Navigating Cultural Waters: Experience of Western patients being cared for by Chinese Nurses in Beijing

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China’s growth
• 593,832 foreigner nationals living in mainland China (2010 Census)
• 47% from neighboring Asian countries
• 23% from Western countries
• 10% (107,445) reside in Beijing
Present the Western patients’ experiences related to culture and care expectations while being cared for by Chinese nurses in Beijing.
Hermeneutical Phenomenology

Van Manen (1990)
- Specific guidelines for studying lived experience as a human science rooted in hermeneutic phenomenology

Munhall (2012)
- Proposed a more operational stepwise approach
Method of Inquiry: Applied
Study participants

- Not a citizen of China
- Experienced being cared for by Chinese nurses (at least 3 days)

Data Collection

- Face-to-face Interview
Data Analysis

• Munhall’s step-wise approach

1. Immersion
2. Coming to the phenomenological aim of the study
3. Existential inquiry, expressions and processing.*
4. Phenomenological contextual processing*
5. Analysis of interpretive interaction
6. Writing the phenomenological narrative
Van Manen's Textual Analysis

• I. Conducting Thematic Analysis:
  1. Holistic or sententential approach
  2. Selective or highlighting approach
  3. Detailed or line-by-line approach

• II. Identify common themes

• III. Choose particularly illuminating phrases from the data to capture the meaning of the themes
Four Lifeworlds
(Munhall, 2012 p 143, Van Manen 1990)

Corporeality  Relationality

Spatiality  Temporality
• Ten participants
• Counties of origin:
  – USA = 7
  – Canada = 1
  – Europe (Ireland, Switzerland) = 2
• Ages: 33 – 49 years old
• Years in China: 2 – 15 years
RESULTS
Themes

Navigating cultural differences

Knowing persons through caring

Negotiating care expectations

Pain management expectations
1. Navigating Cultural Differences
...I realize that I do have to navigate cultural differences. And really decide what I believe about things...believe about my healthcare... “Sometimes it’s hard to know what is cultural or what is just (the nurses’) personality. (Participant 3)
• Some expect Chinese nurses to possess cultural awareness and cultural sensitivity.
A cup of warm or cold water?
Leininger (2002)

- Transcultural Nursing
- Culture care accommodation
- People – culture beings
• recognize the differences in culture, but build on similarities

• culturally competent health care is a process of “becoming,” rather than “being.”
The nurses think I’m doing something wrong but I think I am really okay. After my (bag of) water had broken, I felt some resistance (from the nurses) in walking around and using the birth ball. I just hate being scolded by the nurses so if I hear the nurse coming, I jump back on bed and act as if I was being really still. (Participant 3)
• Communicating in English
• Understanding their language
• Concerns about not being understood
• I appreciate it when they (nurses) understand English. Mostly because when I’m in pain my Chinese is not that good. I have hard time thinking in Chinese. When I’m hurting I need them to be able to speak English. (Participant 7)
...nurses talk to each other in the room, they are speaking in Chinese ...that makes it look like they are not sure about something. It makes you wonder what is going on and what they are talking about. (Participant 8)
focus on medical care almost exclusively rather than patient comfort
3. Pain Management Expectations
I would constantly beg for pain medication. No one would offer it to me voluntarily. When I am in China, I always feel my pain is not managed well.” (Participant 5)
“Eat Bitterness”

“Pain is something expected and not; something to be avoided.”
4. Knowing persons through caring
...that really makes you feel like you are being cared for because you’re not just a number, you’re not just a person going through the system...
Appreciation of care
Celebration of care as human beings
Conclusion

• Navigating through cultural difference

• Negotiating care expectations, including management of pain.

• Fears & uncertainties turned to trust & confidence in being cared for by Chinese nurses

• Celebration of humanness by knowing persons in caring
Nursing Practice at BJU

- Hospital nursing practice model included culturally sensitive care

Training & Education incorporate findings in:
- New Nurse Orientation
- New Graduate Training
- Levels 1 & 2 Training
- Preceptor Training
- Other in-service training


Thank You

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