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

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Background to Vietnam/ OUCRU & ‘Beyond the Hospital’ objectives
How do ‘multiple knowledges’ in Vietnam affect health service delivery and usage?

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

Oxford dictionary
Overview of the ‘Beyond the Hospital’ project

CONSULT, COLLABORATE

EMPOWER, INFORM

IMPROVED CARE & HEALTH OUTCOMES

Methodologies:

Outputs:
• Patient Education material
• Training for health care workers
• Multi-disciplinary teams & inter-hospital links
Who are we engaging?
Will everyone welcome the project?

- Government
- Multilateral Donors
- NGOs
- OUCRU
- General Public
- Rehabilitation Hospitals
- Media
- Patients & Carers
- Health Care Workers at HTD
- Hospital Management at HTD
Knowledge & verbal/non-verbal communication

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.

“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)

Non-verbal:
How you dress, How you touch, Body language, Laughing

What is this picture of?
It’s all a question of perspective...
How do you incorporate & negotiate multiple knowledges?

- 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