

Language Proficiency and Its Impact on Albanian Nursing Professionals in Germany: A Qualitative Inquiry

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Abstract: This study aims to explore the language proficiency challenges faced by Albanian nursing professionals working in Germany and identify key competencies that could be enhanced in nursing education to prepare nurses for international employment. Utilizing a qualitative research approach, the study delves into the personal experiences of Albanian nurses in Germany, drawing insights from their narratives to inform future educational strategies. The increasing globalization of healthcare services necessitates a proficient workforce capable of operating in diverse linguistic environments. This study focuses on Albanian nurses in Germany, a demographic facing unique language-related challenges. The research questions guiding this study are: 1. What are the language proficiency challenges encountered by Albanian nurses in Germany? 2. Which competencies should be cultivated in nursing professionals, particularly for overseas employment? A qualitative research design was implemented, involving guided interviews with 20 Albanian nursing professionals currently working in Germany. This method was chosen to gain in-depth insights into the personal experiences and perceptions of these nurses. The interview guide comprised standardized, open-ended questions to allow for comprehensive narratives. The interviews were conducted over a period of three months, ensuring a diverse range of experiences. The narratives were transcribed and analyzed thematically, focusing on identifying common challenges and competencies mentioned by the participants. The findings reveal a spectrum of language-related challenges, including communication barriers with patients and colleagues, and the impact of these challenges on professional practice. Additionally, essential competencies such as cultural sensitivity, language adaptability, and technical medical terminology in a foreign language were identified as crucial for overseas employment. The study underscores the importance of integrating comprehensive language training and cultural competency modules into nursing education, particularly for nurses intending to work abroad. The narratives highlight the need for targeted language preparation tailored to the specific medical context.

Keywords: Nursing, Professional Language, Linguistic, Foreign Language

1. Introduction

Nursing education in Albania has undergone significant changes in response to developments in the global health system and in alignment with international standards. Nursing education in Albania has evolved to meet the demands of a changing healthcare landscape, influenced by global trends in nursing education and practice. Nursing education in Albania has evolved to meet the demands of a changing healthcare landscape, influenced by global trends in

nursing education and practice. In alignment with the Bologna Process, nursing education in Albania has embraced European reforms in higher education, aiming to standardize and unify professional and higher education [16]. Nursing education in Albania is primarily offered at the tertiary level, with several universities and colleges offering nursing programs. The duration of these programs typically ranges to 3 years, and students who successfully complete the program

are awarded a Bachelor of Science in Nursing (BSN) degree. [17]. They offer a Bachelor-level studies in the fields of nursing, midwifery, laboratory technician, radiography, physiotherapy, and speech therapy, continuing with second-cycle university studies in Professional Master's and Research Master's programs, and third-cycle studies in Clinical Medicine, Paraclinical Medicine, and Nursing Science in all profiles. The curriculum of nursing programs in Albania is designed to provide students with a strong theoretical foundation in nursing, as well as hands-on clinical experience. Students take courses in anatomy and physiology, pharmacology, medical-surgical nursing, community health nursing, and other related subjects. The clinical experience component of the curriculum is typically completed in hospitals, clinics, and other healthcare settings. In recent years, there has been an increasing demand for multilingual healthcare professionals, and some nursing programs in Albania have begun to offer foreign language courses to their students. German is one of the languages that has been identified as particularly useful for nursing students, as it is spoken widely in Europe and there is a demand for German-speaking healthcare professionals. Despite the quality of nursing education in Albania, there are still challenges that the sector faces. One of the biggest challenges is the shortage of qualified nursing faculty, which can limit the number of students that can be admitted to nursing programs. In addition, there are also challenges related to inadequate resources and facilities, which can affect the quality of education that students receive.

However, nursing education in Albania is growing and evolving to meet the needs of the healthcare sector. By offering courses in foreign languages like German, nursing programs are providing their students with a valuable skillset that can help them stand out in a competitive job market. The need for teaching nursing terminology in German language in Albania is driven by the increasing demand for multilingual healthcare professionals and the availability of German-speaking healthcare institutions in Europe. In recent years, there has been a growing demand for healthcare professionals who are able to speak multiple languages, especially in countries with diverse populations or where there is a high demand for healthcare services from foreign patients. Germany, in particular, is known for its advanced healthcare system and has become a popular destination for medical tourism, with many foreign patients seeking medical treatment in German hospitals and clinics. Many Albanian nurses have headed to the job market in Germany. In recent years, there has been a significant increase in the number of Albanian nurses working in German healthcare institutions.

Certainly, integration into a new work environment and lifestyle is not easy and comes with various challenges and difficulties. The purpose of this article is to highlight the linguistic difficulties, especially those related to medical terminology, as well as those concerning the professional lives of Albanian nurses in Germany. For this, we interviewed 20 nurses who currently reside in Germany, discussing the challenges they face in their profession,

language, and the German nursing context.

2. Background

2.1. The Situation in Germany

The demand for nursing professionals has significantly increased in recent years, mainly due to the growing number of people in need of care, estimated to be around 3.4 million by the year 2030 [12]. If the current level of care is projected into the future, there will be a shortage of approximately 517,000 nursing specialists [12].

To reduce the shortage of skilled workers in nursing, various labor market policy approaches have been developed and tested in recent years [22, 21], see also [18].

One aspect of this includes the attempt to expand training opportunities to attract more employees to work in the nursing profession. This involves measures to improve the image of nursing careers in the public perception to attract more school graduates for nursing education [19], [20], as well as measures for requalification [1], and similar approaches [11]. As a short- and medium-term solution to the shortage of skilled workers in nursing, the active recruitment of nursing professionals from abroad has become increasingly prominent in recent years [2, 12]. According to a study by the Bertelsmann Foundation, every sixth surveyed company in the nursing industry has attempted to actively recruit nursing professionals from abroad in the last three years [1].

But the integration of nurses in Germany is associated with various challenges, especially language-related ones, but not only. Currently, the language proficiency requirements for foreign nursing professionals who wish to work in Germany's nursing sector are regulated differently in each federal state. [7]. In some federal states, a language proficiency level of B1 according to the Common European Framework of Reference for Languages (CEFR) is sufficient for professional recognition, while in others, B2 is required. Language forms the basis of nursing practice and also plays a key role in the integration of foreign nursing professionals. It is evident that language is perceived as a key qualification for successful integration. Lack of German language skills can impact overall integration and may lead to negative experiences of frustration and isolation.

2.2. The Language Skills of Albanian Nurses in the German Language

The motives for learning a new language have undergone fundamental changes in recent decades. [5]. In the past, learners aimed for personal enrichment and the general benefits of education that come with acquiring a new language [13]. Today, economic motives are the main driving force behind learning a foreign language, as individuals who speak one or more foreign languages are considered highly qualified, especially in the European job market [6]. For foreign nursing professionals who are willing and motivated to learn a foreign language (in this case, German as a foreign

language) in adulthood, this new language represents a unique professional qualification – the opportunity to work in German-speaking countries. According to the survey responses, for most nursing professionals in Albania, better working conditions and higher earning opportunities in Germany are the decisive factors in their decision to migrate to Germany.

Currently, Albania lacks a comprehensive language promotion program encompassing qualification and professional aspects. Only a handful of institutions, such as the DEKRA Academy in Albania, offer occupation-specific German language courses. Predominantly, German language course offerings in Albania focus on "general language courses," which are advanced up to level B2 of the Common European Framework of Reference. This raises the question of how individuals can effectively prepare themselves for complex challenges abroad, given that traditional language course offerings frequently fall short of achieving the desired success.

3. The Present Study

3.1. Objective and Research Questions

The aim of this paper is to examine the issue of language competence in the nursing profession, specifically focusing on Albanian nursing professionals living and working in Germany. The first question related to this background is:

1. What language competence problems do Albanian nurses face in Germany?

The second question arose from initial discussions with Albanian nurses working in Germany and observations regarding the current promotion of competencies in language instruction.

2. Which competencies can be promoted in learners (nurses) to better prepare them for working abroad?

To answer the questions, the qualitative method of guided interviews was chosen. In qualitative standardized questionnaires, mostly open-ended questions are asked, allowing the respondents to narrate freely to a large extent.

3.2. Methodology

This study's methodology involves 20 interviews with Albanian nurses currently residing and working in Germany. We adopted a qualitative research approach. The interview guide comprises clear, open-ended questions. While the full transcripts of these interviews are not included in the appendix, selected excerpts are featured in the article to highlight various aspects. All participants were informed about their involvement in a scientific study, the research's purpose, and the reasons for their selection. Participation was voluntary, and participants were reassured that their personal data would be used solely for this research project.

The interview questions emerged from semi-structured, guided interviews conducted over five weeks. Oral interviews were chosen as they are a widely used tool in qualitative research. The interview guide contains

straightforward and concise questions focusing on specific aspects. It acts as a navigational tool for the interviewer, ensuring coverage of pertinent topics during the interview. The interviews were transcribed for subsequent analysis, and they were conducted in the Albanian language.

3.3. Questionnaire, Results of the Analysis

We interviewed 20 nurses who live now in Germany in different cities about the difficulties with the profession and the terminology and the German nursing language. The first question of the interview referred to "Background and Experience".

Can you tell us about your nursing background and experience in your home country?

From the answers received, it was noted that the interviewed nurses had various years of experience working in Albania. The responses varied from 2 years to 15 years of experience. Similarly, in Germany, they also had different years of experience ranging from one year to 5 years. Some of the responses were:

"I have been a nurse in Albania for five years before coming to Germany"

"After graduating, I began my nursing career at a hospital in Albania, where I worked as a nurse for four years. During this time, I specialized in care nursing, which involved caring for patients in intensive care units."

"I completed my Bachelor of Nursing degree from a university in Albania, where I received a comprehensive education in various aspects of nursing. After graduating, I began my nursing career at a regional hospital, where I worked as a staff nurse in the medical-surgical department for 10 years".

What motivated you to pursue a nursing career in Germany?

According to the survey responses, for most nursing professionals in Albania, better working conditions and higher earning opportunities, new opportunities, international experience, good reputation, or healthcare in Germany are the decisive factors in their decision to migrate to Germany:

"The main motivation for me was better working conditions and higher earning opportunities than in Albania."

"I wanted to explore new opportunities and gain international nursing experience."

"My decision to pursue a nursing career in Germany was primarily driven by the country's excellent reputation for healthcare and nursing standards. Germany is known for its well-structured healthcare system, technological advancements, and emphasis on professional development in the nursing field."

How long have you been working as a nurse in Germany?

The nurses who immigrated to Germany had different years of work experience in Germany, ranging from one year to 7 years:

"I have been working as a nurse in Germany for the past two years. Shortly after completing the necessary licensure requirements and obtaining recognition of my nursing qualifications in Germany."

"I have been working as a nurse in Germany for two years now."

"I have been serving as a nurse in Germany for the seven years."

Challenges in the Nursing Profession: What are some of the main challenges you face as a nurse in Germany?

Some of the primary challenges mentioned by Albanian nurses include the language barrier, difficulty with technical medical terminology, cultural differences, and the need for effective communication with colleagues, doctors, and other healthcare professionals. As a nurse in Germany, they encountered various challenges that come with the responsibility of providing healthcare in a diverse and complex healthcare system.

"Language barriers have been one of the main challenges, especially in the early days"

"Adapting to the German healthcare system and its protocols was initially difficult"

"Cultural differences in nursing practices required some adjustments"

"In my experience, language barriers were challenging, especially when I spoke with elderly patients who only speak their native language. To overcome this, I often use basic phrases and simple instructions, and I rely on non-verbal cues like facial expressions and hand gestures to convey empathy and understanding"

"Language barriers have been a major challenge in my nursing career. There have been instances where I couldn't understand some patients due to my limited German proficiency, and it was frustrating not being able to provide the care they needed"

"I once had a patient who spoke a rare dialect of German that I couldn't fully understand. Despite my best efforts, I worried that I might miss crucial details about their condition, making it challenging to provide appropriate care"

"As a nurse in Germany, I have encountered some language barriers while communicating with patients, colleagues, and medical staff"

Language and Communication: What was your level of German language proficiency when you first arrived in Germany, and how has it improved over time? How do you handle language barriers in your daily nursing practice?

Upon their arrival in Germany, the nurses had varying levels of language experience. From the interviews, it was noted that the majority had basic knowledge up to the B2 level of the German language. They all stated that even though they had completed the B1 or B2 level of the German language in Albania, the first months it was difficult for them to communicate without hesitation with the patients or the medical staff. All of them had additional language lessons in order to improve their speaking competences. Some of their comments here:

"When I arrived, my German language proficiency was basic, but it has improved through language courses and daily practice."

"When I first arrived in Germany, my level of German language proficiency was basic, as I had only learned some

basic phrases and vocabulary before moving. Over time, my language skills have improved significantly through communication in the German-speaking environment."

"When I first arrived in Germany, my German language proficiency was quite limited. I had learned some basic German phrases and vocabulary, but I lacked the ability to hold in-depth conversations or understand complex medical terminology in German. Now I use various language learning resources such as language apps, online videos and audiobooks. These are the possibilities to practice German in my free time and further expand my vocabulary."

Have you faced any difficulties in understanding medical terminology or communication with patients and colleagues in German?

Based on the interviews, it was evident that almost all the individuals encountered challenges with terminology, specific terms, abbreviations, and word formations in the professional language, especially at the beginning. The understanding of the medical terminology in German was a challenge for them, but they gradually familiarized themselves with it.

"I used a mix of gestures, visuals, and translation apps to overcome language barriers with patients and colleagues."

"Yes, when I first started my nursing career in Germany, I faced some difficulties in understanding medical terminology and communicating with patients and colleagues in German. The unique medical jargon and complex terminology used in healthcare settings presented initial challenges for me."

"Medical terminology in German was quite different from what I was familiar with in my home country. Pronunciations, abbreviations, and terminology specific to medical conditions and treatments were initially hard to grasp."

"In the early stages, I struggled to express myself clearly and to understand patients' concerns fully. To overcome this, I used a combination of gestures, body language, and simplified language to convey essential information."

"Collaborating with colleagues in a German-speaking environment was for me a big challenge."

In your experience, are there specific medical terminologies in German nursing that you found difficult to understand or use? How did you address this issue?

Nurses mentioned in their interviews terms that were unfamiliar to them, and often they misunderstood them, such as the term "Waschlabor" or the term "Rohrpostanlage," which nurses not only did not understand as words but also as objects since there is nothing like that in Albanian hospitals. Nurses mentioned various ways to solve these issues, such as using flashcards with translations. [8].

"At the beginning of my career, I struggled with the technical medical terminologies in German. To improve, I created flashcards with translations and meanings, and I would review them during my breaks. Additionally, I sought guidance from senior nurses who were willing to explain complex terms in simpler language."

"During my training, I struggled with complex medical terminologies in German. This impacted my confidence in communicating with other medical staff and explaining

procedures to patients. I wish there were more language support during the course, that I had in Albania."

"Yes, in my experience as a nurse in Germany, there were specific medical terminologies and jargon in German nursing that I initially found difficult to understand and use. These terminologies were unique to the German healthcare system and required extra effort to grasp fully. Some of these difficulties were regarding to: Noun Compounding: multiple words are combined to form a single word representing a specific concept. It was very difficult for me to understand it. Abbreviations: Understanding these abbreviations was challenging, as they were often specific to certain medical conditions, treatments, or administrative tasks"

"Yes, some medical terminologies such as "Waschlabor"¹ and "Rohrpostanlage"². It is challenging to understand and use, especially for me. I was not familiar with the language.

For Albanian nurses learning medical terms may require additional effort and exposure to the language through courses, professional development opportunities, and practical experience. Collaborating with native German-speaking colleagues and seeking guidance from language resources can also aid in grasping the nuances and meaning behind such terms.

Adaptation to German Healthcare System. How did you adapt to the German healthcare system and its protocols? Are there any significant differences between the nursing practices in Germany and your home country?

"Learning the German healthcare system's administrative procedures took time, but I eventually adapted."

"There are some differences in nursing practices, but I actively learn from my German colleagues and adjust my approach,"

Support and Training. Have you received any language training or support to improve your language skills in a nursing context in Germany?

"Yes, I had a language and communication module that taught us medical terminologies."

"I attended language courses provided by the hospital, which helped improve my language skills."

"No, I hadn't"

Do you believe that language proficiency in German is crucial for providing effective nursing care? How does it impact the quality of patient care and communication?

"Language proficiency is crucial in nursing, not only for effective patient care but also for collaborating with colleagues"

"Cultural differences can also create communication challenges. I once had a patient who refused certain treatments due to cultural beliefs, but I couldn't fully

understand their reasons, leading to a breakdown in communication and a delay in providing appropriate care."

Have you encountered any misunderstandings or miscommunications due to language differences? How do you prevent or resolve such situations?

In all their responses the Albanian nurses declared that they have encountered some misunderstandings or miscommunications due to language differences while working as a nurse in Germany. To prevent or resolve such situations, they take several measures such as: additional Language Training, visual aids, active listening, clarification, patience and empathy, cultural sensitivity. They try to clarify any uncertain communication with colleagues and patients by asking for confirmation or repeating important information. They also make use of visual aids or written instructions when necessary to ensure clarity in patient care. Overall, open communication and a willingness to learn have been essential in resolving language-related challenges effectively.

Are there any cultural considerations or norms related to communication that are specific to the German healthcare system?

The nurses mention some cultural considerations and norms related to communication that are specific to the German healthcare system. Some of these cultural aspects include formality, directness, punctuality. In the German healthcare system, communication is generally more formal, especially between healthcare professionals and patients. Addressing patients by their last name and using polite forms of speech are common practices.

Germans tend to value direct and straightforward communication. In the healthcare context, this can mean providing clear and concise information to patients, even if the news is difficult.

Punctuality is highly valued in German culture, including in healthcare settings. Patients and healthcare professionals are expected to be on time for appointments and meetings.

The nurses highlighted several key cultural norms and considerations in communication within the German healthcare system, which differ notably from those in the Albanian healthcare context. In Germany, the communication style in healthcare settings is characterized by a high degree of formality, directness, and punctuality.

Formality is a cornerstone in the German healthcare system's communication approach. This is evident in the customary practice of addressing patients by their last names and employing polite forms of speech. Such formal interactions are especially prevalent between healthcare professionals and patients, reflecting a broader cultural emphasis on respect and professionalism.

Directness is another significant aspect of communication in German healthcare. German culture highly values straightforward and unambiguous communication. In a medical setting, this translates to providing clear, concise, and often frank information to patients, including in situations where the news might be challenging or unfavorable.

Punctuality is deeply ingrained in German culture and is

1 "Waschlabor" is a compound noun that combines "Wasch" (wash) and "Labor" (laboratory). In the context of healthcare, a "Waschlabor" refers to a designated area or laboratory where medical equipment, instruments, and supplies are thoroughly washed, sterilized, and prepared for reuse. This is a critical process to maintain hygiene and prevent infections in healthcare settings.

2 Rohrpostanlagen are safe, fast, and efficient means of transporting physical objects of any kind. They transport items such as blood, tissue samples, urine specimens, samples, injections, or medications.

equally critical in healthcare environments. Both patients and healthcare professionals are expected to adhere strictly to scheduled times for appointments and meetings, reflecting a broader cultural value of time efficiency and respect for others' schedules.

In contrast, the nurses observed that communication in the Albanian healthcare system tends to be more relaxed and informal. Interactions among colleagues often involve first-name basis communication and a more familiar tone. This difference highlights a cultural contrast between the two healthcare systems, with the German approach leaning towards structure and formality, while the Albanian style is more casual and personable.

4. Competencies for the Nurses

In all excerpts of these interviews, several key aspects of German in a professional context are addressed. A significant component of this is specialized vocabulary, which is inseparably linked to workplace communication. This includes workplace-related communication in a narrow sense, such as professional discussions with colleagues, patients, and other experts. Equally important is the proficient handling of different language levels, encompassing the understanding of colloquial language, dialects, and the adaptation of expression to diverse groups of people in the workplace. Particularly in the field of healthcare and nursing, which we are addressing here, this presents a significant challenge. Employees interact with individuals of all age groups (from toddlers to elderly individuals), various social backgrounds, and educational experiences. Additionally, intercultural differences in work concepts and practices play a crucial role. Employees from Albania often bring specific professional experiences from Albania, which can differ in certain aspects from those in Germany.

In this context, it is essential for all participants to become aware of their own attitudes and habits and to reflect on them. The goal is to foster constructive collaboration characterized by mutual respect and appreciation. Only through such an approach can a harmonious work environment be created, where all employees can unfold their full potential and contribute to the success of the field of healthcare and nursing to the best of their abilities.

In the following, the question will be addressed, which competencies can be promoted in learners (nurses) to better prepare them for working abroad. The nursing staff should have knowledge of the German language at level B1 or B2 according to the Common European Framework of Reference for Languages (CEFR). This language qualification is required by the German legislature for a successful professional recognition. This means that foreign nursing staff who want to work in Germany usually must provide evidence of their language skills at this level to obtain their professional approval or recognition. This is important to ensure effective communication with colleagues, patients, and other participants in the work environment and to provide high-quality care.

Indeed, there is currently only limited research and investigation into the occupational language situation of foreign nursing staff in Germany and the requirements for their professional and general language competencies. This research gap is significant, considering that the communicative demands in the nursing profession are highly diverse. The work of nursing staff requires not only sound expertise in their field but also a strong language competence. Communication with patients, relatives, colleagues, and other healthcare professionals is a central component of nursing duties. Clear and precise communication is crucial to ensure effective and safe healthcare delivery. This involves not only medical terminology but also the ability to empathize and respond sensitively to the needs of patients.

To ensure the quality of nursing care and support the integration of foreign nursing staff, it is essential that future research focuses on investigating the occupational language situation of this group. This could contribute to developing targeted language support measures and training programs that meet the specific requirements of the nursing profession and facilitate successful integration. Some language institutes in Albania, such as the Dekra Akademie, already offer specialized language courses for nursing professions. It is also positive to observe that educational publishers in Germany have developed teaching materials for the acquisition of German as a foreign language for nursing professions, which are also being used in language courses in Albania. Such specialized teaching materials focused on the nursing sector, such as "Deutsch für den Beruf A2" (German for the Profession A2) "Deutsch für den Beruf B1" (German for the Profession B1) and "Telc Pflege B1/B2," (Telc Nursing B1/B2) [15] can be of great benefit to aspiring nursing staff from Albania. They enable targeted and practical language training that is tailored to the communicative demands of the nursing profession in Germany.

Through these specialized language courses and teaching materials, Albanian nursing staff can improve their language competencies with a specific focus and better prepare themselves for the language challenges encountered in their nursing routine.

The topic of German as a foreign language for professional purposes, especially for the nursing profession, raises many questions that foreign language research must explore intensively. Such questions include: What concept underlies these target group-oriented language courses? What content should be taught in a specialized language course "German for Nursing Professions" to reflect the language reality in hospitals or nursing facilities? What teaching materials are needed for occupation-specific instruction for nursing professions? What qualifications should the instructor of such courses possess? Although this article cannot provide answers to all of these questions, it can serve as a starting point for further exploration of this topic.

However, the crucial aspect of occupation-specific foreign language instruction - German as a foreign language for nursing professions - is the pursuit of a teaching maxim that

aims to develop language and action competence in the field of nursing from the very beginning. These competencies should be expanded and consolidated throughout the course. This includes the specialized language competence, the ability to handle nursing-specific actions, technical terms, and text genres both orally and in writing. Additionally, general language competence is important, enabling learners to communicate in everyday situations and exchange ideas with colleagues. Another goal of holistic instruction is the consideration of the intercultural dimension. The learning process should always be action-oriented, utilizing the learners' individual interests and objectives as a starting point [10]. The learning process objectives should be achieved by enabling learning in authentic contexts and with authentic materials [14].

A comprehensive qualification of language trainers is also crucial, as they have a task spectrum that goes far beyond the specific instruction in this field.

5. Conclusion

A significant number of Albanian nurses, after completing their studies in the nursing field, are directed towards the German job market. The reasons mentioned by them are diverse; the desire for better working conditions, higher pay opportunities, and the highly reputable German healthcare system. Currently, there is a significant shortage of nurses in Germany, which is why nurses are being recruited from other countries. During interviews conducted with Albanian nurses over a period of 5 weeks, they express the first challenge as the knowledge of the German language and, more specifically, familiarity with medical terminology.

Language is considered a key competence here. Depending on the federal state, different language levels are required in Germany [4, 3], resulting in a significant variation in the actual language competence of Albanian nursing professionals. Nevertheless, the majority of interviewed nursing professionals determined that they might have insufficient German language skills at the beginning of their work in Germany. They report difficulties in everyday language and nursing-medical terminology, which have led to a lack of confidence and uncertainty.

Not only language proficiency and knowledge of nursing and medical terminology, as well as institution-specific terms and abbreviations, are crucial for everyday nursing practice and professional life, but also the understanding of the German healthcare system was considered extremely important by Albanian nurses.

The nurses mention also some cultural considerations and norms related to communication that are specific to the German healthcare system. Some of these cultural aspects include formality, directness, punctuality [9]. In the German healthcare system, communication is generally more formal, especially between healthcare professionals and patients. Addressing patients by their last name and using polite forms of speech are common practices.

Germans tend to value direct and straightforward

communication. In the healthcare context, this can mean providing clear and concise information to patients, even if the news is difficult.

Punctuality is highly valued in German culture, including in healthcare settings. Patients and healthcare professionals are expected to be on time for appointments and meetings. Therefore, it is of utmost importance that Albanian nurses prepare adequately for the job market in Germany. For this purpose, professional language courses should be offered, which provide appropriate content for the work environment, and are led by a well-qualified staff for professional language training.

By teaching nursing terminology in German language, nursing students in Albania can gain a valuable skillset that can help them stand out in a competitive job market. Being able to communicate effectively with German-speaking patients and colleagues can help nursing professionals provide better care and improve patient outcomes. It can also increase their employability in Germany or other German-speaking countries, where there is a high demand for healthcare professionals. Furthermore, by learning nursing terminology in German language, nursing students can also gain a deeper understanding of medical concepts and terminology, which can help them better communicate with patients and colleagues in general. This can lead to improved patient safety and better healthcare outcomes overall.

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Conflicts of Interest

The authors declare no conflicts of interest.

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