

СЕКЦІЯ 6. ЕКСТРЕНА МЕДИЧНА ДОПОМОГА: СУЧАСНІ ВИКЛИКИ ТА ПЕРСПЕКТИВИ

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INTERCULTURAL COMPETENCY – AN ESSENTIAL COMPONENT OF THE PARAMEDICS PROFESSIONALISM

Introduction. In Ukraine, due to active migration processes, there is an increasing need to train specialists capable of effective and sensitive interaction with patients from various ethnic, religious, linguistic, and cultural backgrounds. Paramedics, as front-line emergency service providers, are often the first to interact with patients in stressful and time-constrained situations. In such conditions, developed multi-cultural competency is essential for delivering high-quality medical care, preventing cross-cultural conflicts, and reducing the risk of errors in treatment. During wartime, this need is further intensified. Emergency medical teams regularly assist internally displaced persons and save lives of both civilians and military personnel in eastern Ukraine regardless of language, religion, or cultural background. Therefore, developing intercultural competency is essential for providing high-quality healthcare services, preventing cross-cultural conflicts, and reducing the risk of errors in diagnosis and treatment [3, pp. 177-178].

The purpose of the Study. To justify the importance of developing intercultural competency among paramedics and to assess the level of multicultural competency among first-year bachelor students in the Emergency Medicine/Paramedic program after completing the elective course «English in Intercultural Competency of Medical Professionals».

Results. The realities of the 21st century require emergency medical specialists not only to possess professional qualifications but also essential soft skills, such as the ability to operate in a multicultural environment.

Professional competency is an alternative concept to professionalism in healthcare. Specialised training, the ability to perform a wide range of medical procedures and interventions, a high level of cultural awareness, adherence to universal human values and effective communication skills are integral components of professionalism in healthcare. Effective communication is essential for fostering positive interactions among all participants in the treatment process, including the healthcare professional, the patient, and the patients family and friends [2, p. 36].

Intercultural competency is the connecting link that ensures quality care for patients from diverse backgrounds.

Intercultural competency is interpreted as a component of «professional competency, a personal and professional trait based on the ability to solve professional problems in the modern multicultural world, that involves applying acquired knowledge, skills, and professional and value-based motives in practical situations of

intercultural interaction with people from different social, cultural, national, and religious groups, provided that doctors, nurses, etc., safely perform their duties» [2, p. 81].

The paramedics professionalism includes not only technical precision but also the ability to engage in interpersonal and intercultural communication, which directly influences outcomes in emergency conditions.

To foster this competency, the elective course «English in Intercultural Competency of Medical Professionals» was introduced. The course covered various aspects of multicultural interaction between medical professionals. Topics included the foreign language communication competency and intercultural competency of medical professionals, the communication culture of English-speaking countries, cultural taboos in major economic and geographical centres around the world, the transcultural features of medical English, and communication rules between medical professionals.

Students practiced these through role-plays and medical communication simulations.

Upon course completion, a survey was conducted to assess the level of students cross-cultural competency. Twenty-four respondents rated nine statements on a five-point scale.

The questionnaire included questions about applicants readiness to engage in intercultural dialogue and interaction with representatives of other cultures; their knowledge of the peculiarities of communication behaviour in a multicultural society, and ability to correctly interpret; their possession of the necessary competencies to cooperate in international teams; and their ability to carry out intercultural communication within the framework of professional activities.

Test results are distributed as follows: 8 students (33,3%) demonstrated a high level of competence (35-45 points), 14 students (58,3%) – average level (21-34 points), 2 students (8,3%) – initial level (below 20 points).

One third of future paramedics believe that they can understand communication behaviour well enough to overcome difficulties when communicating with people from other cultures. Four students (16,7%) are not ready or poorly prepared to use language tools for intercultural interaction in specific situations. Around 72% (17) of respondents can apply their knowledge of the communication cultures of major economic centres. The same proportion of respondents can use non-verbal communication tools in a multicultural professional environment. Nineteen students (79%) rate their proficiency in intercultural professional cooperation as high, medium or satisfactory.

87,5 % (21) of paramedics with a bachelors degree answered that they are ready to adapt their communication habits in accordance with the conditions of a multicultural environment. They can conduct intercultural interactions in the course of their professional activities using specific communication tools, thanks to their acquired competencies.

Conclusions. The results of the study prove the effectiveness of the variable course, «English in Intercultural Competency in Medical Professionals», for future emergency medical specialists. The students demonstrate good levels of intercultural competence. The respondents declared their ability to carry out professional activities

in a multicultural environment. Therefore, this elective component should continue to be offered to students, with its format, topics, forms and methods of teaching meeting modern requirements and having a positive effect.

It can be confidently stated that intercultural competence is not a luxury but a necessity in modern healthcare. A paramedic who lacks basic cultural sensitivity risks communication failures, losing patients trust, or even causing intercultural conflict.

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РОЗВИТОК СИСТЕМИ ПІДГОТОВКИ ПАРАМЕДИКІВ В УКРАЇНІ: СУЧАСНІ РЕАЛІЇ ТА ОРІЄНТИРИ РЕФОРМ

Постановка проблеми. Система екстреної медичної допомоги (ЕМД) відіграє критичну роль у збереженні життя та здоров'я населення. Одним із ключових компонентів її функціонування є парамедики – фахівці, здатні надавати невідкладну допомогу на догоспітальному етапі. З огляду на впровадження медичної реформи в Україні, створення ефективної системи підготовки парамедиків є актуальним і потребує наукового обґрунтування та порівняння з міжнародним досвідом.

Мета дослідження. Аналіз сучасного стану підготовки парамедиків в Україні, виявлення ключових проблем та перспектив, а також порівняння вітчизняного досвіду із провідними світовими практиками.

У дослідженні використовується описовий, порівняльний, аналітичний та системний методи. Джерельну базу складають нормативно-правові документи