

Overcoming nursing care challenges in a multicultural clientele for health

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Abstract

This phenomenological qualitative nursing research investigates how nurses overcome challenges in providing care to a multicultural clientele. The study involves professional nurses from diverse backgrounds, exploring their perceptions of challenges, psychological effects, and adaptation to changes in a multicultural hospital setting. Participants encompass Filipinos, Indians, Saudis, Egyptians, Syrians, Sudanese, Cubans, Malaysians, and Indonesians, ensuring comprehensive representation. Challenges in multicultural care highlight the crucial role of cultural knowledge during the assessment process. However, the Nursing Process remains universally applicable, transcending cultural differences and prevailing regardless of the nurses' or patients' races. Overcoming cognitive challenges in understanding multicultural patients is emphasized for effective treatment, stressing the necessity of competence in multicultural nursing. Managing patients involves cultural negotiations and compromise, recognizing the importance of cautious negotiation respecting diverse cultures and beliefs. In a multicultural setting, diverse cultures coexist to achieve mutual health goals, with healthcare professionals collaborating to care for patients from various backgrounds. Recommended improvements include Multicultural Policy Development, promoting workplace equity, eliminating discrimination, and fostering innovative exchanges. Cultural competence is crucial for effective communication, fostering active dialogues between patients and providers for positive outcomes. The establishment of a flexible and inclusive workforce enhances overall team performance. This research contributes valuable insights into overcoming challenges in multicultural nursing, promoting cultural competence, and fostering positive patient outcomes in diverse healthcare settings.

Keywords: challenges, health, multicultural, clientele, nursing care

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1. Introduction

Culture and health care system and setting have distinct relationship as far as populace is concerned. Culture depicts an essential role in how health is perceived utilized and the way healthcare is analyzed and evaluated (Yaman et.al, 2016). As such, it has been seen that there are many barriers identified in to accessing healthcare Multicultural health care setting, necessitate knowledge of the guiding principles for health care as well as how culture may affect those guiding principles. In today's scenario in health care, cultural differences in the competency of health receptors and providers, as well as race, gender, and ethnic disparities, health is determined by many factors outside of the traditional healthcare setting and the norms to which social, political, and physical attributes are affected. Healthcare practitioners must give their patients thorough and culturally suitable health care. Healthcare providers have to provide culturally competent care for patients of varied cultural backgrounds as a result of 'duty of care demands and a credo of practice. When Saudi and other patients are hospitalized and receive care from healthcare professionals who do not understand Islamic principles and Saudi cultural beliefs and values as opposed to the beliefs and values manifested by various patients who do not belong to the Islamic group, some cultural clashes may occur. Saudi Arabia's healthcare workforce is a unique multicultural mix of Saudi and numerous other nationalities.

The COVID -19 pandemic as a real menace, depicts the challenges in health care in terms of provision or adequate staff, safe and quality care and establishment of safe environment and adequate supplies. The most challenging is providing care among individuals known as the health care workers. Having been a nurse in a foreign country investing in the health of multicultural society, nurses are regularly required to care for clients from different nations, different races, and various cultural origins. The challenge influences an awareness of cultural differences which focuses on those differences and results in better health outcome. Cultural dealing and competence in carrying out nursing activities implies the ability of the nurses as provider of care to provide the greatest medical care possible and providing patients with nursing care while displaying cultural sensitivity and respect for their beliefs, race, and values. The nurses called for the virtues of empathy, establishing good relationships and communication with patients, and paying closer attention to their demands. Of course, multiculturalism in the Nursing industry is vital since it provides possibilities to deliver better treatment to patients. Nurses who understand their patients' culture, environment, food, habits, religious beliefs, and so on can provide the best treatment.

In the Multicultural Society of Saudi Arabia, nurses were mandated to be in multifaceted responsibilities with the task of providing culturally competent which is the so called congruent attention to the people of varied cultural backgrounds. It creates obstacles since it necessitates embracing the patient's cultural needs in order to give quality and very satisfactory care and customer services. Nurses and health workers must acquire specific information, skills, and attitudes in transcultural or cross-cultural nursing to improve health outcomes within a cultural context. The multiple nations which have been a product of human importation while engineering and developing all the services and system of Saudi Arabia brought the proliferation of multiple races, multiple cultures and various health needs of people which challenges the nurses in the provision of health care services to the whole populace thus the study aims to determine and assess the challenges imposed to nurses in the provision of care to diverse patients of the hospital where the researcher works thereby determining how multiculturalism affects the provision of nursing care. The research will delve further into techniques and activities that can be utilized to educate nurses to deliver culturally competent nursing care. The study explored on how the nurses overcome the challenges in the provision of care in a multicultural clientele.

2. Methods

Research Design - The researcher utilized an in assess on how do the nurses overcome the challenges in the provision of care in a multicultural setting. In qualitative nursing research, phenomenology was an effective approach to methodology. It allowed researchers to set aside their preconceived notions about a phenomenon and interpret participant experiences. Exploring the experiences of others facilitated the discovery of insights that were previously unavailable.

Participants of the Study - The study was participated by professional practicing nurses in the hospital with at least two years of experience and having been exposed to different areas. The said nurses were chosen according to their nationality, from whom 5 nurses were identified from the Philippines, 3 Indians, 2 Saudis, 2 Egyptians, 2 Syrians, 2 Sudanese, 2 Cubans, 1 Malaysian, and 1 Indonesian. They were chosen regardless of their demographics

Data Gathering Instrument - The researcher followed a semi-structured textual interview approach to further explore the perception on the challenges in the provision of nursing care, the psychological and psychosocial effects in overcoming nursing care challenges they are facing and how do they embrace the inevitable changes and challenges in the provision of nursing care in the hospital which is a multicultural setting. Further, the study also explored the improvements in the approach to overcome the nursing challenges in the provision of the care to diverse multicultural patients. The formulated interview questions were carefully aligned with the care delivered by practicing nurses in the hospital, which was chosen to be the local of the study, having been known as a multicultural setting in services. The entire questionnaire was thoroughly examined by the researcher and was subjected for consultation and review of the research adviser. In addition, the questionnaire underwent pilot testing and was refined accordingly.

Data Gathering Procedure - The gathering of data for this research study followed a series of systematic procedures. The procedure began with the identification of the desired topic and its target respondents. As the questionnaire was being developed, it is still to be submitted to the research adviser for consultation, validation, and approval. After successfully obtaining the research adviser and department dean's approval, informed consent forms are to be secured from the hospitals to allow the selected nurses to partake in the research process. Subsequently, the researchers collaborated with the participants and exchanged the necessary contact information so the interview questions can be discussed for some details with consideration to their work schedule, participants shall respond with their answers during their most convenient time.

Ethical Considerations - This study was authorized by the hospital and approved by the Research Ethics Review Committee wherein the researcher studied. In this particular study, respondents were given full disclosure about the entirety of the research, especially its purposes and its methods. Communication between the researcher and the respondents were observed with integrity and objectivity. The principle of beneficence was practiced as the welfare, safety, and comfort of the participants were given due considerations. Private and personal information such as names, addresses, and healthcare information were asked but treated with utmost confidentiality thus ensuring their privacy and anonymity. In addition, the researcher fully informed the respondents that they have freedom to withdraw participation in the study at any point in time as a matter of respect to their right to self-determination and mentioned the benefits and risks of the research study.

3. Results and discussion

The researcher has made and facilitated the face-to-face interview with various nurses of different nationalities working and serving patients in a Multiple Clientele for Health Facility on how they overcome challenges in the delivery of care. As such the following were extracted and transcribed from the data gathered from 5 nurses from the Philippines, 3 from India, 2 from Egypt, 2 from Syria, 2 from Sudan, 2 from Cuba, 2 from Saudi Arabia, 1 from Malaysia and 1 from Indonesia. (n=20)

Theme #1: Perception of Challenges in the delivery of health care

Question #1: What are the challenges you have encountered in providing care and other services to multiple clienteles in your healthcare facility and how do you perceive the challenges in the delivery of health care to clients in relation to:

All of the participants claimed that there were identified challenges in patient assessment:

Out of 20 participants of the study, 20 nurses from different countries have answered that “It is quite challenging to perform a full assessment of all patients. Due to the diverse cultural background of patients, some are relevant to cooperate in gathering both objective and subjective data.”

It is said that unfamiliarity with the assessment of culture, may lead to different understanding of assessment, lack of clarity about the activity being carried out for the intended outcomes. Non-cognitive variables, such as Assessment involves making use of a variety of methods in order to make a determination; The term "multicultural assessment" refers to the cultural environment in which the evaluation is carried out, specifically an environment in which people from a variety of cultural backgrounds interact thus the assessment process may have different interpretations to patients of different culture. Therefore, one of the most important aspects of providing good nursing care, which begins with the assessment process, is for nurses to have cultural knowledge and practices, as well as an understanding of the culture of the patients they are caring for. (Alexis & Vydelingum V. 2005)

From the Filipino nurses and the others from Cuba and India, claimed that they have perceived the challenges in the assessment process by interviewing the patient in the simplest way where they can deliver the kind of assessment that they want and would sometimes rely on doctors/colleagues who know the language.

Having clarity of doctor’s order gives a definitive direction. It allows to define the goals and create an intentional path to achieve the goal of activities carried out. Clarity ensures that their nurses are not distracted by tasks and directions that are not aligned with the nurses and their version of success.

Total utilization of the Nursing Process - Comprehensive nurse-related assessment, diagnosis, implementation and evaluation are sometimes challenging due to the difficulty in adapting to the country's culture, religion, and language intervening the smooth facilitation and utilization of the Nursing Process, hence there's a unified standard approach based on the fundamentals and core of nursing care, that we have to follow, as per manifestation of the remaining nurses from Saudi Arabia, Indonesia, Syria and Malaysian. Subjectively patients are impatiently detailing the important symptoms directly related to their illness or disease. A lot of irrelevant manifestations and complaints by the patient. As mentioned by four Filipino nurses and the Syrian nurses as well. Further, a thorough assessment bounded by time and expertise constraints were mention by half of the total participants of the study claimed as: There should be a thorough assessment of the client to give proper care and due to the language barrier we cannot able to assess patients properly, non-taking patient history. Several such as expertise, time constraints, and lack of cooperation from the client.

The utilization and careful implementation of the Nursing Process does not require a multicultural clinical setting though it has been extracted from the study that regardless of the race represented by the nurses or whoever they serve the application of the Nursing Process prevails because it provides the framework for nursing practice and activities reflecting of what plan and interventions are to be done to patients as it is necessary in the delivery of care. The application of the nursing process provides evidence that the scope of the function that nurses play in patient care is significant (NA, 2022).

Health literacy of nurses and clienteles/participants - As discussed by all participants, with limited health education, clients need more time to be educated and given advocacies so as to persuade them of the importance of disclosing any history or health issues, or medication they often used and to have basis of application of

holistic Nursing Care through Nursing Process. Although nurses came from different nations and with different nationality, Standards of nursing care and Nursing process is highly observed and considered. Also, nurses. lack of cognitive and psychomotor capabilities and limitations to put into practice the Nursing Care process as the culture and educational level on illness and practices varies on the norms, acceptability and compliance of clienteles, such as blood donation and blood infusion, dietary compliance, spirituality variances and social norms. As said by one participant from Indonesia, “I sometimes, did not notice that the culture of the patient is different from me as the care provider and the other patients whom they co-exist in the area because they tried so hard to match themselves with our culture, so I did not see the difference.” But the positive note there was, most of the nurses claimed that Mutual understanding was evidently shown in dealing with patients in the Multicultural hospital health care setting. Some of the nurses mentioned that when the culture of the patient is different from their own, they make an effort to give the patient improved support, increased attention, and care, and do their best to ensure that the patient does not suffer as a result of the cultural differences between them and themselves. They also frequently mentioned that they understood the patients' weirdness since they also have experienced being strange and the challenges that come along with it. These culturally varied nurses are similar to them. Because of this, they make an effort to pay greater attention to these patients and help them further improve their understanding of sickness throughout the entirety of the hospital as well as in any other areas of the hospital in which clients of a multicultural background are catered to.

Limitation in understanding of health and illness has been identified as a contributor to ethnography and other health disparities through mechanisms of poor compliance and understanding, as well as inadequate access to help in health care. This contribution can take place in a variety of ways. If cultural differences between patients and clinicians are not appropriately handled, they have been highlighted as a factor in poor health outcomes through misunderstanding, conflicts in values and ideals, and an increase in the disparity between patients' and providers' perceptions of illness and health (HRSA,2017).

Challenges on Communication - Challenges in communication have been widely recognized by all or 20 participants in the study. They all said that, there is a moderate degree of difficulty in establishing proper communication with due to the different languages used. Some client has difficulty expressing themselves at times there is a need to seek help from colleagues to serve as a translator to understand fully to concern of the clients. Another comment was identified from the Indian nurses as she said, “the Language has been the most challenging part of patient care for me as a first-timer in the country. The easiest way for me to communicate with patients was to ask some locals to translate things and gradually learn the language by asking and searching for translations on the internet.” Although it has been emphasized by both nurses from the Philippines and the three other nurse nationalities such as Indonesian, Indian and Cuban, “Effective communication is needed at times compromised because of a language barrier. Non- Saudi nurses could not provide for the needs of the patients at times. Also, comforting words cannot be offered by the nurses because of these hindrances. Thus, the language barrier is a big factor in establishing communication between nurses- client because some client is not good in English and some nurses are not fluent enough in Arabic. But with teamwork from the social worker on duty and the physician, we were able to overcome this hurdle.

Based from the Arabian nurses, dealing with different cultural backgrounds and languages are always the so called barriers, especially the way the patient perceived like the expected treatment, hence language translator is inadequate. Which apparently and visibly obvious that there is a language barrier between the nurse practitioner the patient and significant others causing misunderstanding, especially during handover by the nurses, flexibility in rendering nursing activities when the language barrier is the most common and as a nurse, flexibility is the key, and practicing the common language is the solution. And for all. It has been mentioned that acuity of symptoms hindering proper communications, ineffective policies and procedures, language difficulties, poor communications skill, workload pressure, lack of standards communication structure, lack of client engagement, and limited work time, are also the most identified challenge in communication.

In the existence of multicultural Nursing in a multicultural Clinical Setting, through communication, nurses

are able to better understand their patients and more effectively meet the requirements of their patients. It is essential to the field of nursing since it enhances a nurse's capacity to accurately assess the state of their patients. Patients should be able to understand the medical issues being discussed, as this will facilitate a functional nurse-patient connection as well as mutual cooperation. In order to provide better health management and outcomes for their patients, nurses make it a point to carefully listen to and comprehend the problems of each individual patient (Ashipala & Matundu, 2023).

Theme #2: Overcoming Challenges

Question #2: How do you overcome the challenges presented in relation to:

Cognitive Ability to understand Multicultural and diverse patients - Majority of the participants claimed that, "Due to moderate knowledge in understanding multicultural and diverse patients. It is important to continuously expand the knowledge through access to journal articles, internet resources, workshop presentations, and personal patient care experiences. Accepting the fact that I am in a different setting compared to what I'm used to having been the biggest challenge for me but I learned to deal with it and embraced the reality that this is what I'll be dealing with daily while I 'am still here. If our mind is trained to be flexible, understanding, and accepting, diverse cultures will not be an issue. However, Filipino and Cuban Nurses expressed that, "Being resourceful and diligent enough to do research and asking those who know better, learning and understanding will always be a continuous process. It is never-ending. Personal education, orientation, and having a good constant relationship with the locals or people around, while the rest of the participants answered that "Resolving individual cultural differences that can create problems between health care providers and patients. Having a lot of patience to understand them."

Multicultural Nursing competency has been established as critical to effective patient care. Differences in culture can unrest internal equilibrium thus causing negative emotional responses, which in turn can affect behavior in the nurse- patient interaction. Strategies for improving multicultural care focus on educating the practitioner to recognize and embrace cultural differences and encouraging empathic behaviors. It proposes some conditional strategies that utilize cognitive, top-down strategies to regulate the emotional response. With regulation of emotional responses, behavior can be improved, resulting in better patient care outcomes and better understanding and participation of patients in the care regimen and management (Albieri et al., 2017)

Multicultural competence - It is with strong agreement from all the participants of the study that, "Through discussion and consultation with senior colleagues and management to ensure that conflict and settled for the welfare of the patient and being able to understand and respect one's culture is the simplest means of being able to connect with patients. Dealing with it is a continuous and life-long process of improvement and learning and it will always be dealt with wherever the future leads us." As such some of the participants from India, Cuba and Indonesia, "Some of my colleagues may not be as competent as others because of their unique backgrounds and experience. The competence of co-nurses also affects our ways of providing nursing care. With sufficient knowledge and skill acquired from years of experience. I also believe in the effectiveness of good teamwork." And from the Saudi Arabian Nurses, Egyptian and other Filipino nurses, "We must know the different dos and don'ts of culture, by understanding the culture, show interest in a positive learning culture. Acknowledge the gaps of difference. thus, having a positive attitude, being friendly, kind, etc, and involving myself in them is one way for us to understand each other. Respecting their beliefs and showing equality can gain a positive outcome. We need to be flexible. Need to understand the value of each individual in terms of their nationality and culture that we are different from each other" and for all the participant they do have the same opinion that they shall be opened and considerate of other cultures"

Due to the need of humans to maintain homeostasis and categorize their environment, it may be difficult to always provide culturally competent care. When this equilibrium is disrupted, emotional deterioration may occur, which influences the behavioral strategies of practitioners in treating and managing patients, as it must be taken into account that managing patients with unstable emotions can be fatal, thereby negatively affecting patient care.

The objective of diversity care is to enhance patient care during cross-cultural encounters.

Affective or Attitudinal competence in dealing with patients - Every participant comprising the entire number of responses of the study, “A pleasant working atmosphere must be created. As a nurse an ensure that they maintain professional behavior despite the difficult situation I faced with a multicultural patient., they also claimed that Nursing profession teaches us to be flexible enough for us to render an effective connection with our patients. There would be times when my patience with patients is tested but learning how to control myself is a big achievement on my part as I am a short-tempered type of person. rom Cuban nurse,’ As a nurse, who is dealing with chronic/ critical patients, whose level of consciousness/attitude may not be that accepting, I should have the optimum level of patience in dealing with them and It is important to always bear in mind the values of commitment, empathy, compassion, and respect for us to have a harmonious nurse-patient relationship also Dealing with empathy and professionalism with limits and boundaries. Within the scope of practice

As from the other nurses from Saudi Arabia, Syria and Sudan “Poor attitude, behavior, and communication have a significant impact on the emotional well-being of the patient and care. Showing patients that we are trustworthy to render care for them and letting them feel comfortable is seen effective to have cooperation, in the treatment of a patient. Also we tend to be patient and compassionate while Committed in providing care, protecting patient dignity being empathetic with a sense of justice, being responsible for actions, protecting the patient, advocate for his rights, all these traits, a patient need from his/her nurse”

The concepts that the provider has regarding cultural competency are reflected in their attitudes. This can include how they approach dealing with people who come from a variety of backgrounds, the importance they allocate to inequities and cultural differences in many parts of medicine and medical care, and how self-aware they are of their own cultural background, as well as their biases and prejudices. Building cultural competence and cultural humility should be a primary goal for those working in the healthcare industry. A culturally humble person is one who acknowledges the limitations of their own knowledge of other cultures. It also recognizes that persons who have worked to improve their cultural awareness might still have unconscious prejudices towards cultures other than their own, even if they are aware of the possibility of having such biases.

Theme #3: Dealing with patients in multicultural setting

Question #3: Being the provider of care among patients in the multicultural hospital, how do you manage dealing with patients which needs:

Cultural negotiations and compromise - According to all the participants, “Having patients agree on a treatment plan is a great challenge, hence, learning their culture is the top priority in able for me to deal with them in a way they can cooperate with the treatment regimen smoothly. There are instances when we just end up compromising to avoid the strain of negotiating. It is important to respect the country's culture rather than imposing what we perceived as right. Effects were exerted for clearer instructions and care delivery. A positive strategy of communication was done to let the patients feel the concern of health care delivery”

Also form the Malaysian and Syrian Nurses along with the Egyptian and Indian nurses cited that the nurses need to be flexible enough so that it won't be hard to adjust and understand and accept their culture and differences. They also said that, “Bias and echo centricity. Affects how they view and care for an individual. Because of this, there is a lack of cultural competence because the health professional did not take into account the terminology, comfort care, and remedies that were performed by a person from a culture different from their own. From the Saudi Arabia, Indonesian and Filipino nurses, “In this country which is becoming/increasingly multicultural and people with different religions and ethnicity are all the same, but still, we consider their cultures and religions as we deliver health care clients. Sometimes patient confidence and trust in the nurses are based on nationality. Some patient is particular who what nationality is going to take care of them. Some of their beliefs also compromise the treatment. Different cultures can lead confusion to for the healthcare provider which can affect the trust of the patient. However, the language barrier, and unfamiliarity with the environment or

hospital settings. Destruction of health care services, religious differences, beliefs in alternative medicine, and fear of the unknown, are all challenges that affect negatively the delivery of health care to a client. Respecting client beliefs and providing a conducive environment. We must respect their cultural beliefs. Plan and approach to minimize negative impact and maximize health outcomes were all the common opinions of all the participants

Many activities are carried out in the hospital. All nurses and other members of the health team plan for the care intended for specific patients, but not all patients and nurses themselves understand and succumb to the ideas and likes of the culture represented by both patients and caregivers, as such a negotiation should be done cautiously which bear the highest respect to culture and belief. After the assessment is over, it is possible to engage in cultural negotiation in order to reach an agreement on a treatment regimen that is acceptable to both the patient and the practitioner. In Nursing perspectives, in a negotiation, each party receives something in exchange for providing their counterpart something they desire. In a compromise, neither party receives its desired outcome. They frequently find a compromise between two opposing viewpoints, resulting in a solution that neither side is content with (Primavera & Pascale, 2015).

Establishing respect, sensitivity, and responsiveness to patients needs - As extracted from all the participants they all agreed as they said that, “Utmost respect for differences in culture was practiced. Respect and deep concern must be strictly observed. Understanding of sensitivities of the patients, and taking care of the, with all sincerity. Being aware of each patient's culture serves as my guide in dealing with patients. Acknowledging one's culture is my way of showing respect to them and it would not be that difficult to respect anybody of most the citizen is respectful as well. Still, we try to be sympathetic and sensitive to not only the patient but also to the relatives, especially with loss and discovery.

As uttered by the Filipino nurses, “We always believe in give-and-take relationships, so if you are respectful and sensitive, due to race and ethnicity sometimes patients treat nurses with less respect, and denial of identity of what we are and who we are. From the Egyptian nurses and Indonesian as well,

“Individual and group behavior and religious sets patients are important in delivery care,” and from the Arabian nurses and the rest of the participants claimed that” Because of cultural differences, we tend to give a wrong interpretation of our actions to others and it causes the, to be offended. Being sensitive/mindful of their beliefs is a must. Cultural differences or traditional beliefs may affect the delivery of quality care.”

“Treating people with respect is essential as the client feels valued which encourages more engagement and collaboration by clients. Establishing rapport, building trust, and understanding their feeling”. have been cited by all the participants of the study.

The ability of providers to give services that are respectful of and attentive to the health beliefs, practices, and cultural and linguistic demands of a varied patient population is made possible by cultural respect, which has a positive impact on the delivery of patient care. It is essential to the process of eliminating health inequities. It helps enhance access to high-quality medical treatment that is sensitive to the requirements of a varied patient population and is provided in a courteous manner. Cultural respect helps institutions, agencies, and groups of professionals to function effectively to comprehend the needs of groups receiving health information and health care when it is designed and implemented as a framework. In the other hand cultural sensitivity which is very essential virtue in a multicultural setting is characterized that the act is carried out by making sure patients' and practitioners' cultural needs and values are listened to, respected and given room to grow (McClintock, 2023). In order to be culturally responsive, a nurse must establish their position so that the focus is placed on their ability to respond. In actuality, this means that medical professionals should employ a collection of tools, questions, and abilities for negotiation that are founded on their cultural understanding and which they can include in their encounters with patients who come from a variety of cultural backgrounds. In order to offer care that is culturally sensitive, medical practitioners need to be able to recognize the client's culture, as well as their own culture, and the ways in which both cultures influence the connection between patients and providers (Majnoon et al., 2023).

Promotion and maintenance of Safety - As from all the nurse participants from different nations, they claimed that on the area of their dealings which need promotion and maintenance of safety, they claimed that “Safety is highly observed. Should there be any need or difficulty, verifications are being sought”. “Once you are aware of the culture and beliefs of the patients you are dealing with; you already have a basis on which are applicable or not. In such a way, I know where and when to place my limits as a nurse when it comes to patient care.” As per Saudi Arabian nurse. From the Filipino nurses, “Safe patient care and delivery will only be attained if there is good orientation and education in our respective areas of work and being very cautious and having the presence of mind always helps. Also, as long as you adhere to the policies and procedures about the promotion of safety” Answered by the. Indians, Indonesians and Egyptian nurses was, “Due to different lifestyles and health illiteracy, patients tend to be non-compliant with hospital rules and regulations might lead to risks to their safety and Any individuals inside the health care settings should feel safe in terms of caring and When it comes to patient safety by following the policy is assured. However, due to miscommunication continuing the 'safe manner" of giving care become at risk, as they expounded that “Poor communication skills between Health Care providers may affect or lead to further injury.” While from the point of view of Cuban and Arabian nurses, “Inadequate staffing and poor working conditions, the unhealthy environment can strain nurses which leads to an increase in advance Patient safety events such as medication administration errors, falls wrong patients, and pressure ulcers which compromised patient safety and for all of them, they were one in claiming that , “It must be always reminded of patient rights and responsibilities, and follow safety protocols of the facility for safety practices.”

A multicultural environment in a health care setting, depicts an inclusive organization enables people of different backgrounds and races, mindsets, and ways of thinking to work together effectively and to perform to the best of their abilities in order to accomplish corporate goals that are founded on good principles. In this regard, cultural variety is not something that should be denied; rather, it is regarded as a resource for learning, development, and renewal, and as such, it ought to be incorporated into the mission of the health organization. In addition, a working environment that is welcoming and inclusive contributes to a more positive overall safety climate. When people from different nations are working together on a project, it is helpful to have an understanding of the cultural differences that exist between them (Origlia Ikhilor et al., 2019).

Theme #4: How Nursing activities are implemented in the multicultural setting

Question #4: Given the diversity of culture of our patients, how do you implement your nursing activities towards the care of patients from multicultural setting.

As manifested from the information gathered from all the participants of the study, “There should be the equal treatment given to the patients. Individual cultural differences and expressions are always respected even at times when the behavior of the patient is questionably rough. Learning and being aware of each person's culture is the major key to dealing with every patient. In that way, you will be guided as to which approach is effective to deliver your task as a health care practitioner. “I must be open-minded, flexible, and ready to adapt to a multicultural country. I must always remember that I am a nurse who should take care of my patients regardless of age, gender, and culture,” from the point of view of the Saudi Arabian Nurse. From the Syrian nurse, she said that “I had to be responsible and resourceful enough to ask and research the cultural background of my patients so that it wouldn't be hard for me to approach them.” But from among all Filipinos and Indonesian and Indians they discussed that “Patient with cultural diversity draws a lot of challenges but has a great impact On learning, development, and growth in our profession and also personal development, further, considering communication style, establish rapport and cultivate a safe space. Considering different cultural habits and needs. This yield also to Getting the trust and confidence of the patient is necessary for us to take care of their needs. Being friendly, approachable, and respectful can be helpful to render care. By overcoming challenges concerning cultural differences, learning about other cultures, building trust relations, overcoming language barriers, educating patients before any procedure, and practicing active listening and by being competent. I have the necessary ability, knowledge, and skills can provide to my client.

In an environment that is multicultural, people of two or more cultures work together toward a common goal, such as improving their overall health. In this scenario, members of the medical community, most notably registered nurses, who come from a variety of origins or backgrounds collaborate to provide treatment for patients of various ethnicities. According to Abadir et al., (2019), multicultural teams not only provide and apply various skill sets but also have the potential to increase organizational performance by leveraging the unique experiences of their members through the application of effective leadership. The nurse working with a multi-faceted population requires techniques to work, and in a multicultural context, ethnic, linguistic, and national factors interact to establish conflict resolution for the new member as well as for the patients they are treating. Nursing care, which focuses on controlling, decreasing, or alleviating the suffering caused by illness and disease, constitutes the backbone of the healthcare system. These primary healthcare services are required almost everywhere in the world right now, and the fact of the matter is that there will always be a movement of nurses across international borders, either as students or as graduate professionals. The development of effective coping mechanisms presents a significant obstacle for a nurse working in a new environment. It is of the utmost significance that nursing care that is both effective and respectful be provided to the ever-increasingly diverse population of our country. It is essential that in the process of providing care, nurses put their awareness, attitude, and knowledge into practice by repeatedly engaging in culturally competent behaviors until these acts become ingrained in their typical dealings with patients.

Theme #5: Recommended improvements

Question #5: In the stated questions above, how do you recommend some points for improvement that will help the nurse to overcome the challenges met in the provision of Multicultural care in relation to:

Policy development - Collectively, all the participants have agreed that there are some improvements There must be clear policies and procedures to overcome the challenges in multicultural care such as the provision of interpreters (professionalism). Also, there must be instruction programs and information materials about the health care systems of each institution to be provided to a patient. Policies in every healthcare institution should be clear if it applies to Saudi/non-Saudi only or both or for all across multicultural health setting. Further, should always adhere to the national and international quality standard of care despite, race, culture, and beliefs. A policy placed the nurses in their respective areas of specialty where they had been trained to reduce the risk of some safety issues. Proper training and orientation. Further, majority said that the organization of the multicultural health facility shall Perform a cultural competence self-assessment. Engaging in cross-cultural interactions with patients and align policies according to the Needs to improve especially requiring culturally diverse care and adaptation.

In Multicultural development, The concept of multiculturalism promotes the interaction and sharing of ideas and points of view between people of different cultural backgrounds. The policy promotes a work environment that encourages and supports equity and justice, and it removes all types of discrimination; this, in turn, can lead to new opportunities, innovations, and more productive working relationships; sharing ideas is one of the ways that this can happen. A collaborative decision-making process that is of community interest, culturally favorable, society-adaptable, and, most importantly, respected by all members of demographic subgroups is essential to the development of culturally appropriate health policies. In adaptation for Policy Development, designing or participating in culturally suitable health policies, there are five skills that should be taken into mind. a culturally supportive health policy they are as follows: Ability to professionally and effectively socialize with community leaders in a public fashion, as well as the ability to influence fellow team members in the development of operational public policy, and the ability to make dreams come true through planning, researching, reviewing, and executing, rather than by theory or opinion when considering health public agendas. As a result of concerns over the ability to perfect new inventions for the public and for the potential realization of public success, the support of a diverse approach in the healthcare sector needs to be embraced at all levels of management. This culturally competent approach can be extended to the workforce in healthcare management, including academia and public policy makers. Additionally, the ability to comprehend that not all circumstances pertaining to health

are identical is necessary. Therefore, taking a health policy strategy that is particular to the context rather than taking a generic policy approach to a specific scenario is safer.

Learning and Development Intervention - Extracted from the answers of majority, Learning and Development intervention shall include the subject or course related to multicultural care in the curriculum of Nursing and Allied courses to prepare the nursing student to be culturally competent to care for a patient from diverse backgrounds and in practice It is always best to seek help from the ones who are more experienced to improve proper understanding of the cultural differences of each patient that we deal with. As such 3 nurse nationals from the Philippines, Cuba and Indonesia said that “Learning and development of nurses will happen if the common language, “English” is not a barrier. Some nurses from some countries have difficulty talking and writing English. So, at least English language competence should be assured before hiring nurses. Also, accessible educational toll must be present.

From the other nations “Always have the attitude and eagerness to keep on learning. Also, accept mistakes/ failures as part of the journey. Just keep moving forward for the better”. From Saudian Nurses, Syrian and Egyptian, “Acknowledge and discuss differences and similarities within the team and or among patients. Teaching how to respond to cultural differences. Identify cultural barriers, to enable communication with the patient. Good interaction with the patient and how they understand so as equipping the staff with skills on how to properly demonstrate or give instruction to patients thru actions thus increase and enhancement of Training to improve cultural awareness shall always be considered.

Along with Teaching and training of nurses in the multicultural setting, training of health care professionals in cultural competency focuses on the acquisition of skills and knowledge that value diversity, comprehend and respond to variances in cultural norms, and raises awareness of the cultural norms upheld by care organizations and providers. Trainings can provide information about the cultures of patients or they can include more complicated treatments such as training in the skills necessary for intercultural dialogue, the investigation of potential obstacles to care, and the establishment of policies that are attentive to the requirements of patients.

Strategies and impact of care - All nurses form various nationalities have claimed that, “Highly qualified healthcare workers must be hired. The nurse must be prepared to accommodate diversity in the culture of the client. They must undergo continuous training and workshops to sustain culturally competent practices. Different approaches/strategies for dealing with a certain healthcare regimen must undergo a systematic proceeds of study before they would be applied. A well-prepared a proven strategy would greatly affect the impact of care. Pay attention to how the patient perceives the problem and recognize and respect views. Avoid stereotypical barriers. Developing thrust. Clear, value-free, and respectful communication. It would be beneficial to provide training to develop both cultural awareness and skill. To cultivate cultural skills practitioners in the healthcare industry by gaining an insight into their culture and discovering the ideas they hold. Speaking in a language that is easy to comprehend, without criticizing or neglecting a patient's belief or religious background, and encouraging the patient to undertake the work that needs to be done are all important aspects of providing quality healthcare. Empathizes with the patient all the time. Developing the skills of staff in demonstrating a procedure on instructing the patient will be helpful to carry out the treatment properly (ex. DBE, use of spirometer, etc.). Majority also claimed that, “Having seminars concerning having a positive attitude at work will help the staff how adjust to such an environment. and Effective communication.”

Best as it is known that strategies taken and the impact of it in the care of clients in the multicultural setting, Cultural competence improves communication, which keeps patients safer. The ability of healthcare practitioners to collect accurate medical information is made possible by clear communication. This in turn encourages active conversations in which patients and providers can ask questions, clear up misunderstandings, and establish trust, all of which frequently result in a beneficial outcome for the patient. It not only enhances overall communication between staff and customers, but it also raises cultural awareness in the workplace, where it had previously been low. In practice, a flexible and harmonic workforce is developed, resulting in individuals who are culturally

competent, so increasing both their productivity and their ability to cooperate with one another. Further, it helps managers and employees to establish a good open communication which effectively and collaboratively becoming better among colleagues and customers. In addition, it has the potential to increase overall team performance while simultaneously enhancing engagement with other team members and clients.

4. Conclusions and recommendations

In the context of delivering care in multicultural settings, challenges arise from unfamiliarity with cultural assessments, potentially leading to varied understandings and lack of clarity in activities. The study emphasizes the pivotal role of nurses' cultural knowledge and habits, recognizing their impact on every stage of the care process, starting with assessment. Despite the multicultural setting, the Nursing Process remains universally applicable, providing a framework for practice, planning, and interventions necessary for patient care. Health literacy limitations among clientele contribute to disparities, particularly in poor compliance and understanding, amplifying health disparities. Communication emerges as a cornerstone in multicultural nursing, enhancing nurses' ability to accurately assess patients' states and meet their needs effectively. Overcoming challenges related to cognitive ability in understanding multicultural and diverse patients is crucial for effective patient care. Multicultural nursing competency is deemed essential, emphasizing the importance of understanding cultural diversity to regulate emotional responses and improve patient care outcomes. Cultural negotiations and compromise are highlighted as essential in planning care for specific patients, recognizing the diversity of patient and caregiver cultures. Promoting and maintaining safety in a multicultural healthcare environment fosters inclusivity and supports individuals from diverse backgrounds to work together effectively. The study underscores the collaborative efforts of healthcare professionals in multicultural settings, emphasizing the leveraging of diverse skill sets for improved organizational performance.

The result of the study has identified recommendations that would aid in the Improvement of Multicultural care in the Multicultural Setting by Enhance Cultural Competence in Health Care Through Awareness and Education. A Multicultural training or Learning and Development strategies and interventions should be provided to all members of the health care team to be able improve the skills on the health care providers in the multicultural management of clients and multicultural dealings with colleagues and other employees. As Cultural competence in health care demands Accessibility Leads towards Improved Cultural Competence in Health Care, it is highly recommended that Organizational accessibility shall be institutionalized to ensure that language, culture, race, and other such factors don't become barriers to patients' receiving quality care. Healthcare organizations should learn about the populations they serve thus, the local authority and the hospital Management should build knowledge of the community, in that way, it increases critical knowledge about the local population, putting them in a far better position to address patient demands and assure accessibility from wherever they come. The hospital should recruit and retain more diverse workforce to ensure and safeguard the interest of clienteles from different cultures or origins. Promote cultural competence among members of the health team thus, Implementing and utilizing sufficient Cultural Competence Knowledge of an Organization which is essential in the management of the multicultural health institution.

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