

## Examination of related factors of nursing care for foreign patients and nurses' communication skills

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### ABSTRACT

[Objective] The objective of this study was to clarify the content of care provided to supplement foreign patients' and nurses' communication skills by focusing on their related factors. [Methods] Using the transcripts obtained from the interviews with nurses who have had the experience of providing care to foreign patients, words and clauses that serve as keywords for the characteristics of content of care and communication with foreign patients were extracted. A text mining method was used for analysis. Analysis on items such as the occurrence, frequency, and correlation between words and clauses were conducted, as well as dependency between words, by focusing on factors related to the care provided to foreign patients and nurses' communication skills. [Results and discussion] Concerning the care provided to foreign patients, nurses felt that there were differences between diverse cultures and customs. As such, nurses felt that stress arose from communication related to this experience. On the other hand, however, nurses have practiced nursing care and communication methods that incorporated the usage of human resources (i.e., using the patients' friends and family members as interpreters). In addition, nurses have been expected to provide support in a way that meets the expectation of foreign patients for the purpose of cultural understanding. This suggested that there is a need for nursing competence that is built on the improvement of communication skills (i.e., written communication and linguistic ability) associated with meeting the patients' requests.

Key words: *foreign patients, communication skills, text mining.*

### Introduction

Against the backdrop of the development of an international transportation network, the opportunity to interact with people from different cultural backgrounds has increased, even in Japan. In conjunction, the percentage of foreigners who utilize medical institutions in Japan has increased. The opportunities for medical institutions to interact with foreign patients of diverse cultural backgrounds, ways of thinking, and religious backgrounds, are increasing. This results in various issues, including the lack of medical staff members who speak foreign languages at medical institutions, and the lack of services to deal with various languages and cultural backgrounds in regard to hospital signs, documents, meals, and inter-

action methods. Japan, which is transitioning into a more multicultural society in which people with various cultural backgrounds and values are co-existing, has the urgent task of fostering the ability to practice nursing care that is considerate toward one's culture (transcultural nursing), and which respects the nationality, culture, and religion of others.

Leininger (1995) proposed a transcultural nursing method in response to the nursing care that was necessary for foreigners[1]. Previous Japanese research studies on the nursing care for foreign patients include studies by Asayama et al. (2007) and Fukui (2009), which examined the hospital visits and views on health of foreign patients[2-3]. Their studies indicated that there was a shortage of medical institutions that treat foreigners of