

# Supporting professionals in serious illness conversations: translation and cross-cultural adaptation of an Italian educational booklet into French context

Julien Carretier<sup>1,2</sup>, Silvia Gonella<sup>3</sup>, Sarah Dauchy<sup>1</sup>,  
<sup>1</sup> National Center for Palliative and End-of-Life Care, 75019 Paris (France)  
<sup>2</sup> Systemic Health Pathway Laboratory (P2S), UR4129, University Claude Bernard Lyon 1, Lyon (France)  
<sup>3</sup> Department of Public Health and Pediatrics, University of Torino (Italy)

## BACKGROUND

### Communication in serious illness is challenging

High emotional burden  
 Complex decision-making  
 Frequent difficulties for healthcare professionals

Lack of a practical guide linking theories and clinical examples.

### Existing solution (Italy)

Educational booklet\*  
 Co-created with stakeholders  
 Validated by 15 experts

Need: Adapt to French context

## METHODS

## AIM

### STEP 1 – ADAPTATION

Translation  
 Cultural adaptation  
 Legal & organizational alignment



### STEP 2 – FRENCH VERSION

Proofreading  
 Integration of examples  
 French reference frameworks



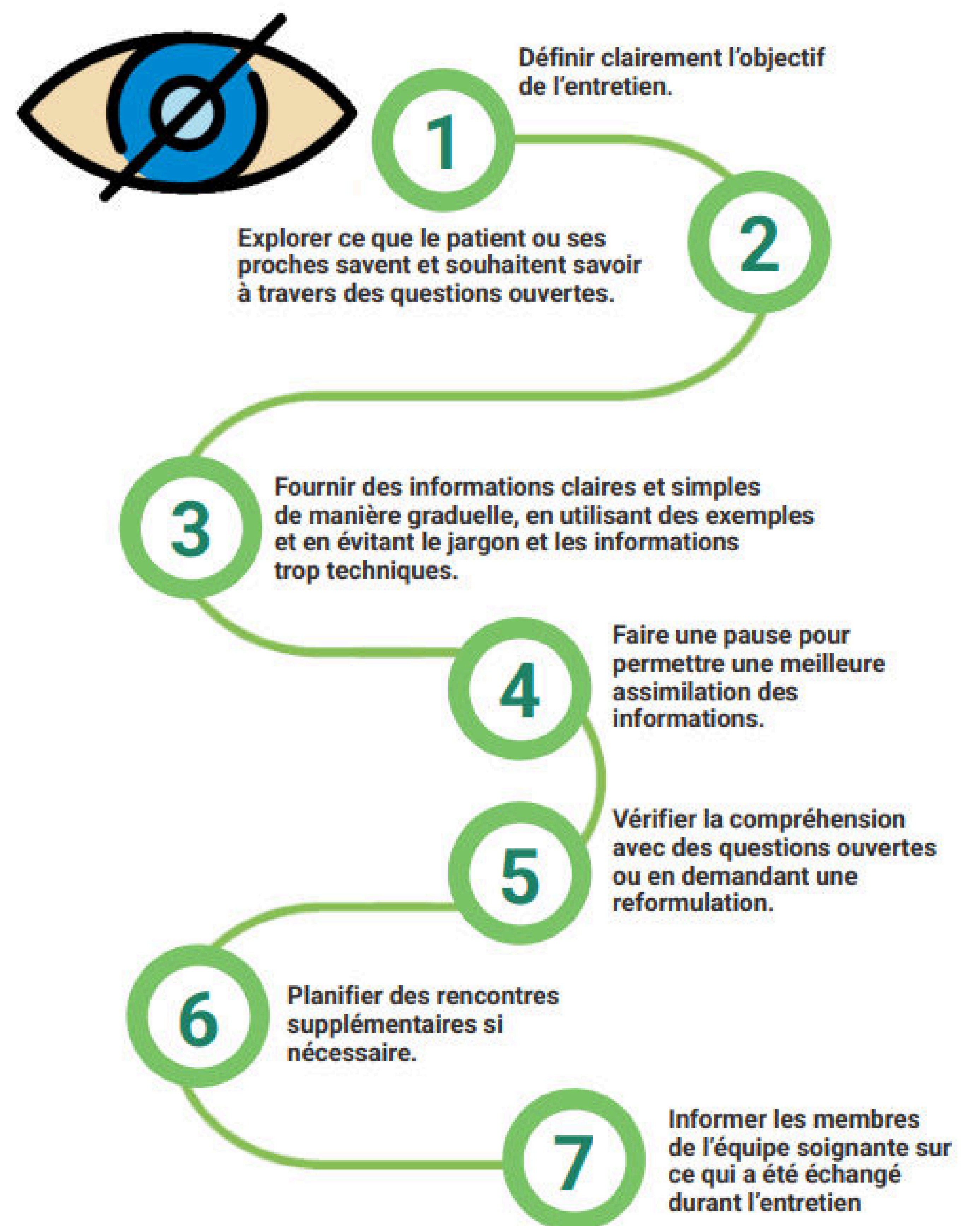
### STEP 3 – EVALUATION


Healthcare professionals  
 Acceptability  
 Feasibility  
 Perceived usefulness

This project aims to translate and culturally adapt an Italian booklet "Communicating in complex situations" into the French context, taking into account French legislation and current ethical and clinical standards.

The aim of the guide is to offer a starting point for establishing a dialogue based on experience and interpersonal skills, rather than providing pre-conceived solutions to critical situations.

Example : addressing denial and fostering awareness



 18 Communiquer dans des situations complexes

## RESULTS

### STEPS 1 & 2 COMPLETED

French version produced  
 Reviewed by experts and project team  
 Main adaptations  
 Patients' rights integration  
 French documentary references

### 4 SECTIONS:

- General Communication Strategies:** practical tips for preparing for and conducting interviews.
- Common Critical Situations and Specific Strategies:** exploring critical contexts, such as lack of awareness or family conflicts, and appropriate responses.
- Additional Resources:** communication protocols, group interviews, practical tips, and what to avoid.
- Operational Resources:** ready-to-use worksheets, bibliography, and webliography

## LIMITATIONS

This guide provides a practical overview of some of the challenges encountered in communication and the doctor-patient relationship. It focuses on typical cases and does not claim to cover the full complexity of clinical situations. It aims to inform and help healthcare teams better understand the challenges of communication in complex situations, but is not substitute for practical training.

## PERSPECTIVES

This project highlights the importance of international collaboration in mobilising collective resources and expertise to raise awareness among healthcare professionals and support them in their daily practice. Further research is still needed to assess its impact and to determine how it can be improved and integrated into training programmes.

