

Background

- Dementia is characterized by multiple cognitive deficits, which include memory impairment and at least one of the following cognitive disturbances: aphasia, apraxia or disturbance in executive functioning (APA, 2013).
- In 2015, there was an estimated 46.8 million people worldwide affected by dementia with a projection of reaching up to 131.5 million by 2050 (Prince et al., 2013).
- Communication is a reciprocal process where nurses need to be able to recognize the attitudes, behaviours, emotions of their patients in order to provide quality care (Levy-Storms, 2008).
- Communicating with Chinese people with dementia goes beyond language as it is even more challenging due to the specific cultural characteristics within the ethnic group.

Aims

- This study aimed to explore the experiences of nursing staff when com-

Methods

Study Design: A focused ethnographic approach was used in this study.

Context

24 bedded dementia care unit in a long-term care setting in Singapore.

Sampling

A purposive sample of 25 nursing staff including registered nurses (RNs), licensed practical nurses (LPNs) and nursing aides (NAs) working in a long-term dementia care setting were recruited for this study.

Inclusion Criteria

- At least one year of working experience in the unit;
- Different ethnicity

Data Collection

(i) Using non-participant observation (two weeks) using a observation checklist.

(ii) One-to-one semi-structured interview with the nursing staff working in the unit.

Data Analysis

(i) A inductive thematic approach was used to analyse the data collected from both the non-participant observation and semi-structured interview.

(ii) The interviews were transcribed into verbatims where it was analysed using the six steps as suggested by Braun and Clarke (2006).

(iii) Discussion and consensus of the final emerging themes were conducted with the research team members to ensure consistency and quality in the analysis (Holstein & Gubrium, 2011).

(iv) Triangulation of data from non-participant observation and interview enabled the researchers to overcome the discrepancy and increased the credibility and dependability of the data (Reeves, Kuper, & Hodges, 2008).

Results

- Eight RNs, three LPNs and eight NAs working in the dementia care unit were included in this study with a majority of them being Filipinos.
- Central Exhaustive Description for this study was: Embracing diversity and accepting differences.
- Three subthemes were identified in support this: (i) Acknowledging cultural differences, (ii) Understanding the patients and (iii) Overcoming communication challenges.
- Acknowledging cultural differences: Different dialects (local language among different groups of Chinese from different province in China). “I feel like one chicken, one duck.” Participants understand the need for common language.
- Understanding the patients: “In our country, we take care of our elders at home and never send them to nursing homes, we treat all of them like our own grandparents”
- Overcoming communication challenges: “The patients tend to forget, they don’t know what their needs are, some of them don’t know to express their needs even.”

Discussion

- Nurses need to know how to provide cultural competent care.
- Acknowledge their frustrations in communication can lead to professional burn-out.
- Language is a known issue in terms of communication especially among foreign nurses.
- Important for nurses to develop good listening skills; have an open mind; learn from patients as well and not to impose own beliefs to their patients.
- Build on Asian values on filial piety and family ties as this might reinforced the caring nature of Asian nurses when they are taking care of people with dementia.
- Finally have strong organizational support is an important ingredient for nurses to

Conclusion

- Participants presented an emic perspective on their experiences when communicating with Chinese people with dementia.
- Highlighted the multidimensional and multifactorial communication patterns as well as the need to understand the cultural characteristics of Chinese people when providing nursing care to them.
- Factors highlighted through the themes identified the importance of providing ade-

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