



**TELLme**  
EUROPEAN LANGUAGES

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Project Overview



09:30	Welcome and general overview of the project	Professor. Dr. Ruslan Mitkov (The University of Wolverhampton)
10:00	Demonstration of the TELL-ME e-learning platform	Dr Iustin Dornescu (The University of Wolverhampton)
11:00	Coffee Break	
11:30	Dissemination of the project	Professor. Dr. Gloria Corpas Pastor (Universidad de Malaga)
12:00	User feedback results	Ms Rut Gutierrez Florido (Universidad de Malaga)
12:30	Questions, discussion, suggestions	
13:00	Closing	

## The TELL-ME project and consortium

- TELL-ME (Towards European Language Learning for Medical Professionals)
- Two year EC funded project
- Start Date: January 2012
- End Date: December 2013
- Project consortium is made up of university and medical partners in three EU countries;
  - **Great Britain (GB)**
    - The University of Wolverhampton (lead partner)
    - Health Education West Midlands (UK medical partner)
  - **Spain (ES)**
    - Universidad de Malaga
    - Hospital F.A.C. Dr. Pascual (ES medical partner)
  - **Germany (DE)**
    - Universität des Saarlandes
    - Universitätsmedizin Mannheim (DE medical partner)

## Summary of Aims and Objectives

1. To improve medical communication across the EU, supporting those medical professionals already working outside their home EU country and providing the tools for others to undertake such mobility for work.
2. To improve doctor / patient communication throughout the EU and help prevent situations where patients may be put at risk due to language barriers.
3. To encourage both medical professionals and patients to move freely to other EU states.
4. To encourage easy access to high quality healthcare and its enhancement across borders.

## Aims and Objectives

TELL-ME aims to affect **three target groups**:

1. Medical professionals (MPs) wishing to learn a new language in order to work abroad
2. MPs wishing to learn a language in order to treat foreign patients in their home country
3. Patients whose native language is not the language of the country in which they are seeking treatment

The benefit of and need for European cooperation;

- “New Skills for New Jobs” - direct impact on healthcare workers whose job sector is identified as one of the “best prospects of job creation up to 2015”
- Focus on language learning meets with the Council of Europe's commitments to promote linguistic diversity and language training in the field of education.
- By improving the language abilities of healthcare workers, our project promotes mobility, enabling gaps in the labour market to be filled by EU citizens.
- TELL-ME contributes to the professional development of medical professionals who can pick up valuable skills and experiences by working in health systems outside their own country.
- By enabling EU citizens to work outside their own country they will get to know citizens from other countries, thus breaking down stereotypes and promoting equality and diversity.
- Competitiveness – the TELL-ME platform could also help medical professionals who wish to work outside the EU. They will find themselves at an advantage if they can use English and/or German / Spanish in the workplace.
- Medical professionals with enhanced language skills may be deployed overseas for disaster relief thanks to their language proficiency.

## Rationale and background of project

A key priority of the European Union (EU) is to create conditions to aid its citizens' mobility. This includes encouraging medical professionals and patients to move freely to other EU states.

A further key priority of the EU is easy access to high quality healthcare and its enhancement across borders. To ensure more effective health services, the language barrier must be removed.

A high number of EU citizens seek medical treatment in EU countries other than their own. EU mobility regulations allow patients free choice of country for medical treatment.

OECD statistics:

- **33% of doctors in Britain are from other countries**
- **12.6% of doctors in Germany are from other countries**

Spanish Institute of Statistics:

- **British citizens make up 6% of total foreign residents in Spain**
- **German citizens make up 5% of total foreign residents in Spain**
- **Around 40 million tourists visit Spain every year**

## Rationale and background of project

With this increased doctor / patient mobility around the EU, it is vital to maintain a high level of medical communication.

Studies show that if patients fail to comprehend medical staff, serious implications (e.g. aggravated health problems, increased healthcare cost) can result.

These problems are worsened when the patient / doctor come from different language backgrounds.

It is critically important to minimise language barriers, this is where our tri-lingual consortium can have the most effect.

## Rationale and background of project

English, Spanish and German are amongst the most spoken languages in Europe. It is therefore likely that patients from one EU member state will speak or understand one of these.

There is currently a lack of resources to teach efficient communication between patients and medics.

The TELL-ME e-learning platform will provide sample learning materials for teaching medical English, Spanish and German.

The learning process will be supported by computer-aided tools based on innovative Natural Language Processing (NLP) techniques.

The learning platform will feature tools and resources which will help facilitate the language *communication* process of medical staff and patients in real contexts.

## Prototype e-learning platform

By using NLP technology, the TELL-ME prototype e-learning platform is;

- **Supported by self study and self assessment**
- **A flexible learning tool to fit the multiplicity of work situations**
- **One resource available to provide all learning features in one place**
- **Aimed at medical professionals and will give them an opportunity to make a lasting impact on their foreign language skills**

The prototype platform developed focuses on the technology required to create such a learning tool. Some content has been developed within the system to show its potential, however the focus of this project was to refine the technology required to support such a learning tool.

Today you will see the potential of this technology, what has been developed, potential future applications of the technology and discuss future advances to the learning platform.