

DEVELOPMENT OF A CULTURAL COMPETENCE ASSESSMENT INSTRUMENT FOR UNIT MANAGERS IN PUBLIC SECTOR HOSPITALS IN GAUTENG (PHASE ONE: PATIENT PERSPECTIVE)



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Introduction

- Cultural competence is “the ongoing process in which the healthcare provider continuously strives to achieve the ability to effectively work within the context of the client/individual/family or community” (Campinha-Bacote,2002:181).
- Nurses are ethically and legally bound to care for patients irrespective of their age, gender, race and sexual orientation. It is thus imperative that the unit manager ensures patients receive culturally sensitive care.

Little is known about how unit managers in Gauteng respond to multicultural challenges.

Objective of the study :

To explore and describe how the concept of cultural competence is understood by patients in nursing units in public sector hospitals in Gauteng.

Methods

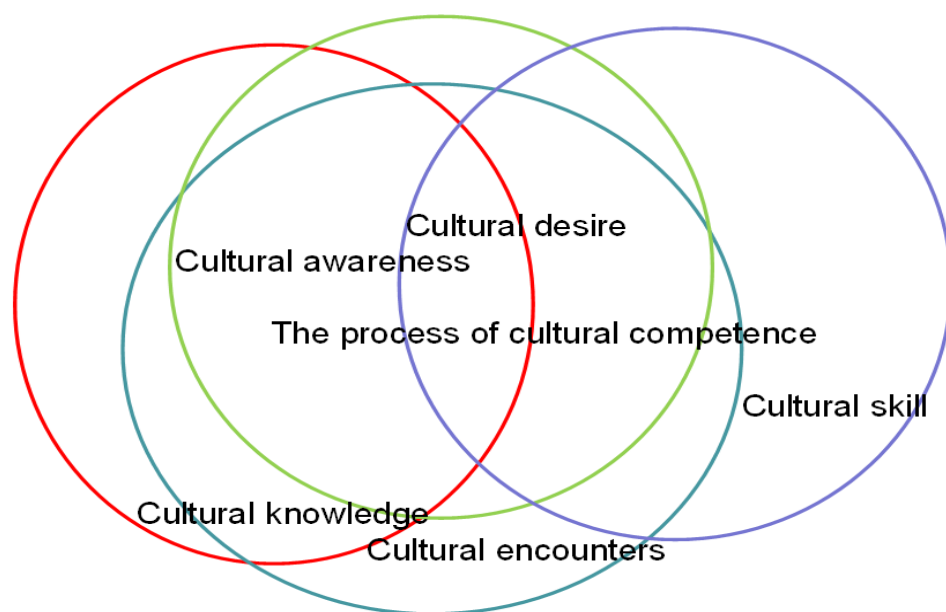


Fig. 1: **Theoretical framework**
The process of cultural competence in the delivery of health care services (Campinha-Bacote,2002)

- Qualitative study
- Semi-structured interviews with 21 patients.
- Tesch’s 8 steps used to analyse data
- Atlas-ti version 7 for organising data



Results

Table 1: Themes

THEMES	SUB-THEMES/CATEGORIES	CONCEPTS
Meaning of culture for patients	Understanding of culture	Identification of culture
	Values/norms	Dress code, respect,
	Nurses self-awareness	Need for nurses to understand their own cultures
Importance of culture in nursing	Culture is important	Knowledge about patients’ cultures
	Cultural needs do change	Re-definition of culture
Patients’ Cultural Needs	Cultural skill	Asking patients about important cultural information
	Cultural encounters	Making time to talk to patients
	Cultural practices/beliefs	Giving patients privacy for cultural practices
	Role of the nurses and unit managers	Managers need to supervise nurses and nurses should be culturally competent
	Benefits for the patient	Cultural competence leads to satisfied patients
	Benefits for nurses	Improved knowledge about patients’ cultures
Evaluation of nurses’ cultural competence	Dissatisfaction with nurses’ cultural competence	Unmet cultural needs/discrimination
	Some satisfaction for Christians	Some needs of Christians are met

Conclusions

- The results of the study confirmed that patients think that culture is an important concept in nursing.
- Patients also think that their cultural needs should be catered for by nurses during their hospital stay.
- All unit managers should seek to achieve cultural competence in their nursing units.
- Considering patients’ perceptions about culture can assist nurse managers in becoming more culturally competent.

Reference

- Campinha-Bacote J. 2002. The Process of Cultural Competence in the Delivery of Healthcare services: A Model of care. *Journal of Transcultural Nursing*, vol. 13, no. 3, pp181-184.

