

Nursing care in a multicultural context - Perception from the Nurses

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Introduction

Multiculturalism is a reality of today's world. Globalization has significant implications for transcultural nursing. For such, nurses should develop knowledge and skills that enable them to deliver cross-cultural care to people with different cultures, different lifestyles, different values, beliefs and expectations regarding the health care providers. As health institutions should be facilitators of this process, as well as the active training of nurses.

Objectives

- Nurses' perception over the multicultural care;
- Perception about their level of competence;
- Main difficulties encountered by nurses;
- Influence of the professional context;
- Training needs felt by nurses.

Methods

Mixed (qualitative and quantitative) and prospective study, using 146 questionnaires, administered to the nurses at NephroCare Portugal's 9 clinics (Multicentre).

Results

74,7% of the respondents were females, 38,4% were between 20 and 30 years old. 39% had between 1-9 years of experience in haemodialysis and 32,9% between 10-19 (Figure 1).

89,7% felt prepared for multicultural care.

87,7% recognized the importance of the subject "it allows a greater individualization of care and greater user satisfaction". 42,5% considered to be consciously competent (Figure 2).

Some dimensions were identified as more difficult: spirituality (52,7%), nutrition (45,2%) and death rituals (43,2%) (Figure 3).

89,7% referred to the employer as a facilitator, because of Company's Mission and Values (33%); Training programme (13%) and International presence (10%).

68,5% recognised the need for training to acquire knowledge (23%), skills development (14%) and to fill the training gap (4%) (Figure 4, 5).

Conclusion

Nurses mostly felt:

- Prepared for the provision of culturally competent care, recognizing the importance of individualization of care and greater user satisfaction.
- Consciously competent (aware and knowledgeable of another culture), but a significant portion (34.9%) consider themselves consciously incompetent (aware of the lack of knowledge about other cultures), therefore stating the need for training as an added value.
- More difficulty on their professional practice with the understanding of spirituality, nutrition and death rituals.
- A requirement for continuous training for the development of skills in multicultural care.

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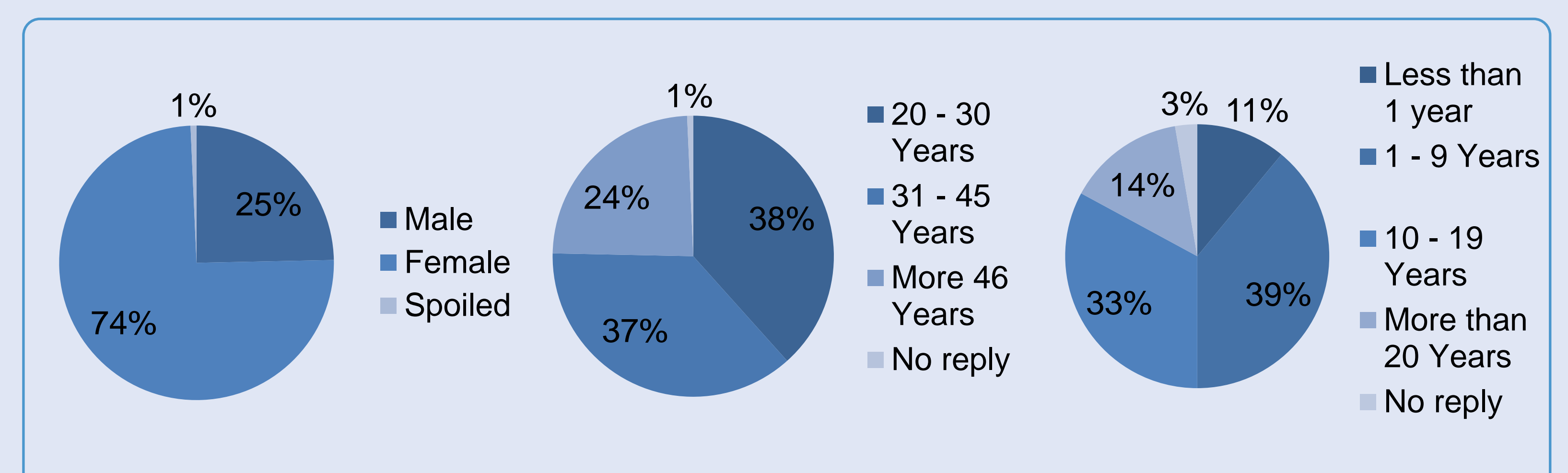


Figure 1. Characterization of the nursing population (gender, age, HD experience)

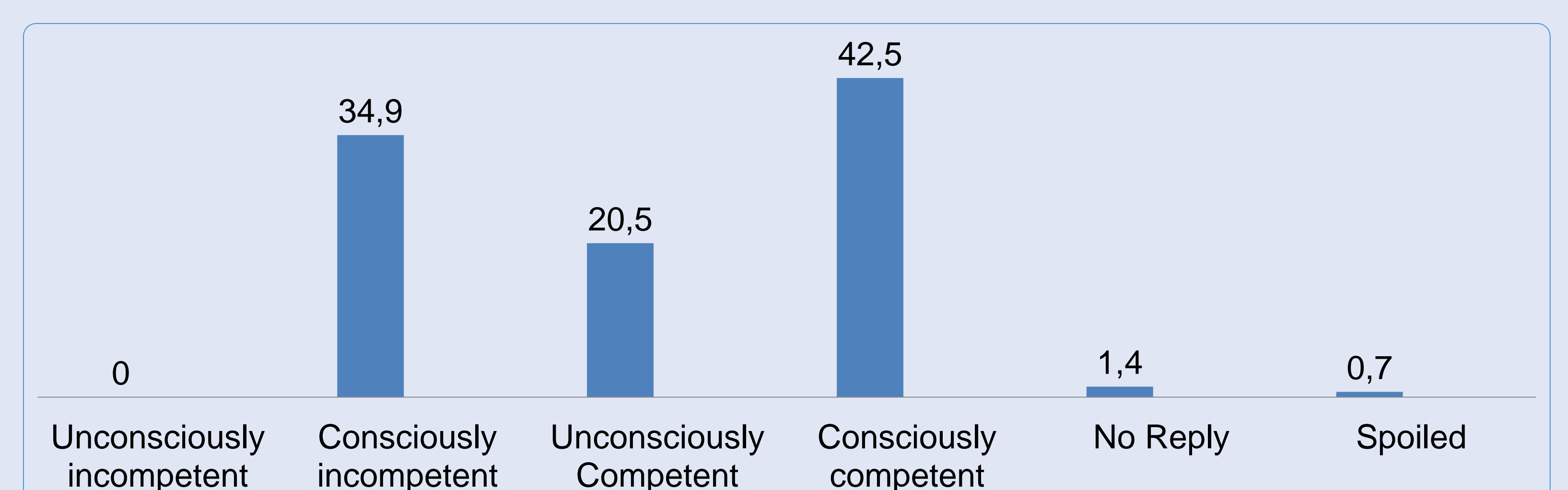


Figure 2. Multicultural competences

Unconsciously incompetent means that the person does not have awareness and knowledge of the culture

Consciously incompetent is aware of the lack of knowledge about other cultures.

Unconsciously Competent automatically provides culturally competent care to users of other cultures.

Consciously competent have awareness and knowledge of another culture.

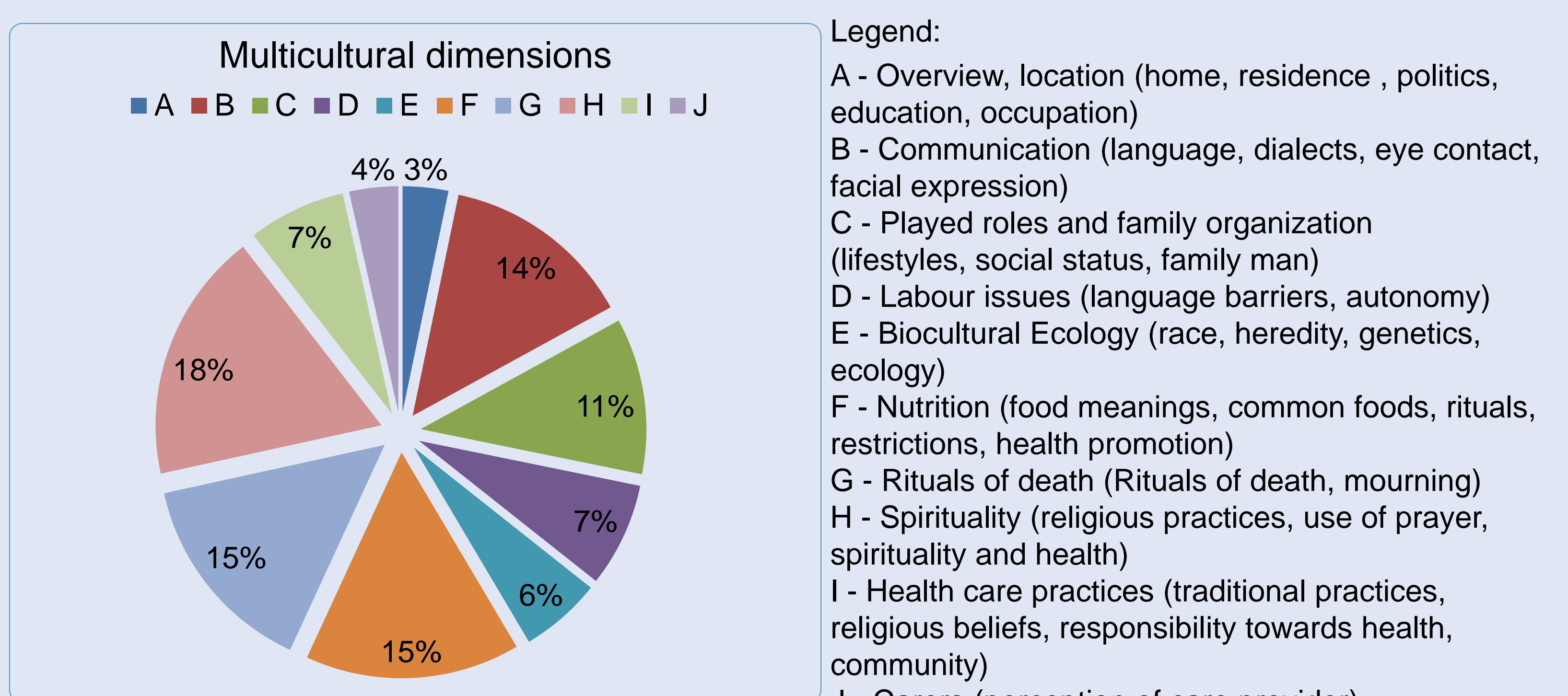


Figure 3. Multicultural dimensions where nurses recognise more difficulties.

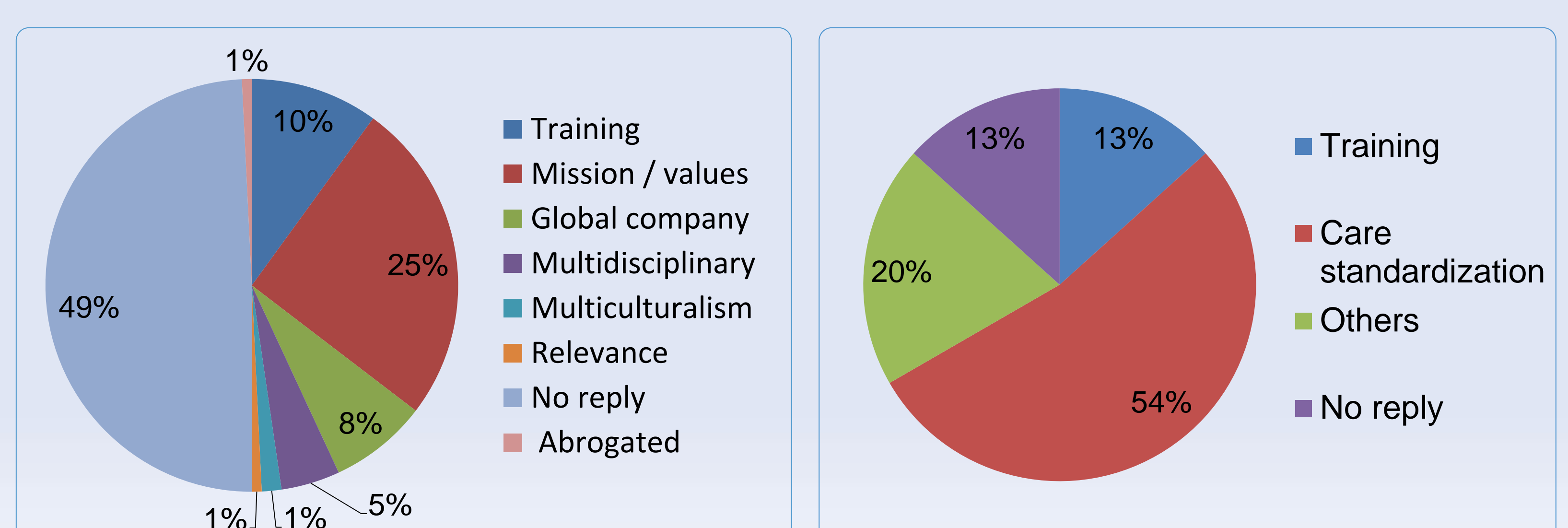


Figure 4 – 5. Facilitator institution in nurses perspective and Need's for Training.