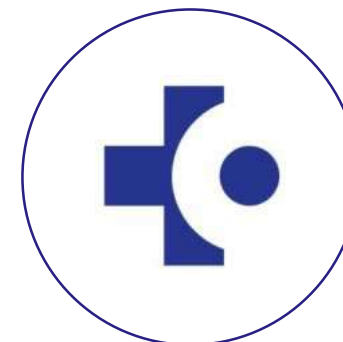


NPLD-COPPIETERS CAMPUS 2023 MANAGING LANGUAGES IN THE FIELD OF HEALTH & SOCIAL CARE IN MULTILINGUAL COMMUNITIES

CASE III: THE BASQUE COUNTRY





LEGE-ESPARRUA/

MARCO LEGAL/

LEGAL FRAMEWORK/

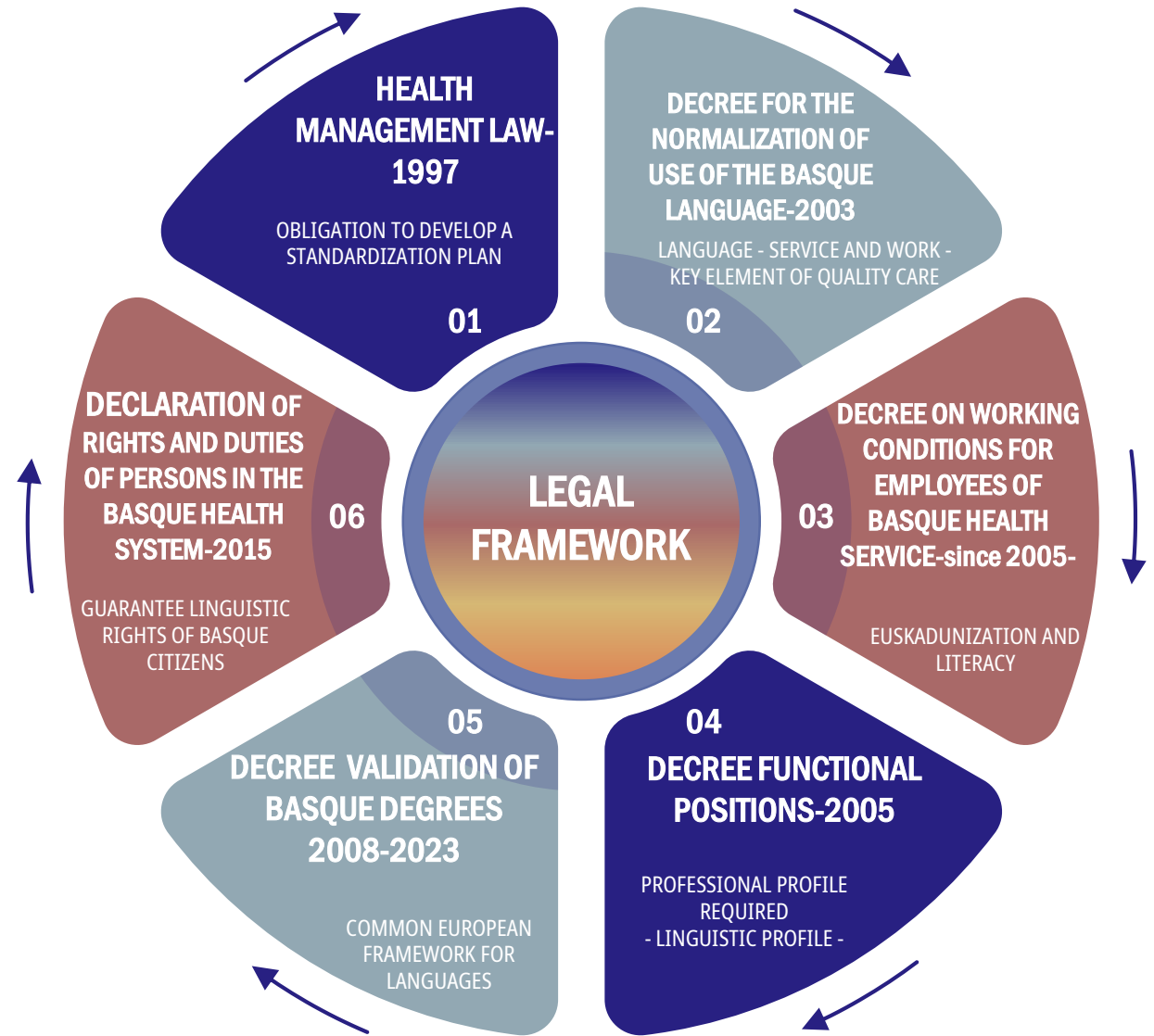
Legal Framework

EUROPEAN CHARTER FOR REGIONAL AND MINORITY LANGUAGES - 1992

SPANISH CONSTITUTION - 78 AND STATUTE OF AUTONOMY OF THE BASQUE COUNTRY - 79

CO-OFFICIALITY

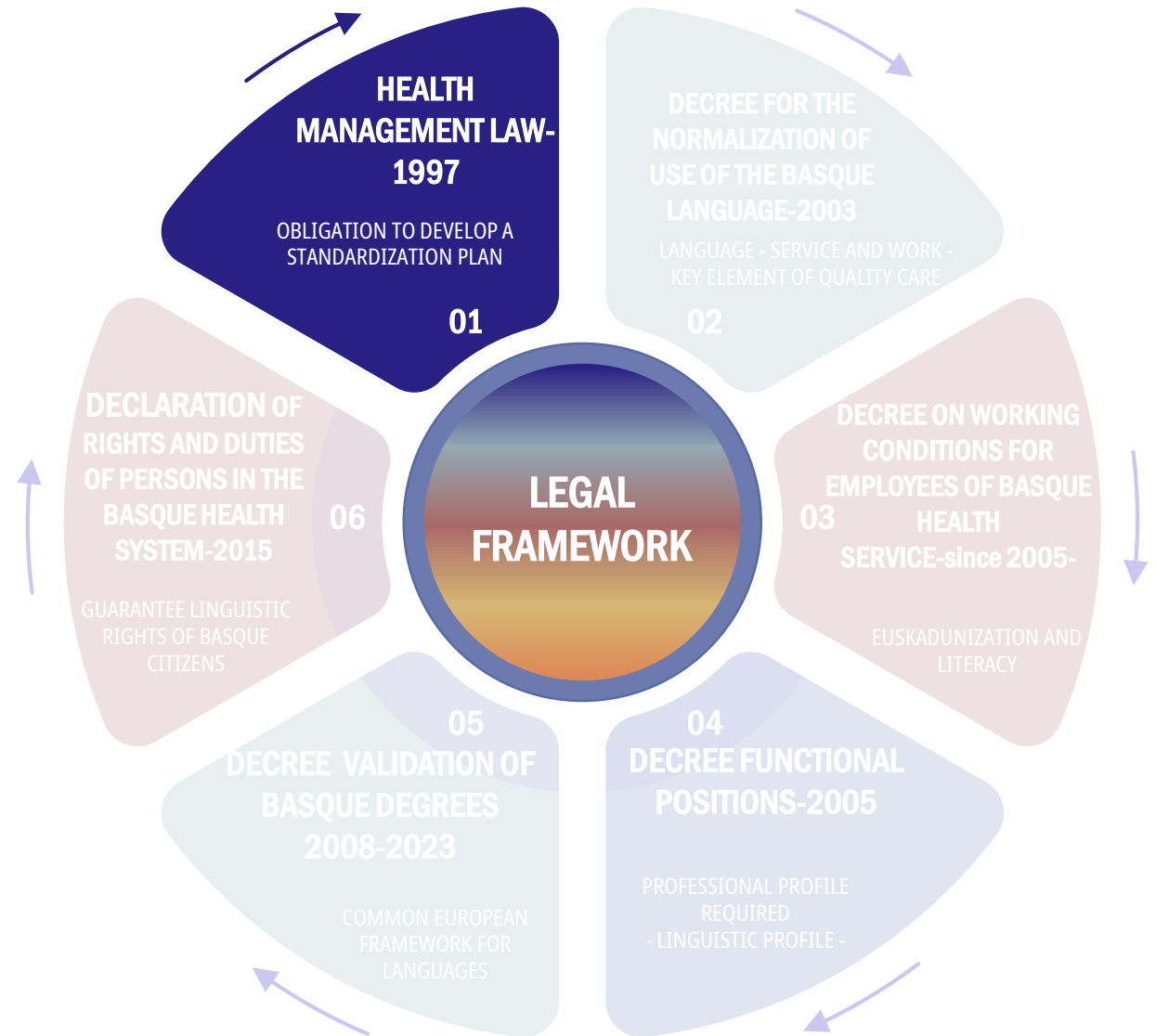
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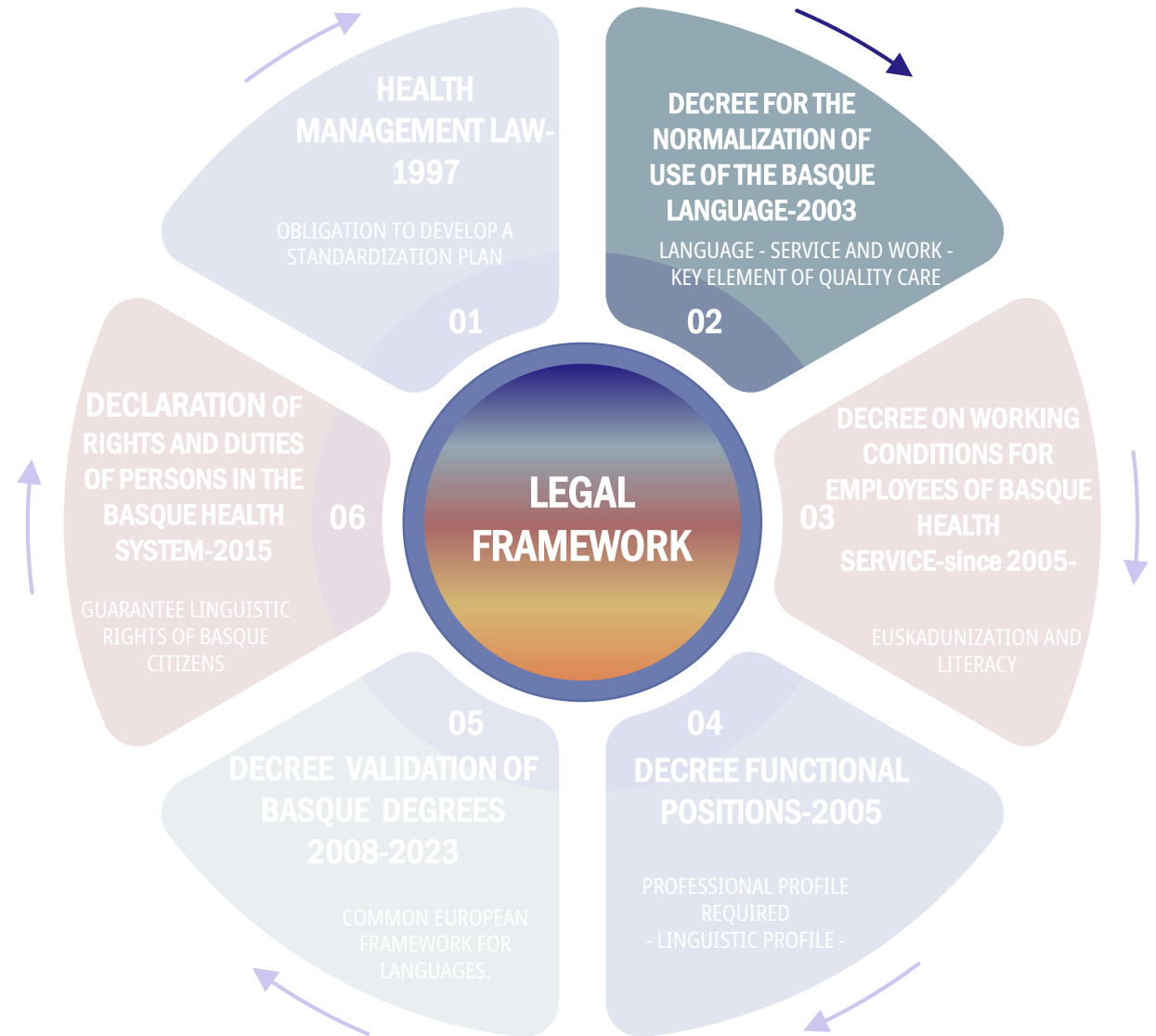
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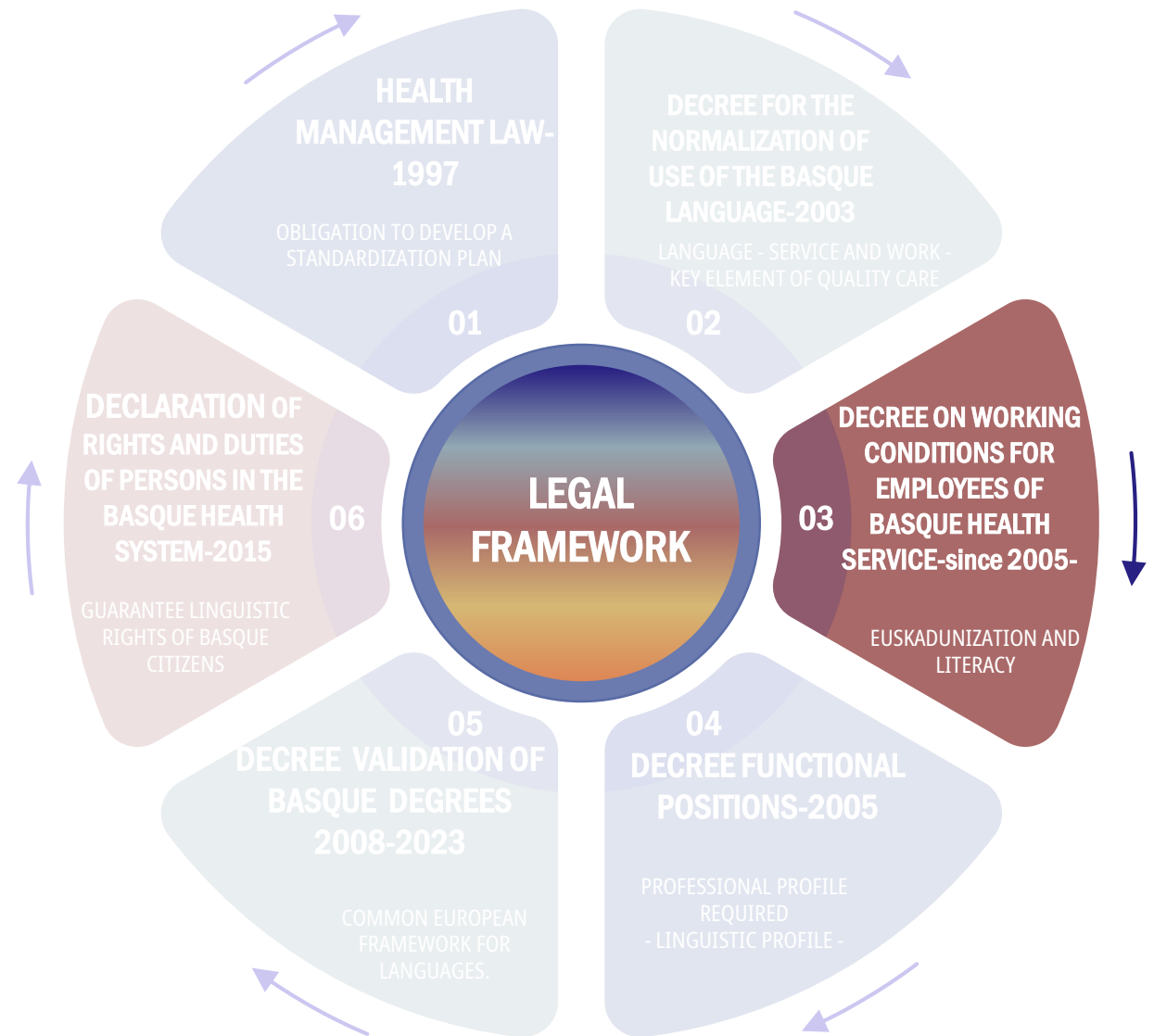
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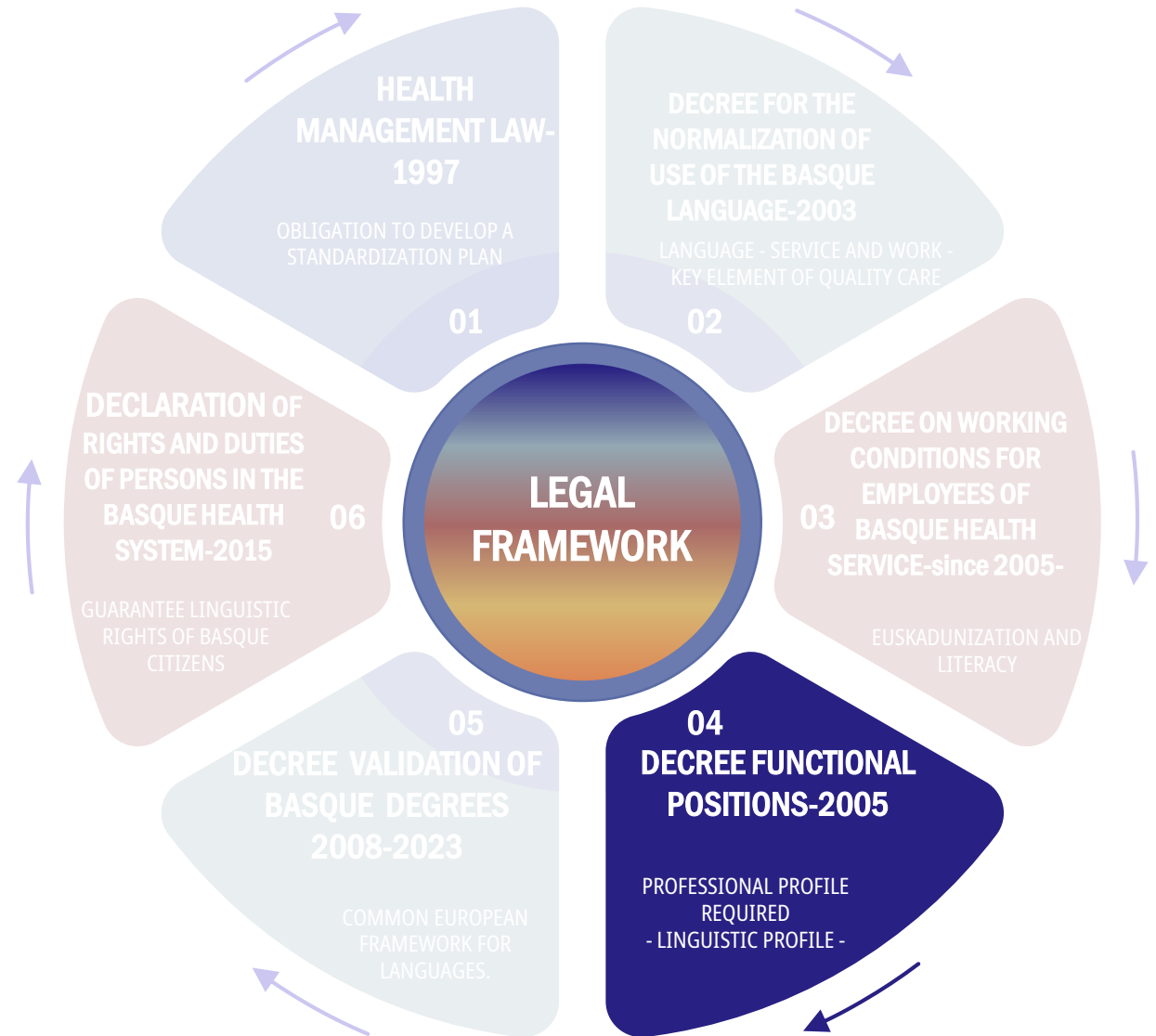
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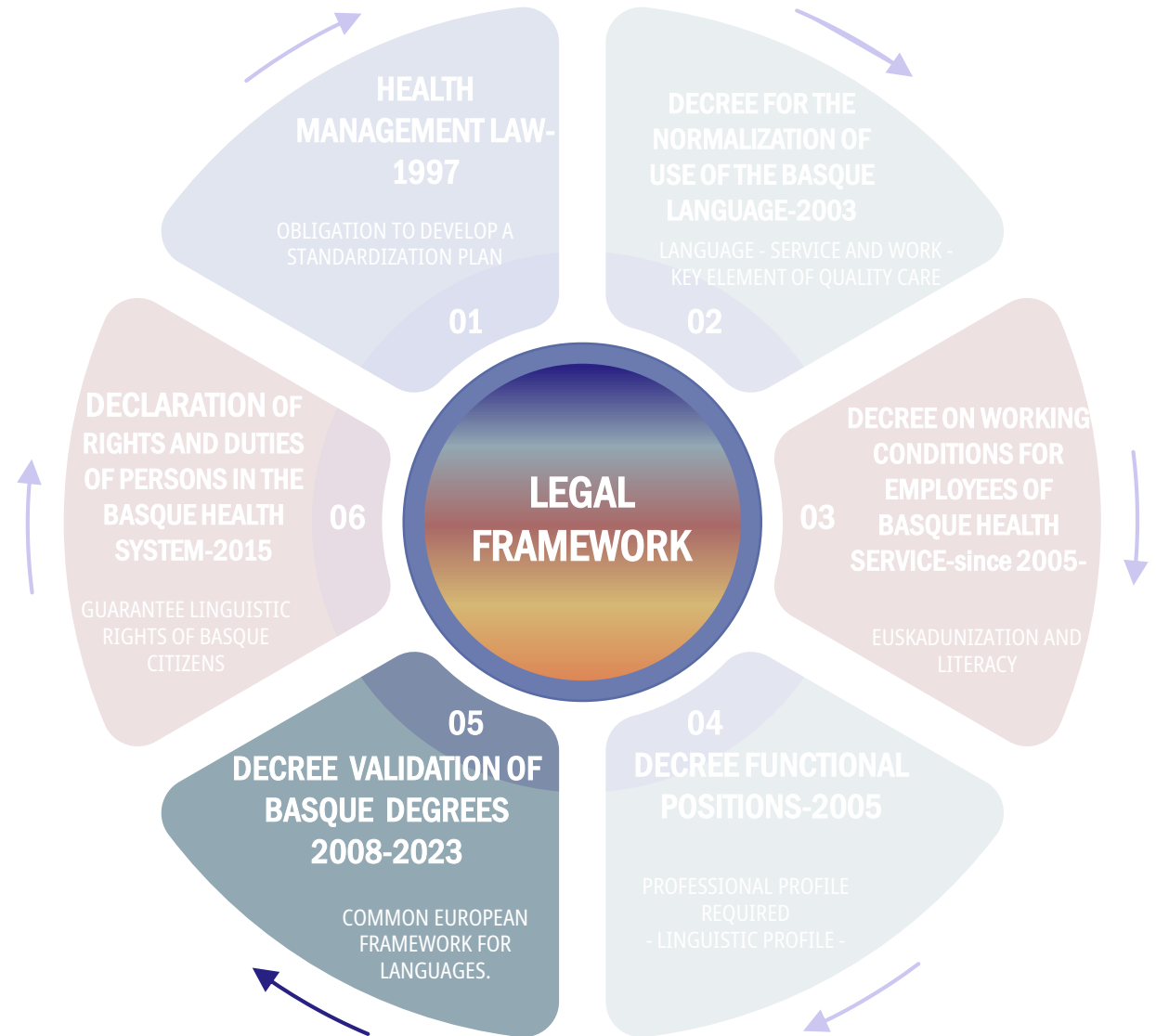
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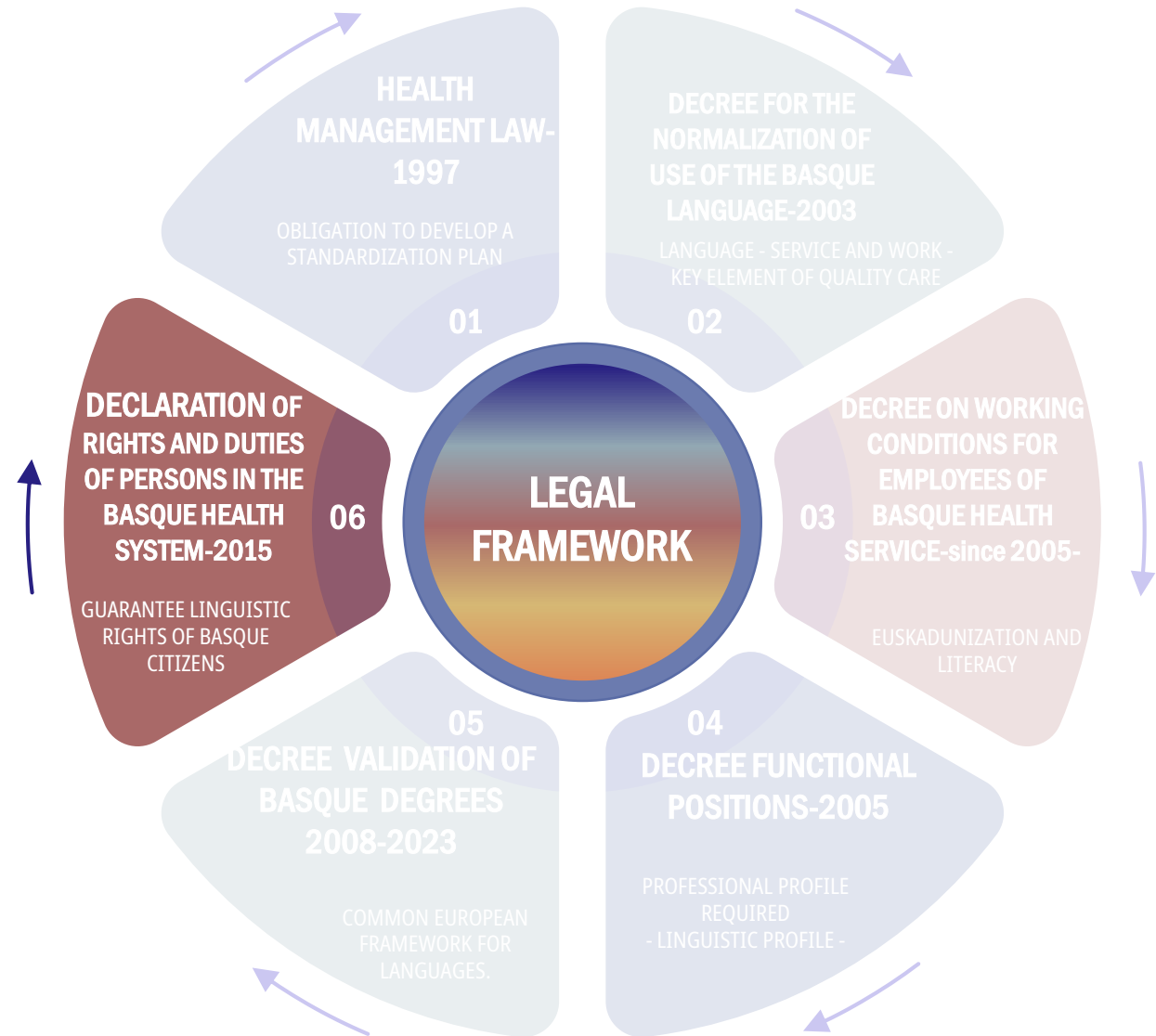
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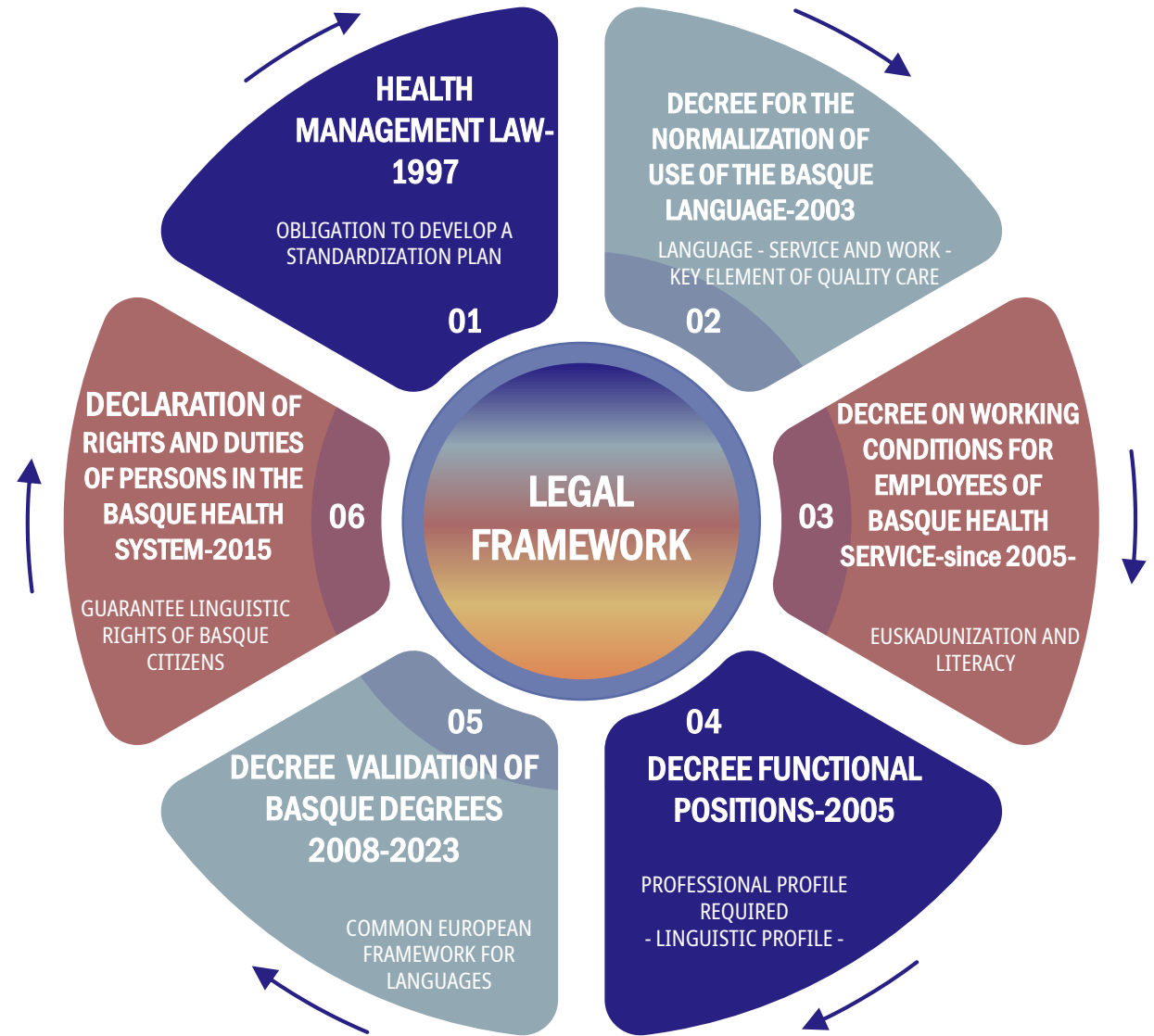
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ESTRATEGIAK/

ESTRATEGIAS/

STRATEGIES/

Strategies

LEGAL PROTECTION AND CITIZEN INVOLVEMENT

The European Charter for Regional or Minority Languages is the main instrument for the protection and promotion of minority languages

Basque Government: Basque Language Strategic Agenda 2021-2024

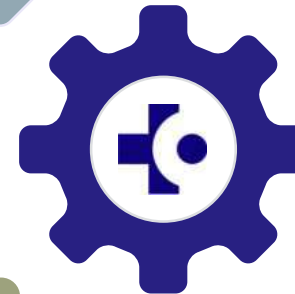
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- Language Technologies Action Plan 2021-2024 "ITZULBIDE Project".



Basque Government - Department of Health: Strategic Framework 2021-2024

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Guarantee the linguistic rights of citizens and actively promote the use of Basque as a working language.



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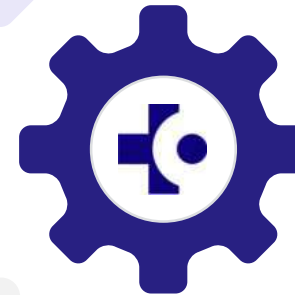
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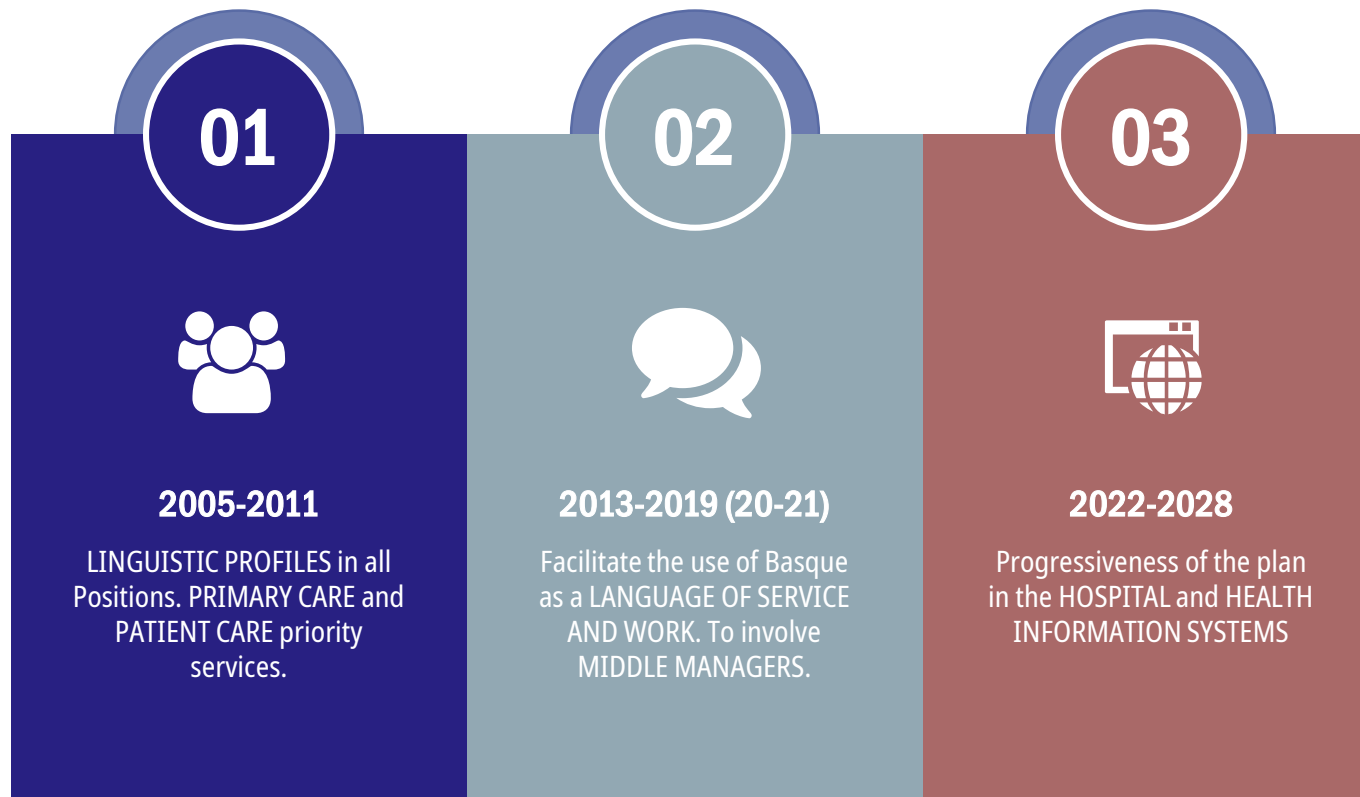


KUDEATZEKO PLANAK/

PLANES DE GESTIÓN/

MANAGEMENT PLANS/

Basque Language Plans



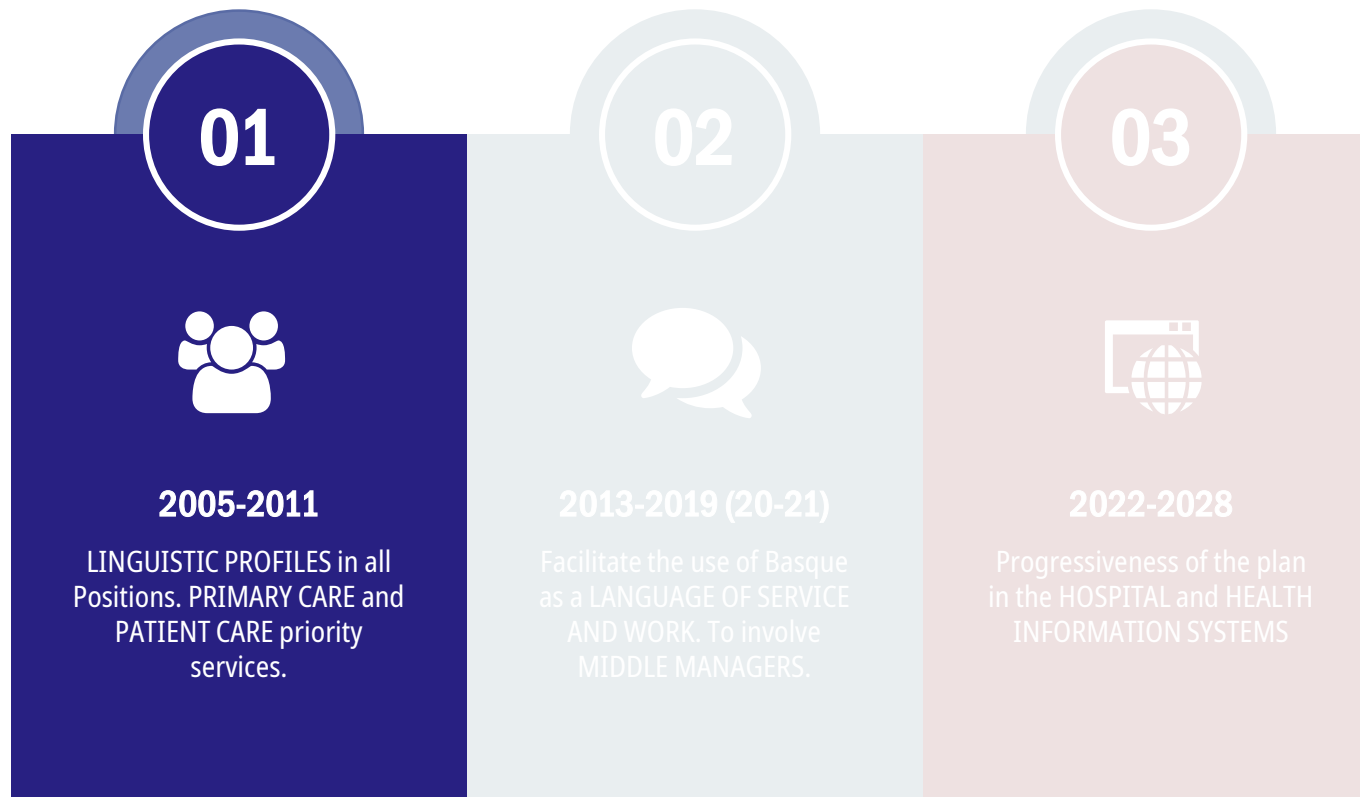
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- Progressiveness in the setting of objectives.

Basque Language Plans

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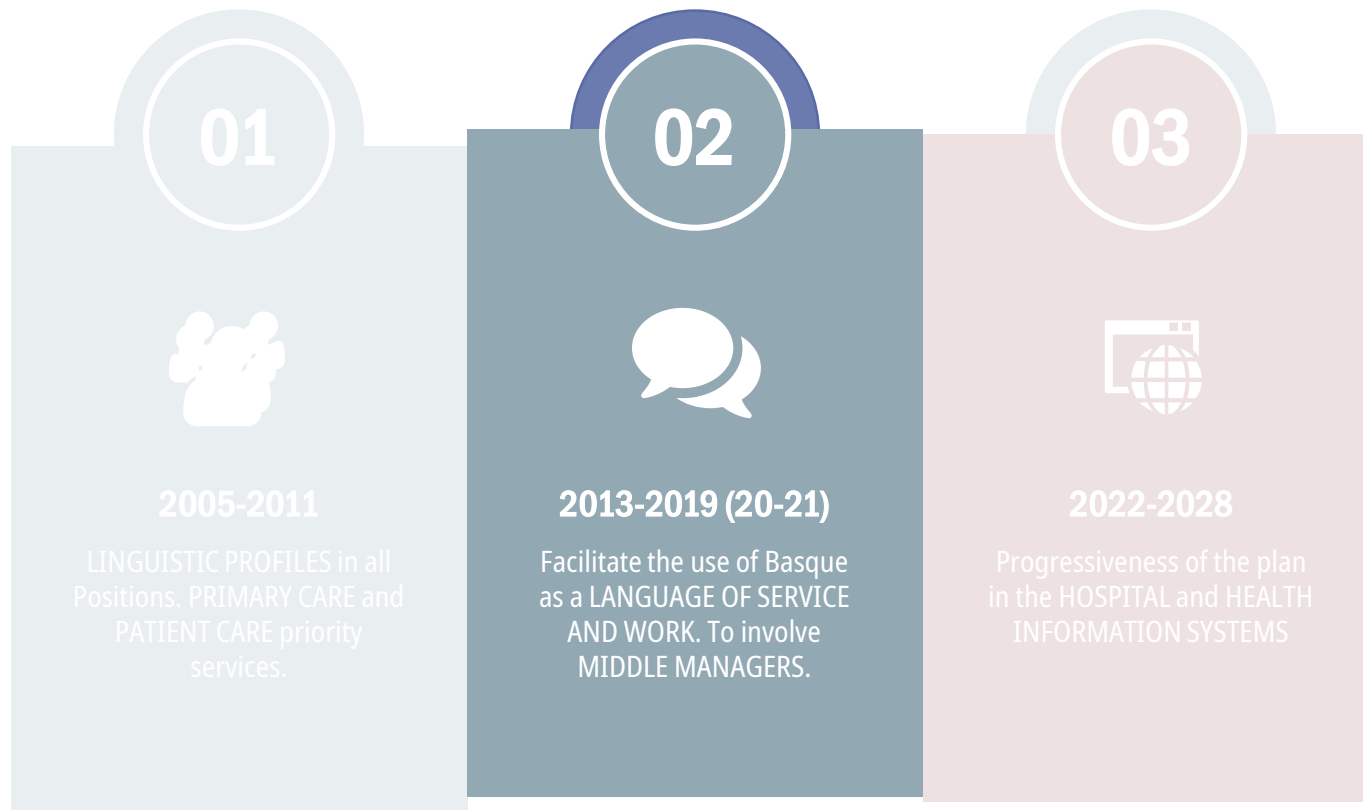


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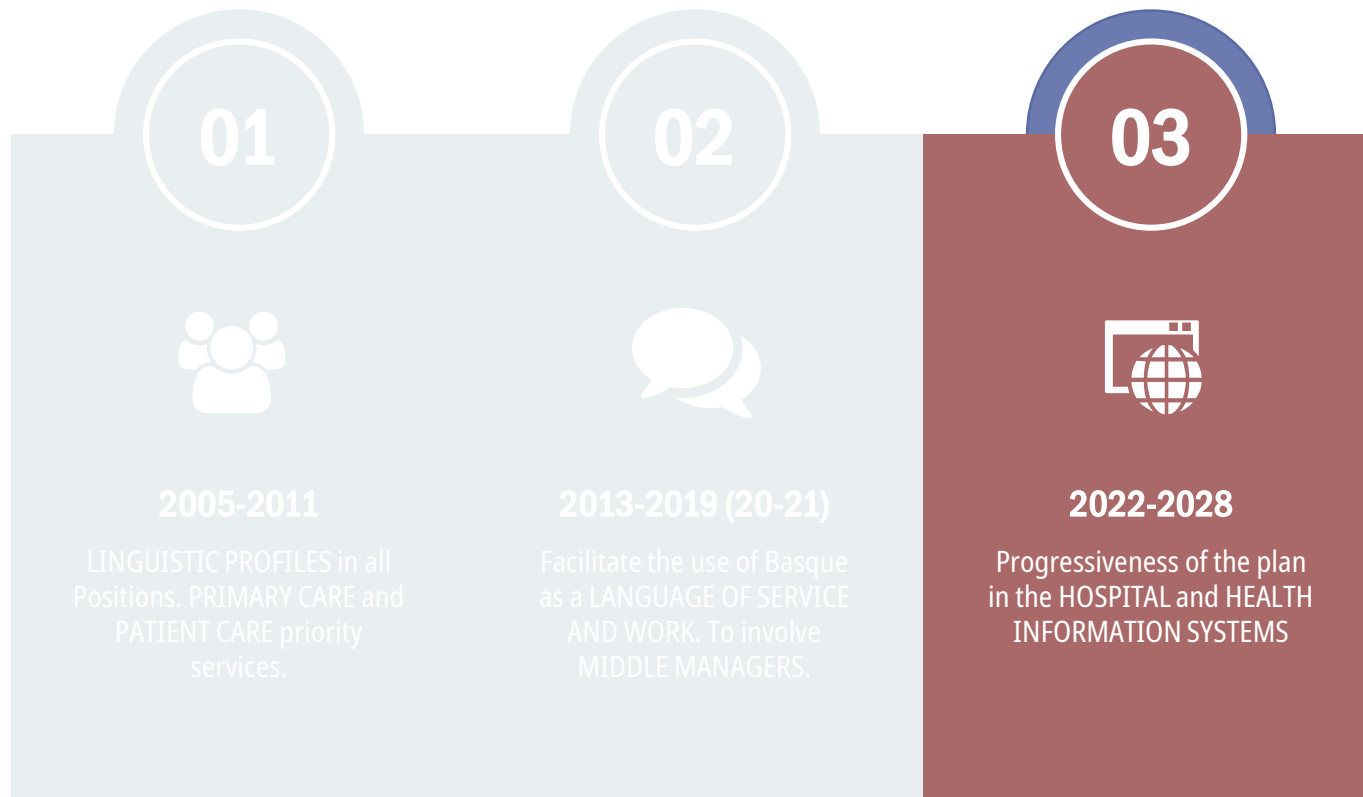
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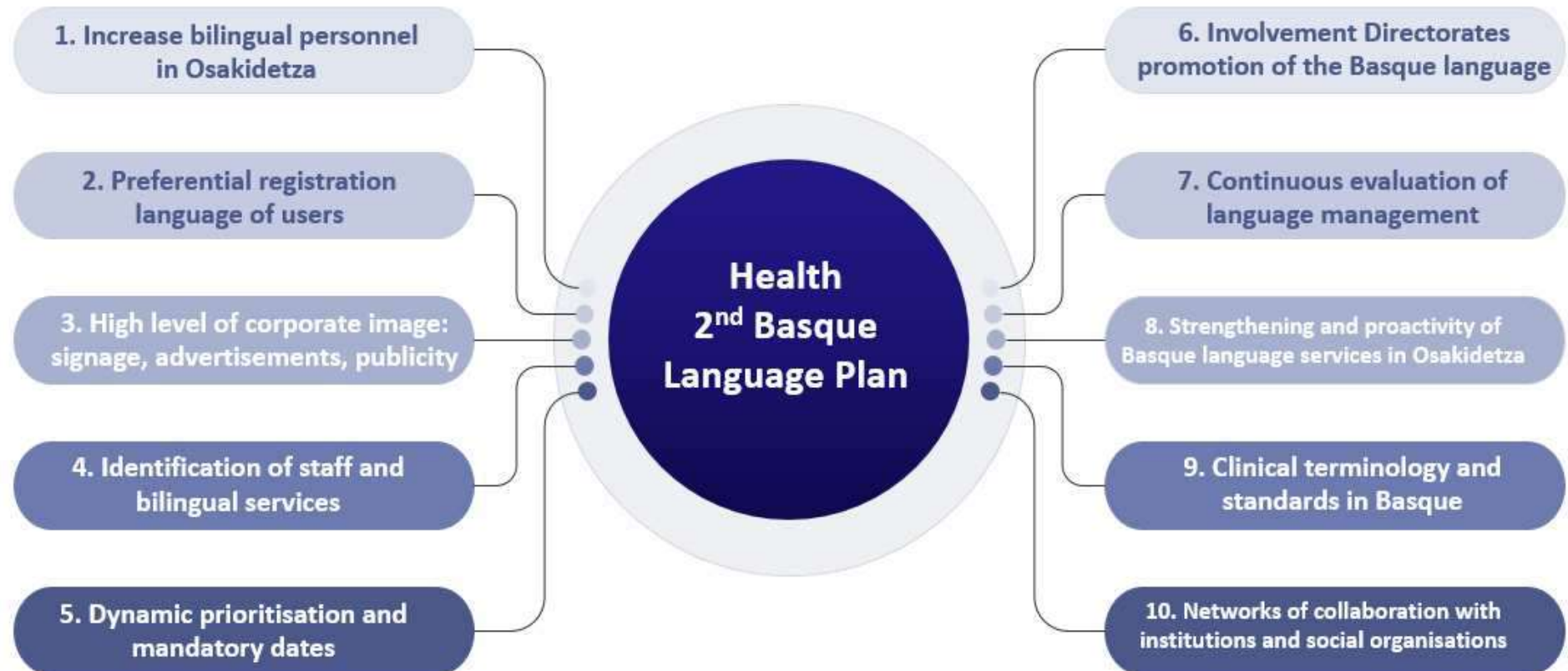
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Basque Language Plans

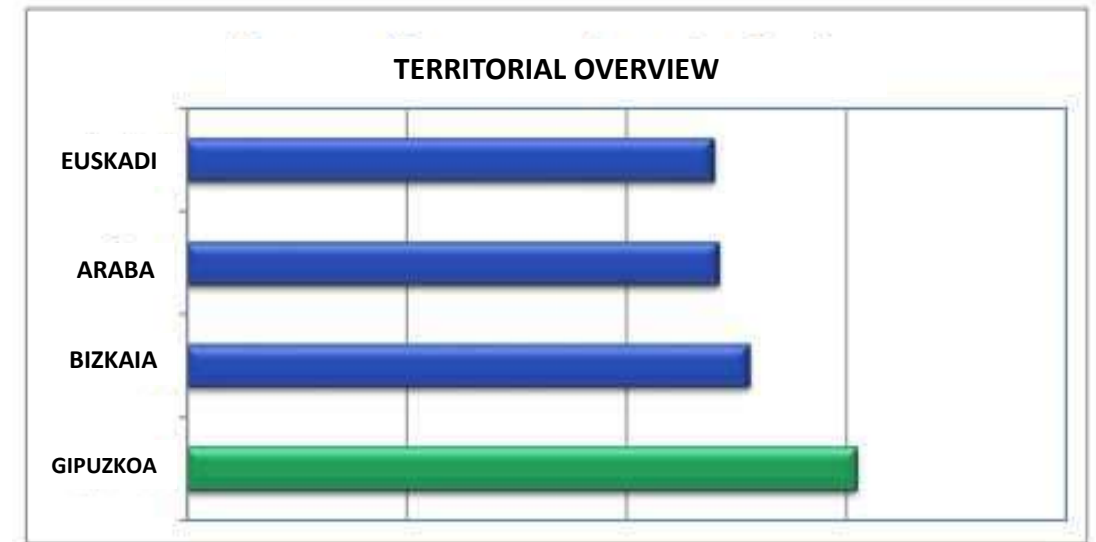
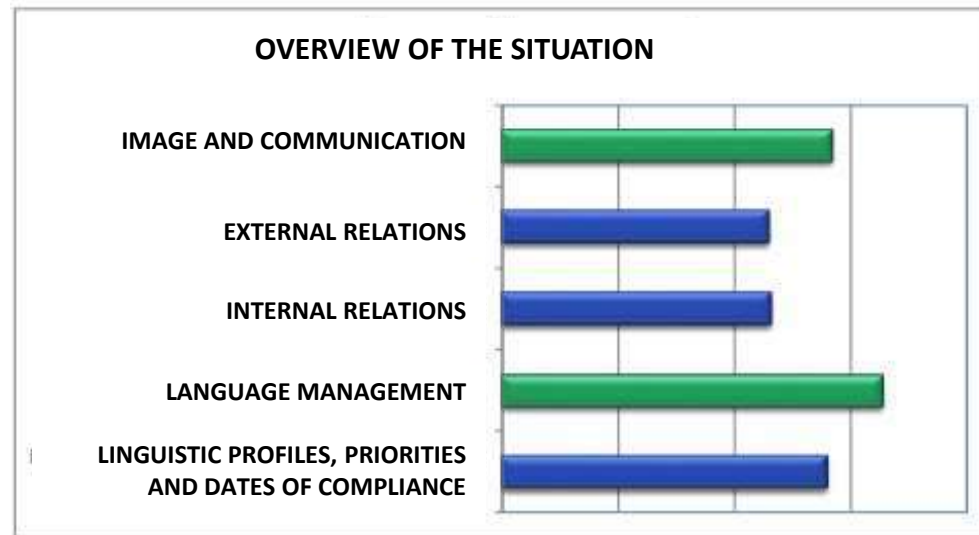
Achievements and Lessons Learned



Basque Language Plans

Achievements and Lessons Learned

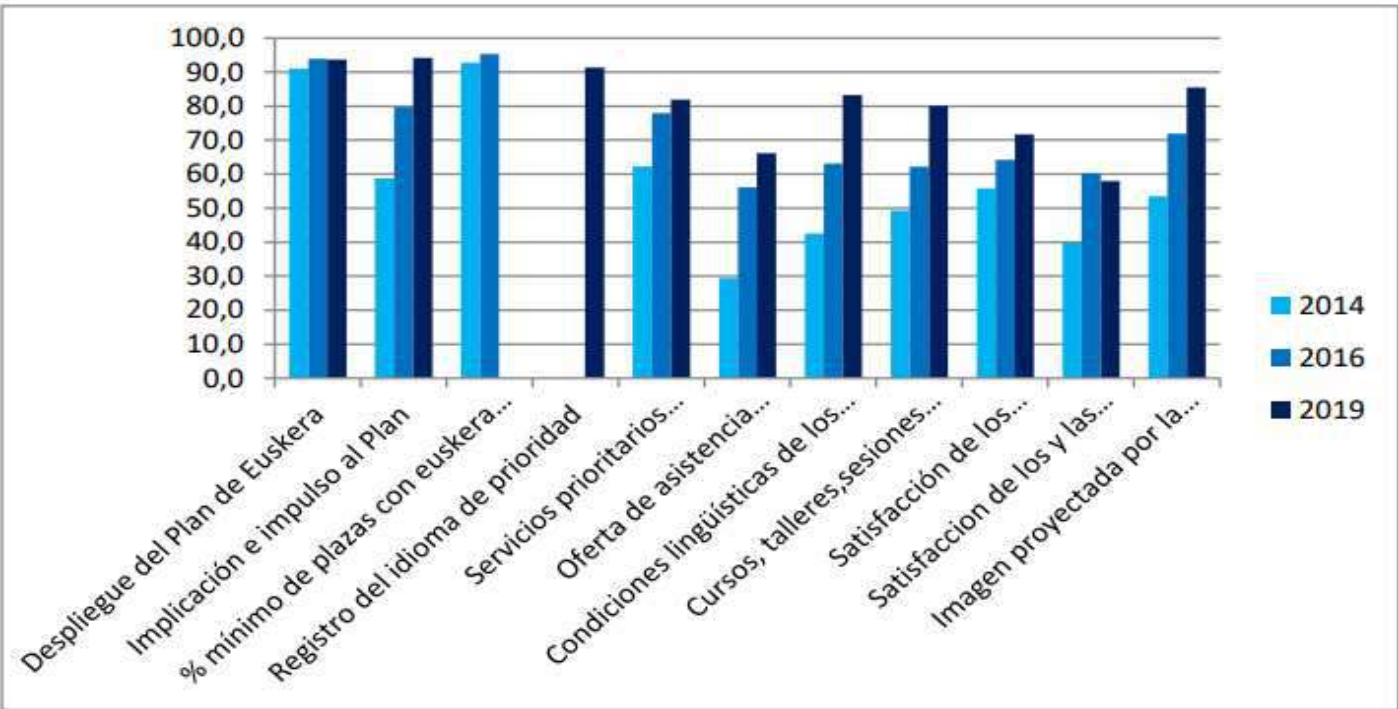
- EVALUATION OF THE 2ND BASQUE LANGUAGE PLAN



Basque Language Plans

Achievements and Lessons Learned

- EVALUATION OF LANGUAGE MANAGEMENT



Basque Language Plans

CHALLENGES: Objectives of the 3rd Basque Language Plan



LANGUAGE SERVICE TO CITIZENS

To guarantee its use in corporate communication - oral and written-

To actively and systematically provide Basque-speaking people with services in Basque.



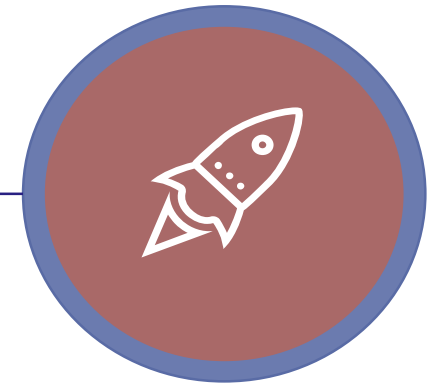
WORKING LANGUAGE

Guarantee its use in internal communications.

Allow work in Basque in corporate computer applications, medical records, etc.

Promote changes in language habits.

Generalise transversal training and asynchronous online training in Basque.



MANAGEMENT SYSTEM LINGUISTIC STANDARDISATION

Distributed leadership in the plan.

Deployment of the plan in all units through the heads of unit.

Continue measures to increase the number of bilingual staff.

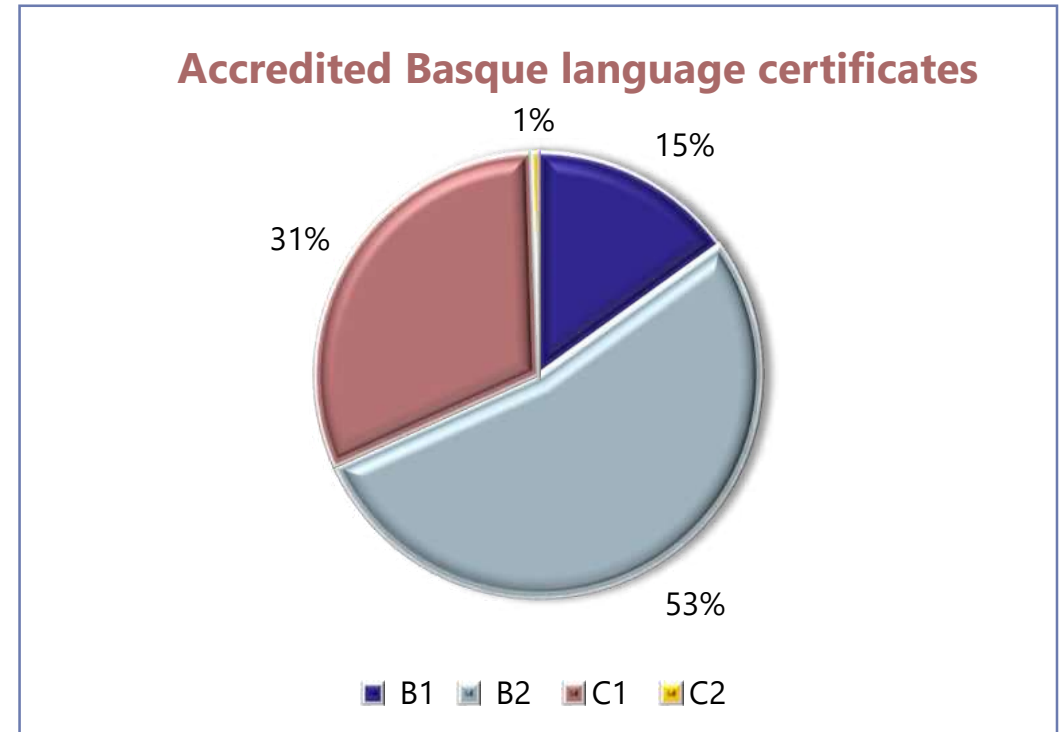
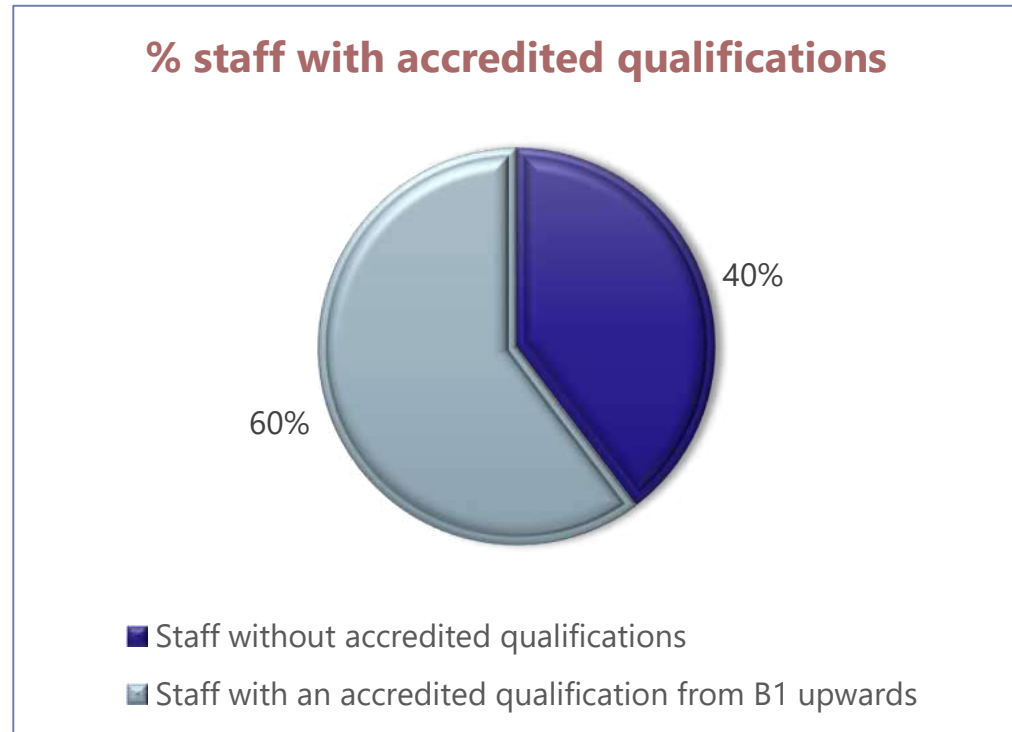
PROFESIONALAK ETA PAZIENTEAK/

PROFESIONALES Y PACIENTES/

PROFESSIONALS & PATIENTS/

Professionals and Patients

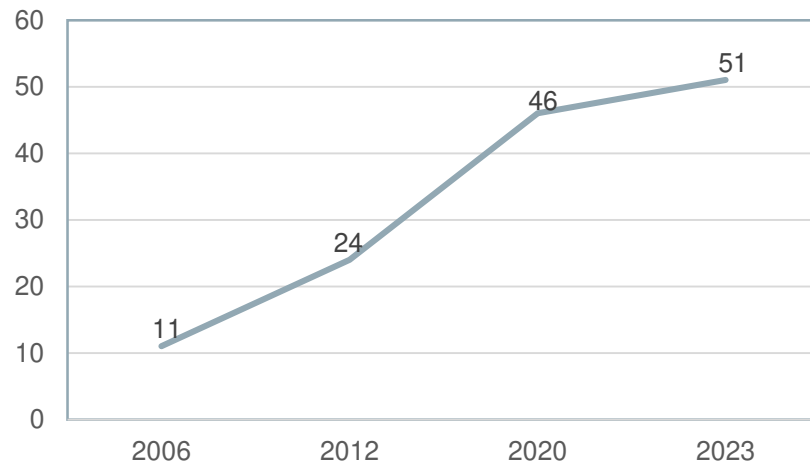
PROFESSIONALS



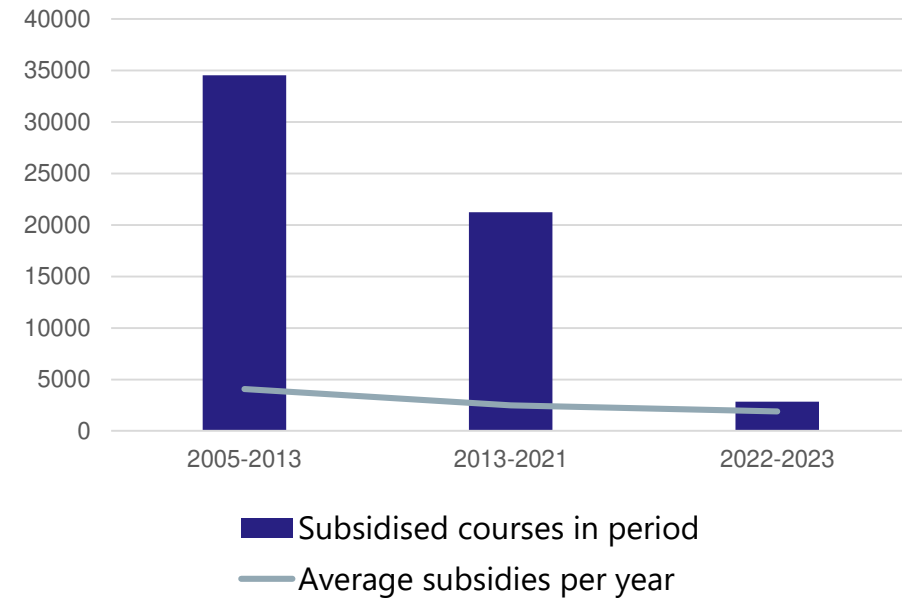
Professionals and Patients

PROFESSIONALS

Evolution % of staff with the linguistic requirement of accredited position (2006-2023)



Basque language training

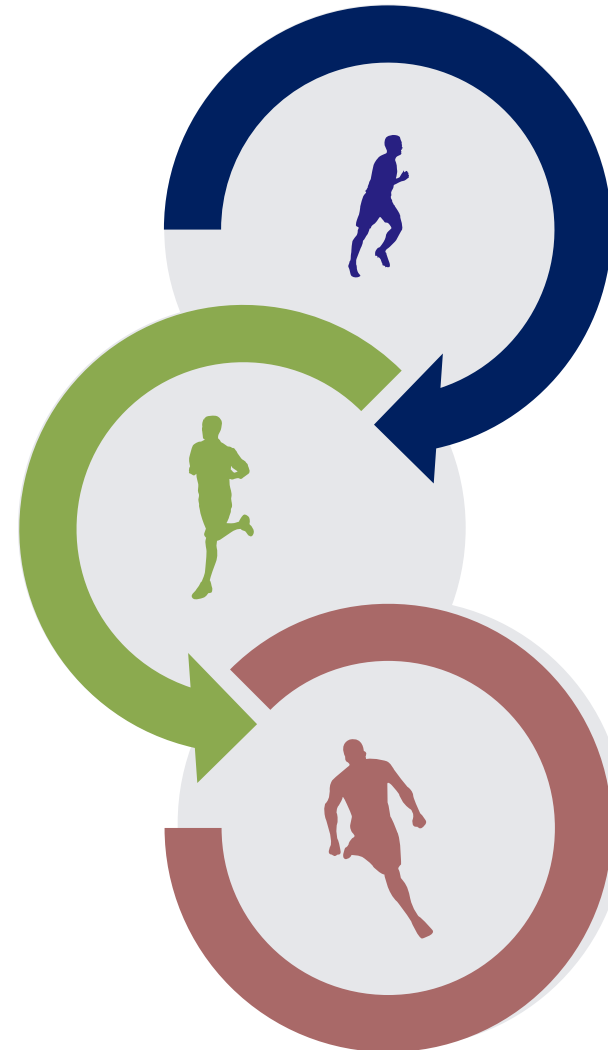


Professionals and Patients

PATIENTS: Language preference

CHOICE OF PREFERRED LANGUAGE

1.804.218
(81%)



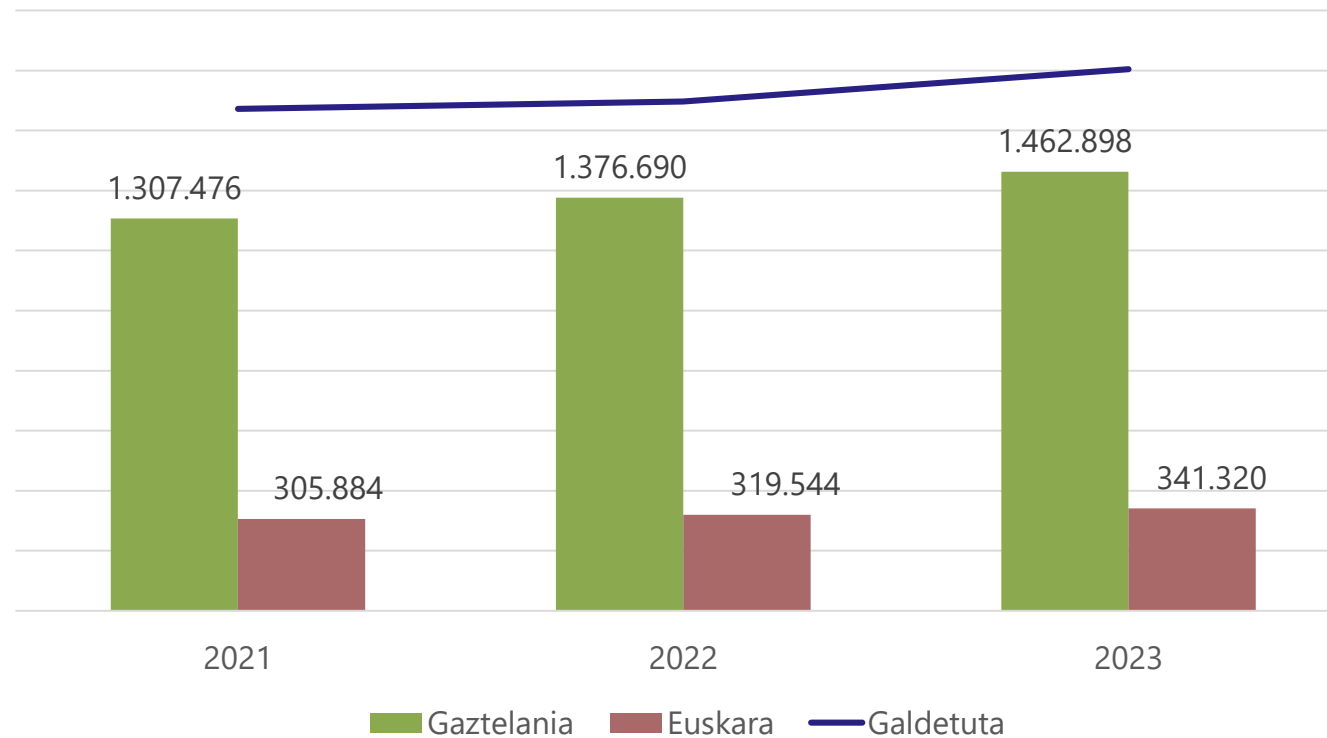
PATIENTS IN THE
BASQUE COUNTRY
2.287.089

**PREFERRED LANGUAGE
BASQUE**

341.320
(19%)

Professionals and Patients

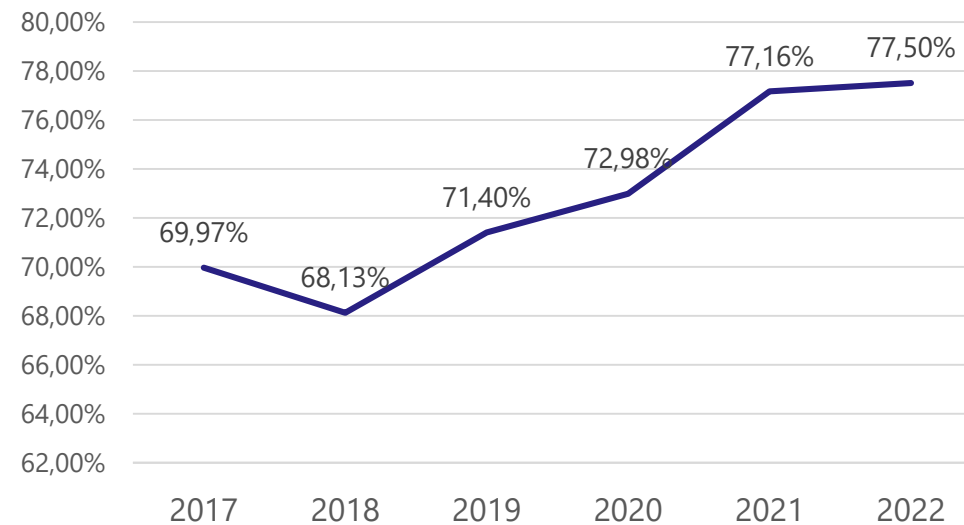
PATIENTS: Evolution of language preference



Professionals and Patients

PATIENTS: Basque-speaking patients' satisfaction with the use of the Basque language

Evolution of satisfaction



Eskerrik asko
Muchas gracias
Thank you



Euskadi, auzolana, bien común

EUSKO JAURLARITZA



GOBIERNO VASCO

OSASUN SAILA

DEPARTAMENTO DE SALUD