CULTURAL CONSIDERATIONS IN PATIENT COMMUNICATION

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Abstract

This is a prospective study that utilizes a tool containing phrases frequently used during health assessments that are translated into Haitian Creole. The purpose is to facilitate patient-nurse communication when translators are unavailable. It is essential for the healthcare team to show respect for cultural differences and to acknowledge values, beliefs, and language of the host country (Byrne, Collins, & Martelly, 2014). The purpose of this study is to measure the ease of use, patient privacy, patient comfort using the tool, if the tool improved communication, if patients responded appropriately and if more information was disclosed when using the health assessment tool. The tool may assist with privacy when patients are triaged in an open area with multiple patients in the vicinity (Byrne et al., 2014).

Methods

The health assessment tool was used by Chamberlain College of Nursing students and volunteers in mobile clinics around Leogane, Haiti. The tool was utilized to facilitate communication when there was not an available translator or when the translator did not understand what needed to be asked. After using the health assessment tool for two weeks, 10 pre-licensure nurses completed a satisfaction survey with 10 questions. Three questions containing the word “not” or negative questions and seven positive questions made up the survey. The purpose of the negative questions were to add validity to three of the positive questions.

Satisfaction Survey (N=10)

Health Assessment Tool

On a scale of 0 to 10, 0 is no pain and 10 is the worst imaginable pain, how would you rate your pain?
Sou yon echid nan zevwe ti dis, zevwa se pa gen de souke dis doubl ki pi mal la imagi ne, konbyen en mete de souke ou?

Pain Scale 0-10 Numerical Rating

- No Pain
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

More Possible Pain

Results

- Participants report the tool is easy to use, are comfortable using the tool, and would use the tool again.
- Findings suggest participants felt there was an appropriate response from patients and communication was improved.
- In the future, wording of survey questions about privacy and appropriate response may need to be revised due to a 10 percent difference in user response.
- The study should be repeated with more participants to increase the validity of the findings.

Conclusion

This tool is not meant to replace translators but to allow members of the healthcare team to begin an assessment and move on to open ended questions when a translator becomes available. This tool may reduce downtime between patients and is easy to use. The cards offer a level of privacy when asking sensitive questions to promote honesty and better patient outcomes. Tools like this could be used on other international trips with questions catered to different health issues that are common to that area.

Satisfaction Survey (N=10)

References