Title:
Experience of Immigrant Care and the Need for Cultural-Competence Training Among Public Healthcare Providers

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Session Title:
Cultural Awareness in Public Health

Slot:
O 01: Sunday, 30 July 2017: 1:15 PM-2:00 PM

Scheduled Time:
1:15 PM

Keywords:
Cultural competency, Immigrants and Public health care providers

References:


**Abstract Summary:**
This study explored the experiences of Korean public healthcare providers in providing service for immigrants living in Korea; it also clarified educational needs for culturally competent nursing care.

**Learning Activity:**

<table>
<thead>
<tr>
<th>LEARNING OBJECTIVES</th>
<th>EXPANDED CONTENT OUTLINE</th>
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<tbody>
<tr>
<td>The learner will be able to explain the experiences of public health care providers in providing health service for immigrants living in Korea.</td>
<td>We will present the characteristics of the major immigrant clients and the caring experience of the public health care providers.</td>
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<tr>
<td>The learner will be able to explain educational needs for culturally competent care among Korean public health care providers.</td>
<td>We will present the educational needs of the public health care providers in terms of delivery methods, frequency, duration, etc.</td>
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</tbody>
</table>

**Abstract Text:**

Purpose: As the number of foreigners residing in Korea increased by five times during last two decades, Korean public health care providers are facing the diversity of race, ethnicity, and culture of clients. This study was to explore the experiences of public health care providers in providing health care service for immigrants living in Korea and to clarify educational needs for culturally competent care.

Methods: A qualitative description research design was used with five focus groups of 25 public health care providers from five community health centers in G city, South Korea. Focus group interviews were conducted at a time and place convenient to the participants using semi-structured interview guidelines. Audio-recorded interviews ranged 70 to 90 minutes and were immediately transcribed by the researcher. The data were analyzed using conventional qualitative analysis techniques.

Results: All participants were female and ranging in age from 22 years to 54 years. Most participants were public health nurses (76.9%), followed by dietitian (11.5%) and social workers (11.5%). The majority of immigrant clients were young married immigrant women who were situated in multi-layered vulnerability, and unequal power relationship between the couple. They also lacked of awareness of health behaviors. Public health care providers experienced difficulty in identification, enrollment, and retention of immigrants in health care programs, approach towards the most vulnerable group of immigrants, communication, building therapeutic relationships, inconsistency of the service program, and lack of systematic support. Most public health care providers had no prior cultural competence training. They needed to have cultural competence training as an essential continuing education course. They preferred eLearning course which consists of 6~8 sessions which lasts 20-30 minute each.
Conclusion: Public health care providers primarily provided maternal and child healthcare service to vulnerable young married immigrant women. They were situated in multiple challenges because of the vulnerability of the clients and the lack of preparedness for culturally competent care. It is suggested to develop cultural competence training through eLearning that reflects the situation experienced by public health care providers along with systematic support.