The Effectiveness Of Culturally-focused Interventions In Increasing Satisfaction Of Hospitalized Adult Asian Patients

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INTRODUCTION

Patient satisfaction is a driving force for health care organizations to enhance patient services. The Asian population in the United States is increasing at a significant rate. It is important to understand the needs of this population, to implement culturally-focused services that will lead to increased Asian inpatient satisfaction.

OBJECTIVES

The objective of the systematic review is to identify the best available evidence on the effectiveness of culturally-focused interventions in increasing satisfaction of hospitalized adult Asian patients.

SATISFACTION SURVEYS

- CCATH-the Cultural Competency Assessment Tool of Hospital

PICO

P: Hospitalized Adult Asian Patients
I: Culturally-focused
C: Usual care
O: Increased Patient Satisfaction

SEARCH STRATEGY

The databases search included: Medline, CINAHL, PsycINFO, Cochrane, ERIC, Scopus Web of Science, and Embase. Non-indexed databases and grey literature were searched.

METHODS

PRISMA FLOW DIAGRAM

Critical appraisal

Studies were independently appraised by two reviewers using Joanna Briggs Institute (JBI) instruments. The included studies have met 60% of criteria.

Data extraction

Data from quantitative studies were extracted by two independent reviewers using the standardized data extraction tool from JBI-MASIARI.

Data synthesis

Data were extracted using a standardized critical appraisal and data extraction instruments from the JBI

RESULTS

- Ng et al. (2007)1 (Descriptive study)
- Lee et al. (2012)2 (Descriptive/cross-sectional study)
- Weech-Maldonado et al. (2012)3 (Descriptive study) a 2ndary analysis of national HCAHPS and state-wide CCATH data

Table 1: Culturally Focused Interventions Reported Outcomes

<table>
<thead>
<tr>
<th>Ng et al.</th>
<th>Lee et al.</th>
<th>Weech-Maldonado et al.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction with physicians</td>
<td>Satisfaction with MD communication</td>
<td>MD communication</td>
</tr>
<tr>
<td>Satisfaction with nurses</td>
<td>Satisfaction with RN communication</td>
<td>Nurse communication</td>
</tr>
<tr>
<td>Informed about treatments or procedures</td>
<td>Staff responsiveness</td>
<td>Staff responsiveness</td>
</tr>
<tr>
<td>Received Chinese meals</td>
<td>Pain well controlled</td>
<td>Pain control</td>
</tr>
<tr>
<td>Discharge instructions</td>
<td>Medication communication</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of room</td>
<td>Room clean &amp; quiet</td>
<td></td>
</tr>
<tr>
<td>Quietness of room at night</td>
<td></td>
<td></td>
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<tr>
<td>Overall rating of the Overall hospital stay</td>
<td></td>
<td></td>
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<tr>
<td>Likelihood to recommend</td>
<td>Hospital recommendation</td>
<td></td>
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CONCLUSIONS

Results suggest culturally competent communication with patients by physicians and registered nurses, quietness of the room, information about treatments and procedures, and cultural foods are associated with increased satisfaction among hospitalized adult Asian patients (JBI level 3 & 4).

IMPLICATIONS FOR PRACTICE

Satisfaction with hospital stay among adult Asian inpatient may be improved through use of culturally focused interventions.

REFERENCES

Included studies:

See handout for additional references