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**TRAINING HEALTH CARE TEAMS IN INTERCULTURAL COMMUNICATION  
AND PATIENT SAFETY (IENE 5)**

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**REPORT ON THE EVALUATION OF THE PROJECT MOOC**

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## 1. Introduction

The Massive Open Online Course (MOOC) "Training healthcare teams in intercultural communication and patient safety" project, aiming to increase the knowledge and skills of members of healthcare teams, in three major areas: Intercultural communication, Working in multicultural and multidisciplinary healthcare teams and Patient safety. This MOOC was part of the Intercultural Education for Nurses in Europe programme (IENE5).

## 2. MOOC Themes and structure

This MOOC addressed the following themes:

- What is intercultural communication (IC)?
- What are the characteristics of effective intercultural communication and how can we achieve them?
- What do we mean by Multicultural/Multidisciplinary Healthcare Teams (MMHT)?
- Why is effective intercultural communication essential to MMHT?
- What challenges do MMHTs face in learning to communicate through the cultural boundaries of each other's cultures?
- What is patient safety (PS)?
- Why do we need to be concerned about it?
- Why effective intercultural communication within MMHT is the key to patient safety?

The structure of the six week long MOOC was as follows:

- Week 1: Orientation
- Week 2: Intercultural Communication (IC)
- Week 3: Working in Multicultural Multidisciplinary Healthcare Teams (MMHT)
- Week 4: Patient Safety (PS)
- Week 5: Synthesis of the themes
- Week 6: Assessment and evaluation

The orientation week familiarised participants with the learning environment and the educational approaches they will need to engage with during the course. Participants were presented with opportunities to get to know each other, they were asked to introduce themselves, share of background information, and upload short profiles. The second week focused on activities related to **intercultural communication** but with a small component which relates this topic to team working. The third week was devoted to the theme of

**working in multicultural and multidisciplinary teams**, but with a small component which relates this topic to patient safety. The fourth week was devoted to **patient safety** whilst the fifth focused on **synthesising what was learnt during the previous three weeks**. The sixth week was devoted to the summative assessment and completing missed activities. The construction of the conceptual map of each topic week was based on the priorities of learning identified by the partners through a **needs assessment survey**.

### 3. Student Recruitment

The course started on the 16<sup>th</sup> of January, 2017, with **646 participants from 36 countries**. The partner organisations recruited 229 participants (39 from Denmark, 54 from Cyprus, 41 from Italy, 38 from UK and 57 from Romania).

Over 400 participants were recruited by advertising the MOOC using; social media platforms such as Twitter, Facebook and websites such as The MOOC Site, Partners' networks, and mailing lists such as Transcultural-Eunet-L, [NURSE-UK@jiscmail.ac.uk](mailto:NURSE-UK@jiscmail.ac.uk), [CAMHS@JISCMAIL.AC.UK](mailto:CAMHS@JISCMAIL.AC.UK) and the ETNA mailing list. The participants who self-enrolled, were mostly from European countries (e.g, Netherland, Greece, Ireland, Finish, Spain, Czech Republic), but others were located all over the world ( e.g, Philippine, USA, Colombia, Brazil, Australia). Participants ranged from different European ethnic background but also from African, Latin American, and Far Eastern ethnic groups.

### 4. MOOC Translations

The MOOC was taught in English (United Kingdom). However, some of the content and discussions was translated into Greek, Italian, Danish, Romanian.

### 5. Demographic information

251 participants completed the pre-MOOC survey

#### **Professional background of participants**

115 (46%) Nurses

69 (27%) Nursing Students,

33 (13%) Teachers/Educators

4 (1.6%) Healthcare Assistants,

4 (1.6%) Midwives

3 (1.2%) Physiotherapists  
2 (0.8%) Postgraduate nursing students  
2 (0.8%) Researchers  
2 (0.8%) Nurse Professors  
2 (0.8%) Doctors  
9 (3.6%) other healthcare professionals

(some participants indicated multiple professions)

### **Gender**

194 (77%) Female  
37 (15%) Male  
1 (0.5%) Rock  
19 (7.5%) unanswered

### **Level Of Education**

100 (40%) Postgraduate (Higher Education)  
93 (37%) Undergraduate (Higher Education)  
18 (7%) School  
15 (6%) Further Education  
9 (4%) Other  
16 (6%) Unanswered

## **6. The MOOC Assessment Strategy**

There were two main elements of the assessment process. **First** the participants' achievement of learning outcomes were **assessed formatively** through self- assessment quizzes, and the MOOC's ability to capture participant's contributions to the MOOC's activities. Points were awarded for completing the quizzes, for completing the activity of each day (individual learning), for taking part in discussions or other group activities (collaborative learning) and providing feedback to members of the participants' groups.

The **second** element was the **summative assessment**. This consisted of the production of an artefact which captured the essential elements of the participant's learning and a plan of

future action. The artefacts could be a short animation, a power point presentation, a podcast, a short video and so on. The plan of future action was required to be embedded in the artefact and needed to contain a description of an action to be taken which will be based on their MOOC learning on MMHT, IC and PS, the target group intended for, the desired outcomes, the method to be used to execute the plan and the timescale. Points were awarded to each artefact by the facilitators based on the following criteria:

- Completeness and comprehensiveness of all elements (artefact and plan of action)
- Creativity and innovation
- Usability
- Reflexivity

## 7. The award of MMHT badges

In addition to or instead of the ICN International Continuing Nursing Education Credits (ICNECs), achievement badges were awarded based on the following criteria:

Individual achievement badge: This badge was awarded to those individuals who mostly engaged with individual learning activities. Such individuals would have accrued **70 out of 140 points** awarded for individual learning.

Group achievement badge: This badge was awarded to those individuals who engaged in individual and group activities and provided peer feedback. Such individuals would have accrued **200 out of 340 points** awarded for group learning.

Community achievement badge: This badge was awarded to those individuals who engaged in individual, group and community activities and completed the summative assessment (my MOOC journey and my plan of action). Such individuals would have accrued **400 out of 500 points** awarded for community learning.

**Verification of Participation and the award of ICNEC credits:** In order to achieve a successful completion of the course and the award of ICN ICNECs, a participant was required to fulfil all the requirements of the programme for the whole 6 weeks. Attendance verification was captured electronically by the MOOC platform through the course

management facility which enabled the facilitators to monitor each participant and track their progress. The participants were also able to monitor their own progress and achievements.

The assessment grid below indicates how points were allocated for participant reflections and contributions to the weekly activities.

**Table 1. Assessment grid**

Activity	To do	Individual activity	Group activity	MOOC community activity	MOOC Points	Individual Learning Badge	Group Learning Badge	Community Learning Badge & ICN Certificate
	video	X						
Welcome								
Week 1 - Orientation								
MOOC navigation	information							
Participant consent	consent							
Pre-MOOC questionnaire	quiz				20	20	20	20
Purpose of the MOOC	reading + videos							
My MOOC Journey Blog - Introduce yourself	blog			x	10	10	10	10
Join a group	choice		x					
Instructions	videos							
Week 2 - Intercultural Communication								
Introduction to week	video							
Aims and learning outcomes	reading							
Day 1: Are you aware of intercultural communication in Nursing?	reading + blog		x		10		10	10
Extra activity for Italian speaking learners only	reading							
Day 2: Intercultural capabilities for clinical staff	reading + blog		x		10		10	10
Day 3: Become a tolerant and active listener	reading + blog		x		10		10	10
Day 4: Intercultural Communication for health professionals: impact on quality of care	reading + blog		x		10		10	10
Day 5: The missing ingredients for an effective cross-cultural nurse/patient communication	videos + blog		x		10		10	10
DAY 5: Quiz	quiz				20	20	20	20
Extra activity 1: Are you listening?	audio + blog				10		1	10

End of week 1 by Irena Papadopoulos	audio + blog				10		10	10
Week 3 - Multicultural communication in multi professional health care teams (MMHT)								
Introduction to week 3	video							
Aims and Learning Outcomes	reading							
The Wisdom of Geese, A poetic introduction to benefits and synergies in teamwork:	video							
Preparing for the webinar	Prep.							
Day 1: Working in multicultural multi professional health teams	blog				10		10	10
Day 2: Developing a team spirit	video + blog				10		10	10
Day 3: Giving and receiving culturally competent compassion	video + blog + webinar preparation				10		10	10
Day 4: Webinar - Perspectives on multicultural and multi professional teamwork	Webinar Participation		x		20			20
Day 5: Reflecting on the MMHT-module	blog				10		10	10
Wearing the same shirt doesn't make you a team! Patient safety and the challenges of multicultural healthcare teams	additional reading							
Week 3 - Quiz	quiz				20	20	20	20
Week 4 - Patient Safety (MMHT)								
Introduction to week 4	video							
Aims and learning outcomes	reading							
Day 1: Patient safety, frequency of incidents and nature of harm to hospitals' patients	videos + reading + blog				10	10	10	10
Week 5 - The Synthesis Intercultural Communication, MMH Teams and Patient Safety								
Aims and learning outcomes	reading		x					
Day 1: Reflecting on key	video + blog		x		10	10	10	10
Day 2: Read a chapter and take a quiz	reading		x					
Day 2: Quiz based on the content of the above chapter	quiz		x		20	20	20	20
Day 3: Mass media reports of patient safety incidents	media search + blog		x		10	10		10
Day 4: Webinar	webinar participation				20			20
Day 5: Applying learning to practice	blog		x		10		10	10
Assessment	video, audio or textual artefact		x		120			120
MOOC evaluation	quiz		x		20	20	20	20

Post MOOC questionnaire	quiz	x	20	20	20	20
Total			500	140	340	500

### Elements of the assessment process:

a) First the participants' achievement of learning outcomes were assessed formatively through self- **assessment quizzes**, and the MOOC's ability to capture participant's activity. Points were awarded for completing the quizzes, for completing the activity of each day (individual learning), for taking part in discussions or other group activities (collaborative learning) and providing feedback to members of the participants' groups.

163 participants completed the quiz for Module 1-Intercultural communication

149 participants completed the quiz for MMHT

213 participants completed the quiz for Module 3-Patient safety

146 participants completed the quiz for Synthesis Module

b) The graders from the partners' teams **graded the activity in the forums and blogs** of the groups, comprising the participants' reflections and contributions to the weekly activities.

c) The **summative assessment** consisted of the production of an artefact which captured the essential elements of their learning and a plan of future action. The artefacts such a short animation, a power point presentation, a podcast, a short video embedded the plan of future action containing a description of an action to be taken which will be based on their MOOC learning on MMHT, IC and PS, the participants intended for, the desired outcomes, the method to be used to execute the plan and the timescale.

Points were awarded to each artefact by the facilitators based on the following criteria:

- Completeness and comprehensiveness of all elements (artefact and plan of action)
- Creativity and innovation
- Usability
- Reflexivity

58 participants posted on the MOOC Blog their summative assessment .

### Award of badges and ICN International Continuing Education Credits

Over 255 participants engaged with the MOOC, and received over 20 MOOC points. The table below shows the number of participants who were awarded badges and ICN International Continuing Education Credits



**Table2. Badges and Credits awarded**

Award	Number of Participants
Individual achievement badge	144
Group achievement badge	82
Community achievement badge	52
ICNECs	52

## 8. Evaluation of impact

The impact on participants consisted of :

- Enhanced knowledge and skills about patient safety
- New attitudes and values about intercultural communication, MMHT working and patient safety
- Enhanced ICT and social media skills
- New expertise in online training methodology
- Increased skills for creating the necessary personalized learning and assessment tools
- New view of the European idea and the European citizenship
- Broadening their International cooperation

The quality of the learning outputs was evaluated through the MOOC Evaluation questionnaire. 147 participants completed this questionnaire with the following results:

**Table3. Responses to evaluation questionnaire**

	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly Disagree	Not Applicable	Not Answered
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
I am more aware about the importance of Intercultural Communication in healthcare.	48.3 (71)	40.1 (60)	5.5 (8)	0 (0)	1.4 (2)	0 (0)	
I improved my knowledge in the fields of Intercultural Communication, Working in	46.3 (68)	41.5 (61)	5.5 (8)	2.1 (3)	0.7(1)	0 (0)	

MMHT and Patient Safety.							
I think, I have made good progress in acquiring skills for working in MMHT.	37.4 (55)	43.5 (64)	10.9 (16)	2.7 (4)	1.4 (2)	0 (0)	
I have a new attitude about patient safety and I am more prepared to work in MMHTs.	33.3 (49)	44.9 (66)	11.6 (17)	2.7 (4)	0.7 (1)	0.7 (1)	

The impact of the MOOC on the participants was also evaluated by comparing the results of the Pre-MOOC questionnaire, administrated at the beginning of the MOOC, regarding the level of knowledge, skills, attitude learning style and the results of the Post-MOOC questionnaire, administrated to participants at the end of the course,

According to participant declarations, the course met their expectations. The motivation of the participants to sign up to the MOOC was to:

- increase knowledge in the topics (25)
- improve knowledge and skills to perform better at their jobs (13)
- integrate the new knowledge gained from the course to that of their initial training (15)
- explore new experience, new learning ways (9)
- explore new teaching methods (5)
- to increase knowledge/skills about intercultural communication (6)
- exchange experience with others (5)
- enhance their personal development and skills (3)
- learn English (3)
- other reasons

Here are some quotes from them:

*"I found the idea of a MOOC in intercultural communication and patient safety very interesting. I wanted to expand my knowledge and skills on the subject and exchange views and opinions with other health care professionals"*

*"I wanted to increase my knowledge about intercultural communication, trans cultural nursing, patient safety culture"*

*"Working in an multicultural and multi professional environment I felt the need to improve my knowledge and skills to perform better my job"*

*"Because I find the theme very interesting and relevant for me in my daily work. I also think, that the environment in which I work will meet a lot of intercultural challenges in the future"*

*"I am fascinated by the idea of delivering better nursing to people of all background, and why there are barriers, be they lingual or cultural"*

*"To gain knowledge that I can effectively use in interpersonal relationship such as engaging with inter professional team members and patients. To promote and sustain the practice of patient's safety "*

*"To increase my knowledge by learning not only from the course modules but also from interaction with other professionals from different backgrounds"*

*"When I read about this course, it sounded extremely exciting and instructive so I wanted to take this course to learn some more and something new"*

*"I thought it would be an interesting learning method"*

In the post -MOOC questionnaires participants were asked: *"What were your learning goals for this course, have you met them? "* The participants confirmed that the MOOC met their leaning goals as it enabled them to learn more about intercultural communication and patient safety - which they intend on applying to their work in the future- , to increase knowledge and discuss best practices for intercultural communication, to reflect on intercultural communication, to reflect on the notion of respect among members of a team and patients, to reflect on patient safety, to understand national cultures, to notice individual differences and personal multiple identities, as well as cultural understanding, empathy, patience, respect, increasing communication skills, teamwork, collaboration, understand what intercultural communication is and how it can be applied to nursing practice.

Some quotes from participants:

*"My goal was to be more aware about issues/challenges and get some cultural awareness. I have met them and also I am more aware about how and why there is issues, challenges and lack of understanding/knowledge"*

*"My goal was to become more aware of the differences between cultures . I think I met that goal, because I think more about my own way of meeting people with another background, both patients and colleagues"*

*"I expanded my knowledge on intercultural communication and patient safety so this helps me in my everyday practice and to exchange views and opinions about the subject with other health care professionals"*

*"My main goal was to improve my communication ability when in work area and I can say that compared to my last work placement experience, I have improved so very well and have built my confidence, all thanks to MOOC"*

*"My main learning goals were to find ways of encompassing my knowledge with new methods of dealing with intercultural communication within the MDT. I have learned & had my views challenged much more than I expected. This MOOC will have a lasting impact on my way of thinking & working with colleagues & patients & their families"*

*"My goals are to understand differences between cultures, differences in multicultural communication, differences in habits and their possible negative effects, the danger of a language barrier for a patient. I met them. I got information about patient safety"*

In their answers many participants appreciated that the MOOC created the opportunity for them to obtain new information on intercultural communication, team work, patient safety culture, opportunity to share information and thoughts among participants of the MOOC, creative ways to express new knowledge, enhancing knowledge and skills as well as addressing attitudes and values about intercultural communication, working in MMHT and patient safety.

*"I learned that communication is important, especially in a multicultural team in health care. In work, you come across different patients and colleagues and it's a quality to adjust to*

*people who have another culture or other values. I learned what errors come across in the field and in what frequency. I learned about patient safety and how to take care of patients in the best way possible. I learned that I've chosen the right path for myself, to being a nursing student. Health care, mental health care in particular, is the work field I can see myself work in for many, many years to come."*

*"I have a better understanding of intercultural communication from the patient perspective in order to provide the highest quality of care: to be more sensitive with people from other cultures, be able to handle difficult situations regarding them learn about other cultures, be more careful about their safety"*

*"The fact that participants were from different countries helped me to understand better how they behave and how they deal with cultural issues in their cultural professional environment. As a result, I believe this will help me in future when working with patients or colleagues from different countries. Also, understanding the effects of our work in patient safety from the intercultural perspective within a multi dimensional team was very important"*

*" It was interesting to read what others wrote about the subject patient safety at their workplace and country. I didn't realize that cultural sensitivity was a part of patient safety, this MOOC made me think more about that and it's a thing to think about in health care giving to clients with other cultural backgrounds."*

*"I now have a better understanding of how to communicate in a team"*

An 114 respondents answering the post-MOOC questionnaire rated their internet use skills on a scale of 1 to 10, as following

	%
1 Poor	0.9
2	1.8
3	4.4
4	6.0
5	5.3
6	5.3
7	9.7

8	34.2
9	14.0
10 Excellent	11.4
<i>Unanswered</i>	7.0

Participants agreed that it was a positive experience for them to engage in the creation of spidergrams, making videos, animations and participating in the course webinars and other methods of learning based on ICT etc. Many declared that they used new technologies (iPods, iPhones, Twitter, discussions, videos).

*"Everything was new for me. I do not even have a Facebook account, through choice. I found it easier by using my iPod and my laptop simultaneously which meant I did not need to flick back and forth. I was scared to participate in the first webinar then managed to do the second, I will now make a point to join in more e-learning webinars. Uploading the small video and doing the spider gram was all new skills learnt through this MOOC."*

*"It was extremely useful to learn these techniques making a video, an animation and participating in a webinar, which I had never done before. It is amazing the amount of technology that is available today and I feel I have benefited from this experience."*

*"It was my first time in blog discussions and it was very exciting!"*

*"Using new methods of learning (videos, discussions, animations) I have improved my ICT skills."*

## **9. Evaluation of the MOOC**

### **a. Quality of the curriculum**

The quality of the curriculum was evaluated through the MOOC Evaluation questionnaire and the results show that the course met its objectives (88.4%), expectation and learning goals (81%) as well as the proposed learning outcomes (80.9%) :

**Table4. Quality of the Curriculum**

	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly	Not	Unanswered
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
The course met my expectations and learning goals.	34.7(51)	46.3 (68)	10.9 (16)	3.4 (5)	4.1 (6)	0 (0)	0.7 (1)
The course was well structured to achieve the learning outcomes.	34.0 (50)	46.9 (69)	11.6 (17)	3.4 (5)	2.7 (4)	0.7 (1)	0.7 (1)
The course met its objectives.	33.3 (49)	55.1 (81)	7.5 (11)	1.4 (2)	0.7 (1)	0.7 (1)	1.4 (2)

**b. Quality of training content:**

In the MOOC Evaluation questionnaire, the participants appreciated the learning activities as appropriate (85%), training resources (79.6%) and learning methodology (82.3%).

**Table5. Quality of training Content**

	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly	Not	Unanswered
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
The training activities were appropriate to the learning objectives.	32.7 (48)	52.4 (77)	6.1 (9)	4.8 (7)	2.0 (3)	0	2.0 (3)
The resources were adequate facilitating the learning.	34.0 (50)	45.6 (67)	11.6 (17)	4.8 (7)	2.0 (3)	0	2.0 (3)
There was a good balance of lectures, tutorials, practical, evaluation etc.	33.3 (49)	49.0 (72)	7.5 (11)	6.8 (10)	2.0 (3)	0	1.4 (2)

**c. Quality of the training activities:**

Through the MOOC Evaluation questionnaire, was evaluated the quality of the training and learning activities, 68.8 % of participants appreciating that the Course was well organized , 83.7% are satisfied with the learning activities and 74.8% were satisfied with the facilitation by the instructors.

**Table6. Quality of training activities**

	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly	Not	Unanswered
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
The Course was well organized (e.g. timely, access to materials, level of the workload, etc.).	30.0 (44)	38.8 (57)	15.6 (23)	8.2 (12)	5.4 (8)	0	2.0 (3)
The learning activities stimulated my interest in the subject.	40.8 (60)	42.9 (63)	8.9 (13)	2.7 (4)	2.7 (4)	0	2.0 (3)
The instructors challenged me to do my best work (e.g. providing materials, presentations, encouraging my participation, group discussions and responding to questions, etc.).	29.9 (44)	44.9 (66)	10.9 (16)	6.8 (10)	4.1 (6)	1.4 (2)	2.0 (3)

In the Post MOOC-questionnaire, the following number of participants identified certain aspects of the MOOC as most memorable:

Video (15)

Webinars (15)

Communication with other professionals around the world (14)

Online learning activities (14)

Patient safety unit (8)

Reading blog posts and comments (6)

The MOOC (5)

Learning with a diverse group of participants (4)

Seeing how the theme was relevant in different countries (3)

*"The use of video clips and PowerPoint presentations worked well. I didn't know this could be facilitated so effectively online"*

*"I have been thinking about the subject a little bit more, the numbers of incidents in the Power Point where interesting. It helped me to get a more clearer image of the extent of the problems"*



*"My learning goals were met through the individual reflection deriving by the discussion of various topics and scenarios we had to face during the MOOC. Interacting with others sharing my opinions and viewing the opinions of others and being able to understand their reasoning and why they see it as it is from their point of view"*

*"It was a fairly good way to learn new material and be able to interact with others in the course. I appreciated being able to read others opinions and experiences as that helped me to understand the topics that we were discussing better"*

*"The learning experience was very enriching, reading to participants from other countries allowed me to approach professional practice in places I do not know, and give more importance to cultural aspects for safe care practices"*

*"I found the MOOC to be the future of teaching and learning approach. I have done everything at the comfort of my home. Self -reflection, I know that I could have improved on the quality of the work that I have produced"*

*"Each activity was pertinent to the topic in hand: reading other's views and experience, through activities such as the selected readings, videos and webinar sessions, and individual reflection. The exchange of individual reflections gave me further insight and ideas to work with"*

In the MOOC evaluation questionnaire, **the course was evaluated overall as following:** 35.4% of participants appreciated the MOOC as excellent, 47% as good and very good and 13.5% as fair or poor.

**Table7. Overall evaluation of MOOC**

Excellent	Very good	Good	Fair	Poor	Not Applicable	Not Answered
% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)
35.4 (52)	24.5 (36)	22.5 (33)	6.0 (9)	7.5 (11)	0	4.1 (6)

In Post MOOC questionnaire, the participants explained the aspects that they like and dislike about the course:

*"I liked almost everything about the course. The amount of knowledge is good and I learned a lot and I am so proud of myself that I took the time and effort"*

*"The benefits of this activity are gained knowledge by reading articles, watch presentations of experts, webinar and a benefit is the connection with other students from different parts of the world ( different views, experiences etc.). And another benefit is you can try out your knowledge in the MOOC"*

*"The structure was well thought, however too many tasks for me sometimes within a week and was difficult to respond to all due to time limitation"*

*"MOOC was challenging and interesting, easy accessible, and not difficult to understand and participate "*

*"A valuable knowledge and learning tool"*

*"I have always high regard about MOOC. There is always a room for learning, socializing joining MOOC. It brings a lot of positive changes in me. I feel connected and communicated to the world"*

Many participants mentioned the following as **their main problems** which interfered with their MOOC learning: the workload, time consuming activities, and language barriers. Some of them mentioned difficulties regarding the web design, the navigation into different sections of the course, insufficient understanding of videos because they were not translated, low interaction in the groups, some technical problems such as completing some quizzes, difficulties with viewing or giving comments each day, and contacting other participants .

*"It was a lot of knowledge in a very short time"*

*"The modules were very demanding with a lot of tasks"*

*"Many activities that require more time available for the performance"*

*"The workload was far more than I expected and maybe the reason why a lot of the participants left the course in the initial phase"*

*"The MOOC was very informative but needs to be more user friendly, would be better if it was easy to navigate." " I think to from week 3 onwards I wanted more interaction. The Webinar was good fun as well as educational and I think it would have been nice to interact more with my MOOC colleagues more, in a controlled environment. Not all the time"*

An 114 participants answered the question, why they did not participate in the MOOC as much as they wanted to, some participants gave multiple answers:

Time pressures	79
Lost interest	9
Problems accessing the MOOC	5
Couldn't keep up with the pace	7
Not applicable	17
Not answered	10

The participants made some valuable recommendations for improving this course for the next run:

*"The course must be more simple. Fewer activities to answer maybe. Many of my colleagues wanted to enrol but when numerous topics to fill up, they hesitated."*

*"Less assignments, to pay more attention and time to the assignments"*

*"Fewer exercises each week maybe so people can keep up with the pace"*

*"Make activities due per week rather per day to ease participation"*

*"I think it would be excellent to use less American you-tube videos and more evidence from Europe"*

*"To have specific group assignments so people from each group get to know each other better"*

*"More interaction similar to the webinar and that sort of instant interaction with some of colleagues"*

*"Allocate specific times for participation in small discussion groups"*

*"More webinars, because listening to all those field's experts is very educational for the learners"*

*"Complete translation into more languages"*

*"Student in need of help to be closely mentored by the tutors"*

*"The method of viewing other blogs from group members can be improved for better commenting and reply"*

*"Make the program simpler, easier to operate and challenge people to a discussion"*

*"To place comments from participants for each week on different location in order to find them easier and be able to choose from plenty and not just pick the first found during searching and confusion"*

The majority of the participants enjoyed the MOOC journey and appreciated the MOOC experience as positive:

*"I have really enjoyed the MOOC journey. Like every journey, so MOOC gave me a lot of experience and things to think about but also knowledge and skills. I have increased the awareness of cultures through intercultural communication, multi-professional health care team and patient safety and most of all to be available in time and place"*

*"My experience of the MOOC was extremely beneficial. The subject was one I had never ever thought about. It made me more culturally aware but also self aware. I also learnt about the impact this has on patient safety and have found that since completing the course I am definitely more aware of communication and safety issues. The technology was a bit of a struggle at times as some things I had never done before but it turned out to be hugely rewarding and enhanced my existing skills. Some of the assignments took much longer than 1 hour and that was a bit of a struggle but I managed to complete everything eventually. I was disappointed that there was not much activity on the discussion board and in the group I had posted certain questions and some were answered eventually others not. Overall I have found the course to be an excellent learning method"*

*"The course seems to me of great interest for nurses who are in other contexts where the cultural aspects of health care have not been given importance, both from the awareness of diversity and from different cultural groups, as well as from development of the sensitivity and skills needed to work with them"*

*"It was a very good course. I have learned a lot of new things and have improved the knowledge. I am glad to look behind and see all my posts and read it again, also my team blog (all the participants of this course). It was a pleasure to interact with others and to see their mentality, their kindness and their interest to help people and improve the safety into the medical system. It was also a very good occasion to practice my bad English and learn something new"*

*"The subject of the course itself made me expand my broad of thinking and elaborate it better now in aspects of Intercultural communication and patient safety, in a way that I wasn't thinking before. We always talk about patient safety, but eventually safety is so many things*

*that don't know yet, even after 10 years of clinical experience. The material provided and the flow of the events during the weeks was well scheduled and tasks required were thought provoking. The videos, articles and presentations were very helpful to understand the context of intercultural communication. I think I gained a lot of knowledge sharing experiences with colleagues from different countries and cultures and level of experience. Reading through the blogs I found that some colleagues are managing challenges at workplace better than I am doing, so I can bring into practice this knowledge now. I found the experience with the webinar 2 magnificent. I wish I hadn't missed the first one"*

*"I never knew what a MOOC was until I joined this course. I think it is a wonderful opportunity for professionals to update their knowledge and learn new skills. Also the networking aspect of a MOOC is a bonus. It made a difference in my practice and I would do another one"*

*"MOOC is really a nice course and I learnt so much that will help me in my career."*

*"I suggest that this type of programme should be adopted in teaching other issues that will improve our care to our patients"*

END OF REPORT