Dolmetschdienst</u>	<u>Externe Dolmetschdienste</u>	<u>Ausländische Vertretungsbehörde</u>	<u>Spitalwörterbuch</u>	<u>Kontaktstelle</u>

<u>"Welche Sprache sprechen Sie?" Sprachbilder in 30 Sprachen</u>	<u>Deutsch - Arabisch</u> <u>Deutsch - Persisch*</u> Online-Wörterbuch	<u>Kommunikationstafel</u> <u>Deutsch - Arabisch</u> <u>Deutsch - Farsi*</u> <u>Deutsch - Albanisch</u>	<u>Gesundheitsheft für AsylwerberInnen</u>	<u>Aufnahme / Transport von Transitflüchtlingen / AsylwerberInnen</u>	<u>Interreligiöser Gebetsraum</u>	<u>MigrantInnen-Sprechstunde</u>



Translation services



Hausinterner
Dolmetschdienst

Sprechen Sie:
[Sprachbilder in 30 Sprachen](#)

Dezernat:
[Persisch*](#)
[Online-Wörterbuch](#)



Videodolmetsch

Deutsch - Farsi*
Deutsch - Albanisch



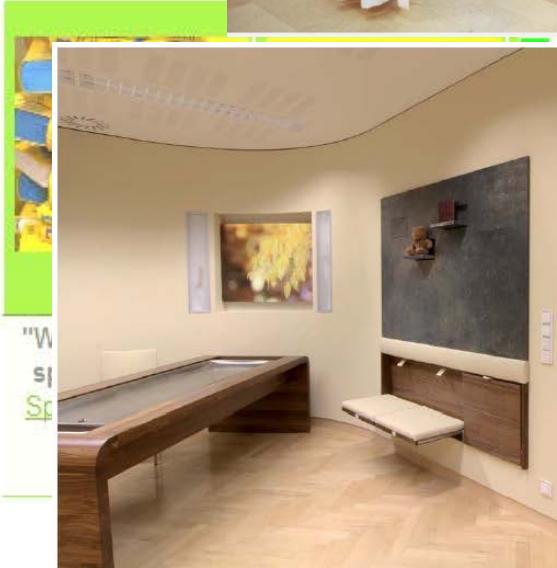
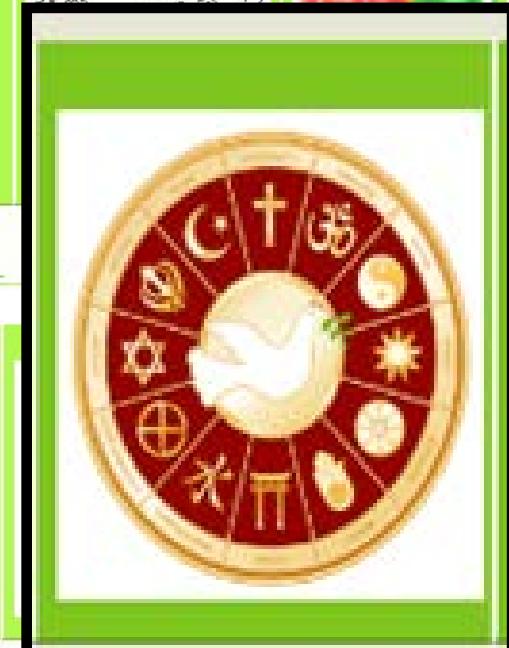
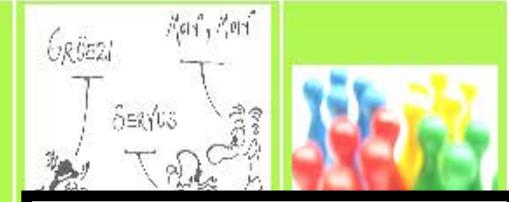
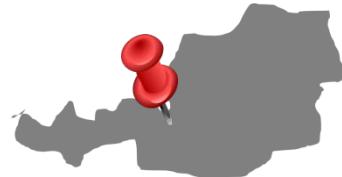
24h-Telefon-
Dolmetschdienst

Transports
von
Transitflüchtlingen /
AsylwerberInnen

The screenshot shows a green-themed website for translation services. At the top right is a map of Austria with two red pushpins. Below the map is a large black telephone handset icon inside a white circle. To the left of the phone is a section titled 'Wörterbuch' with a small icon of a person writing. To the right is a section titled 'Kontaktstelle' with an icon of several colorful plasticine figures. Further down the page are two smaller images: one of a roulette wheel and another of two people in a room. The bottom of the page has a green footer bar with various links.

MigrantInnen-
Sprechstunde

Interreligious prayer room and bereavement room



Cultural & Language training for employees



- Workshops on different cultural aspects
- Networking
- Peer groups

Take home message



- No matter on which level you act, **you can always make a difference**
- Austrians have shown us, **borders only exist in our minds**

Feel free to join the Austrian way!



Kiitos, näkemiin!

Tarja Tiitinen

Susanne Röberg



Gracias, hasta luego!

Fransisco Galindo



Bedankt, tot ziens!

Marleen Boy

Leonie Dunning



Tack, hej då!

Yvonne Friedrich



Danke, auf Wiedersehen!

Marc Mathea

Johanna Friedhoff



Merci, au revoir!

Benoit Denizot

