

The research project TONGUE (Cultural Diversity and Conflicts in Health Care Institutions) aims to explore and analyse conflict situations, their causes and resulting handlings revealed by the actors in the field with a focus on nurses and physicians. Based on the observations of causes and handlings, we identify openings and closures in dealing with intercultural challenges in the hospital. The study takes place on three levels of the participating organizations (management, ethics committee, nursing care/medical care). Methodologically, the research project is based on an ethnographic, multi-method study design. The analysis and interpretation with feed-back loops of the participants, we develop a theoretical approach as well as a practice orientated model that invite to create individual - in the sense of institutional-suitable - solutions with a sustainable impact.