

BEYOND THE HOSPITAL

‘Cuộc sống sau khi xuất viện’

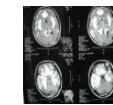


Experiences & challenges of working with a range
of stakeholders & multiple knowledges: a case
study from Vietnam

Annabelle Audier
Mumbai,
03/02/2016

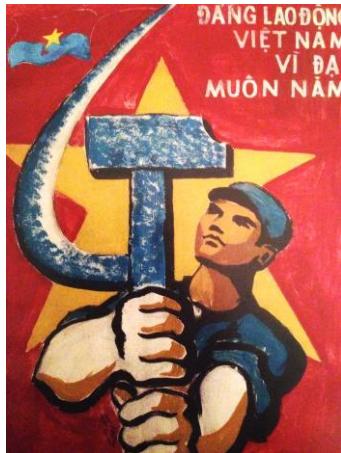
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Knowledge: ‘Facts, information & skills acquired through experience or education’

Oxford dictionary



HISTORY

POLITICS

CULTURE



EDUCATION

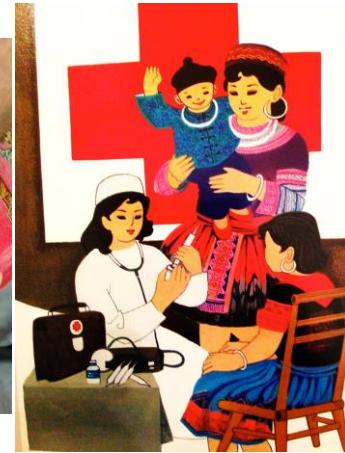
ACCESS

ENVIRONMENT

RELIGION

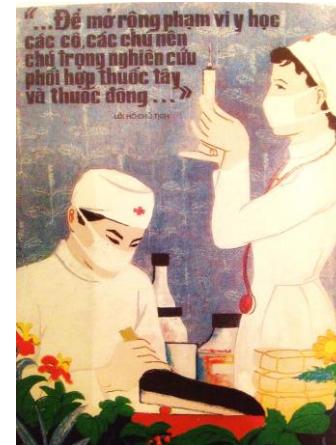


ECONOMICS



FAMILY

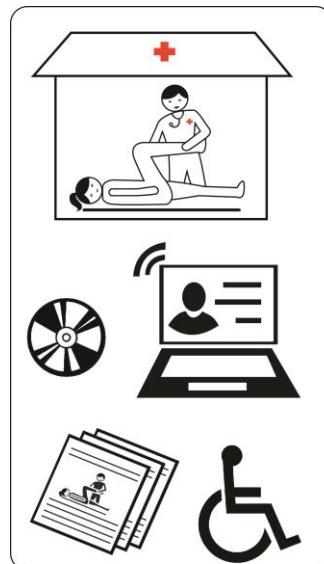
LANGUAGE



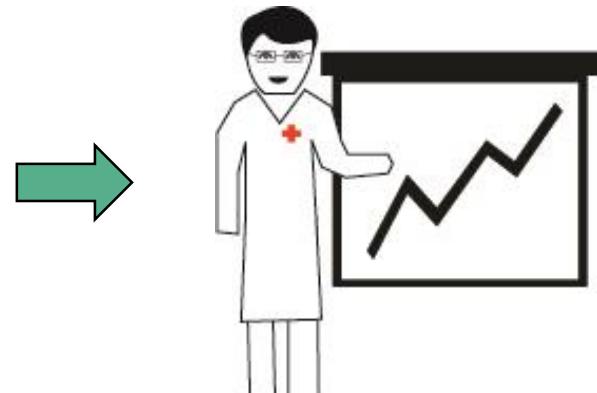
CONSULT, COLLABORATE



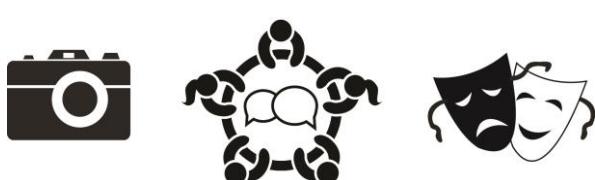
**EMPOWER,
INFORM**



**IMPROVED CARE &
HEALTH OUTCOMES**



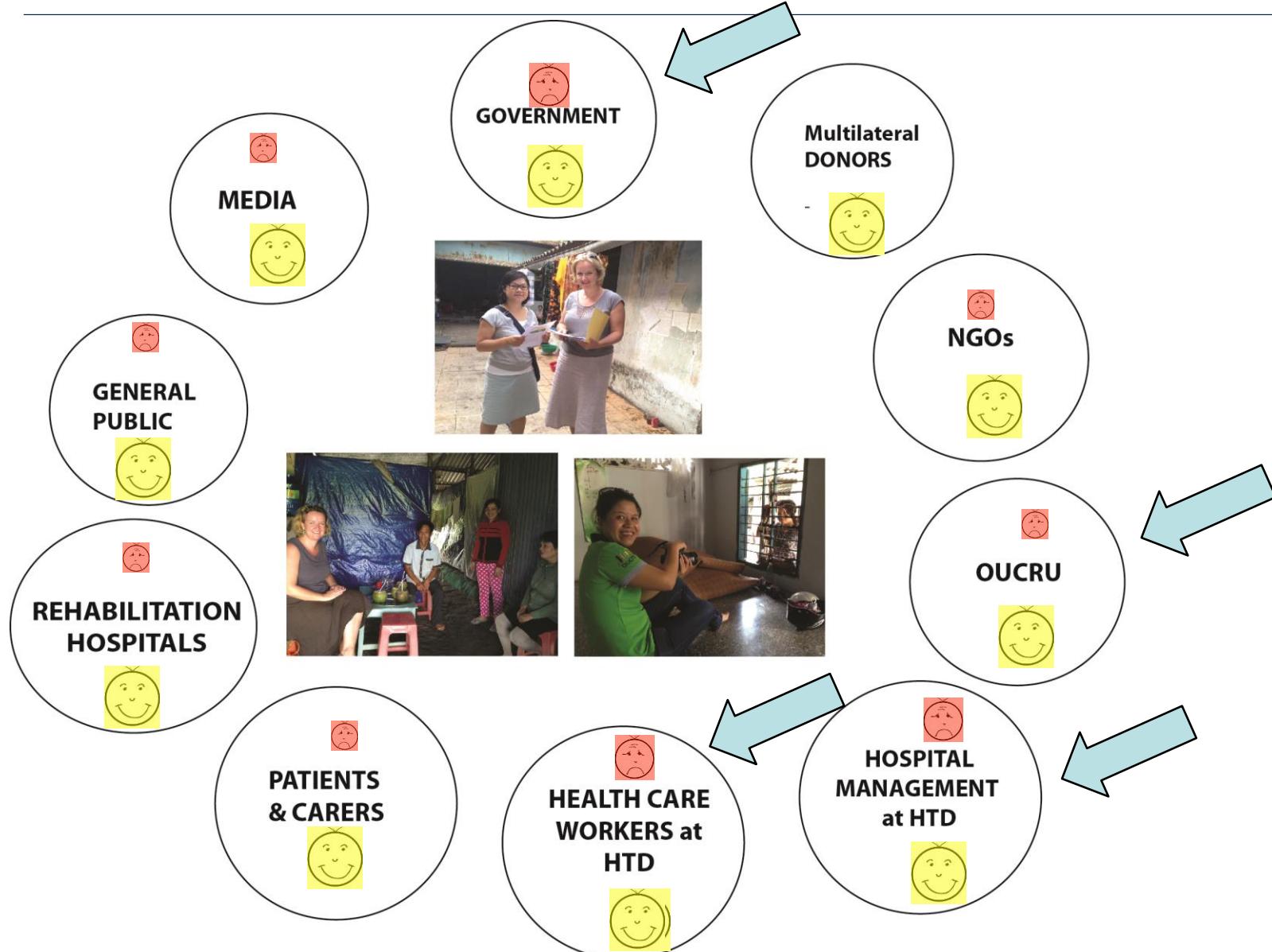
Methodologies:



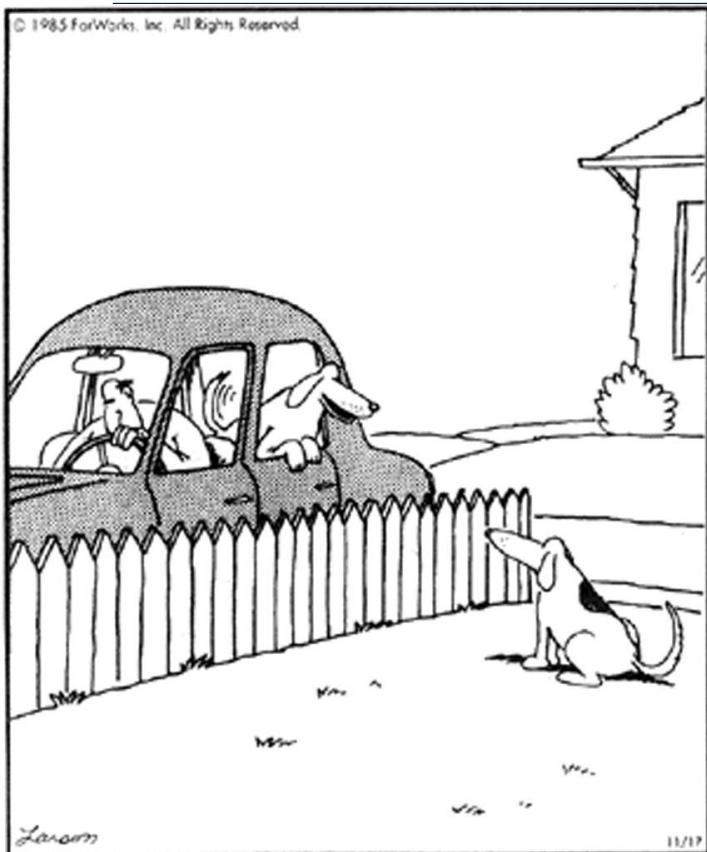
Outputs:

- Patient Education material
- Training for health care workers
- Multi-disciplinary teams & inter-hospital links



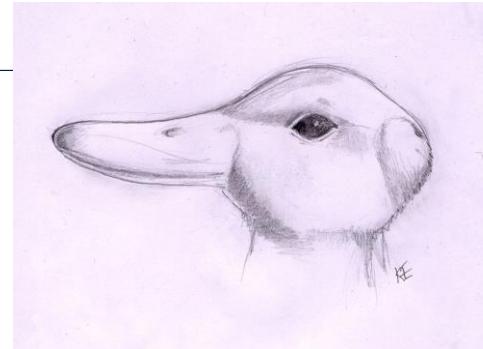


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"Ha ha. Guess what Biff? After we go to the drugstore & post office, I'm off to the vet to get tutored"

(Note for non-English speakers: instead of 'tutored', it should be 'neutered' i.e. removal of the dog's reproductive organ)



What is this picture of?
It's all a question of perspective...

EN- VN translations (Lost in translation...)

Public Engagement: 'Tying everyone together'

Stakeholders: 'Different people who join a project'

Outcome: 'Results'

Loaded words:

Empower...

Counselor: middle man

Conscious/ unconscious: means something different in English & Vietnamese.

Honorific classifiers: 'Aunt', 'child' etc. shows your position in relation to others.

Non-verbal:

How you dress, How you touch, Body language,
Laughing

- Acknowledge differences;
- Hire the right people;
- Understand cultural norms;
- Empathise - try to imagine yourself in their shoes;
- Take time to build relationships;
- Be vulnerable when questioning about sensitive issues (e.g. go beyond your own comfort zone by singing in public, showing photos of your kids etc.)
- Work out who can effect change & how to make it happen;
- Ensure local ownership & sustainability;
- Choose interactive & creative methodologies;
- Have role models;
- Have multi-disciplinary & multi-cultural teams & meetings (with excellent translators);
- Simplify verbal & written language;
- Continuously monitor & adapt to changing circumstances;
- Be patient & be humble



'To know is to know that you know nothing. That is the meaning of true knowledge'
Socrates/ Confucius