

The current situation and problems of nursing care in hospitals caring for international patients in Japan – To make a policy recommendation from the viewpoint of nursing administration –

A.Noji¹, A.Nosaki¹, M.Kondo², S.Iijima³, S.Kotera⁴, A.Mizobe⁵, nGlobe

1 Graduate School of Nursing, Chiba University, Chiba, Japan, 2 Kansai Medical University, Osaka, Japan

3 Juntendo University Chiba, Japan, 4 Kobe University, Hyogo, Japan, 5 Seinan Jo Gakuin University, Fukuoka, Japan



Background

In the Cabinet decision of 2010, the acceptance of international patients was positioned as a national strategic project in Japan, and inbound medical care is being accelerated as a result. We held a national survey to collect nurses' voices which expressed difficulties situations in caring for international patients in the hospital. Based on the data, we created a transcultural map with illustrations.

Objective

We conducted a workshop using this map to collect data for making a policy recommendation from the viewpoint of nursing administration.

Method

The workshop was held on August 24, 2018, at the 22nd Japan Academy of Nursing Administration and Policies at Kobe, Japan. It ran for one hour.

1. We organized eight groups of 7-8 participants with facilitators who were the member of nGlobe research members. Each group discussed their troubles regarding future issues for responses to foreign patients.
2. We summarized the issues from the viewpoint of nursing administration through the entire discussion.
3. The data was analyzed based on ethical considerations, a summary of group discussions, and participation feedback.

Results

There were 71 participants, and 53 (71%) gave feedback. These 53 nurses encompassed 60.4% in nursing administration, 17.0% in nursing staff, and 11.3% in faculties. Their age distribution was 37.7% in their 50s and 35.8% in their 40s. The transcultural map with illustrations stimulated awareness of diversity. The group discussion showed that understanding cultural differences is more important than language barriers. Additionally, nurse communication with international patients is important to avoid and prevent problems. The Hospital and Nursing department needs to develop a safe and secure system for international patients.

Conflict of Interest (COI) of the Principal Presenter: No potential COI to disclose

Fig.1 The travel of persons and globalization



Figure 2. The location of 195 answered hospitals (red dots) and prefecture where many foreign people are living (green area).

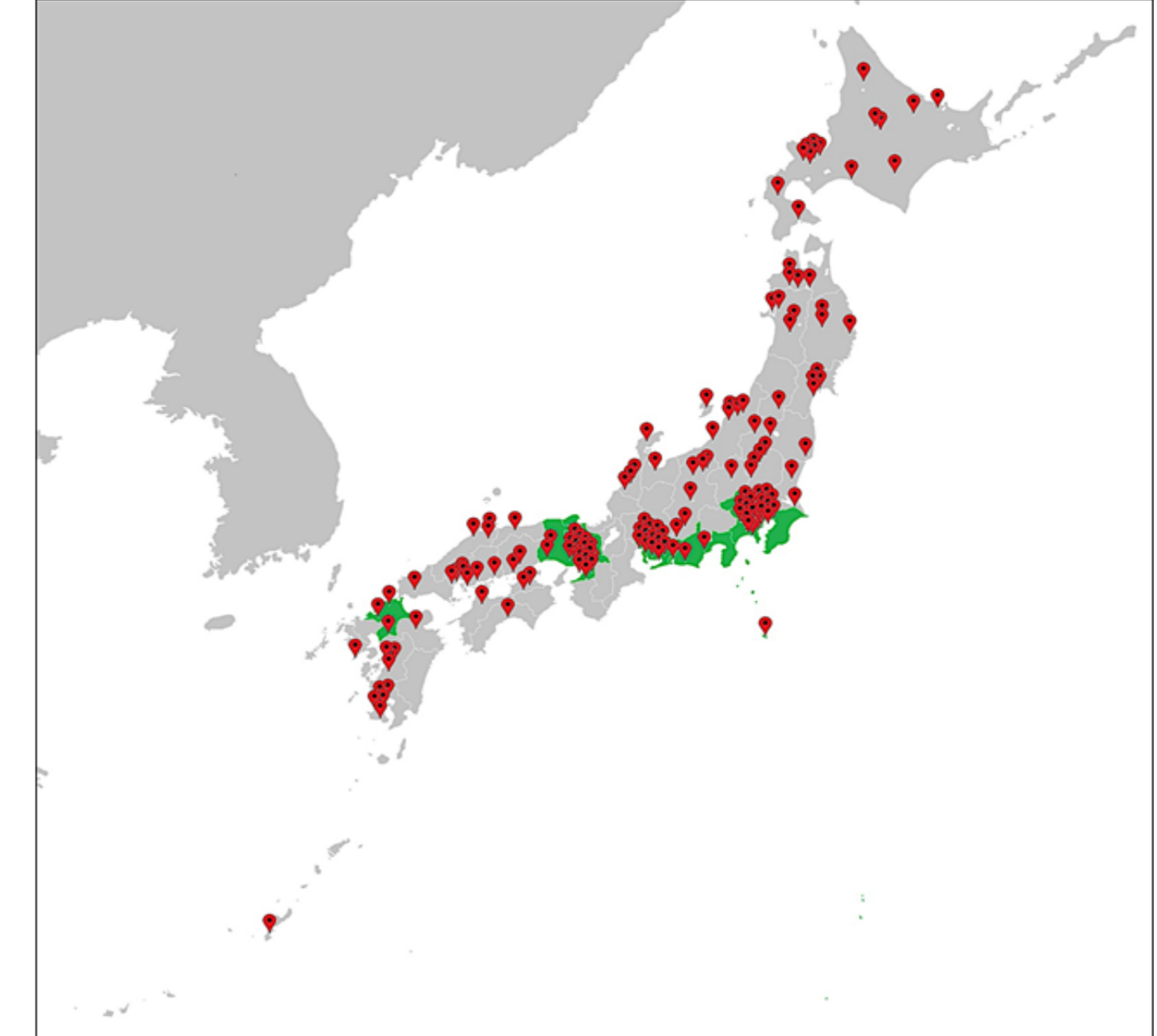


Fig.3 Tree map of top 50 categories

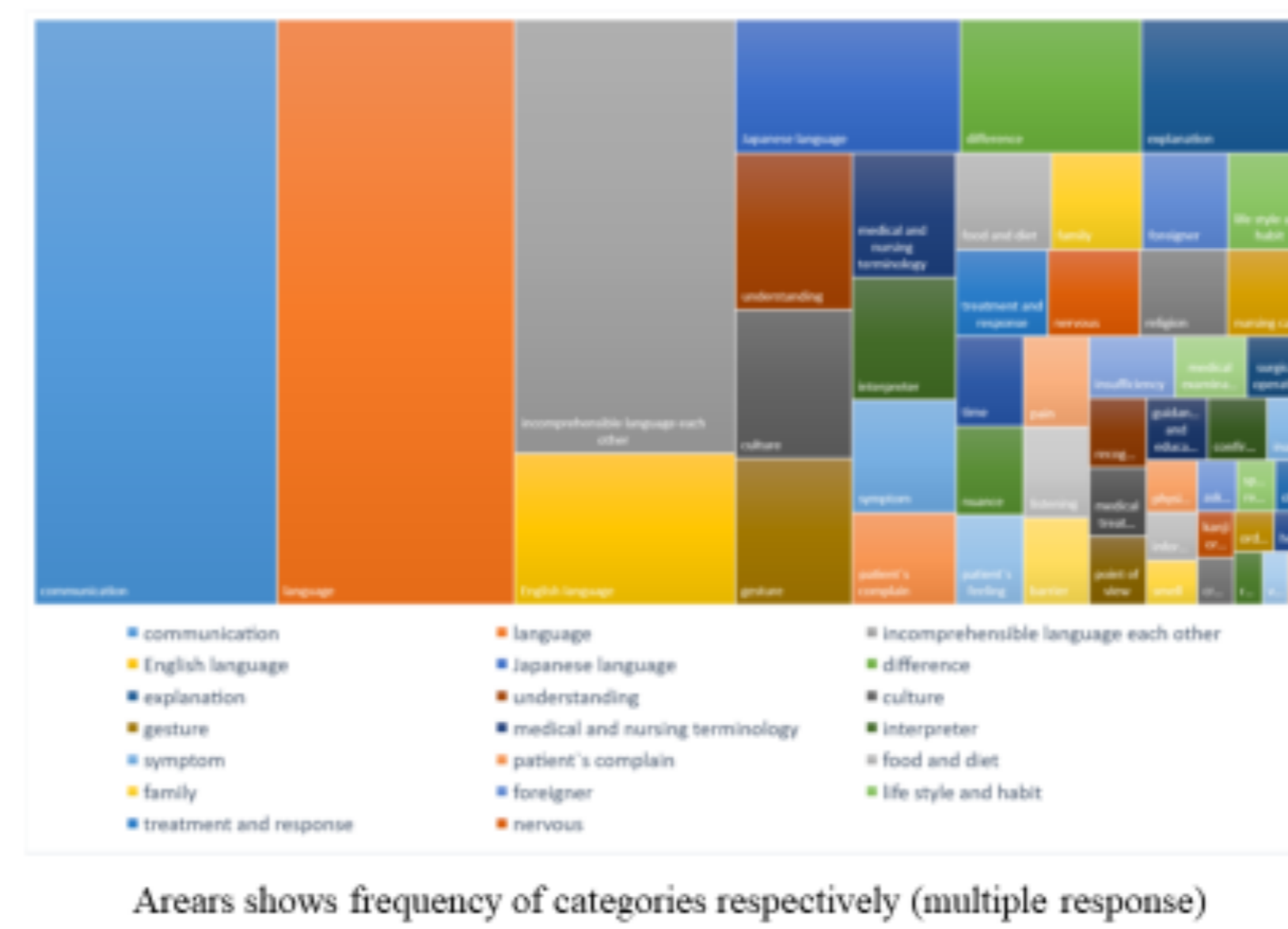
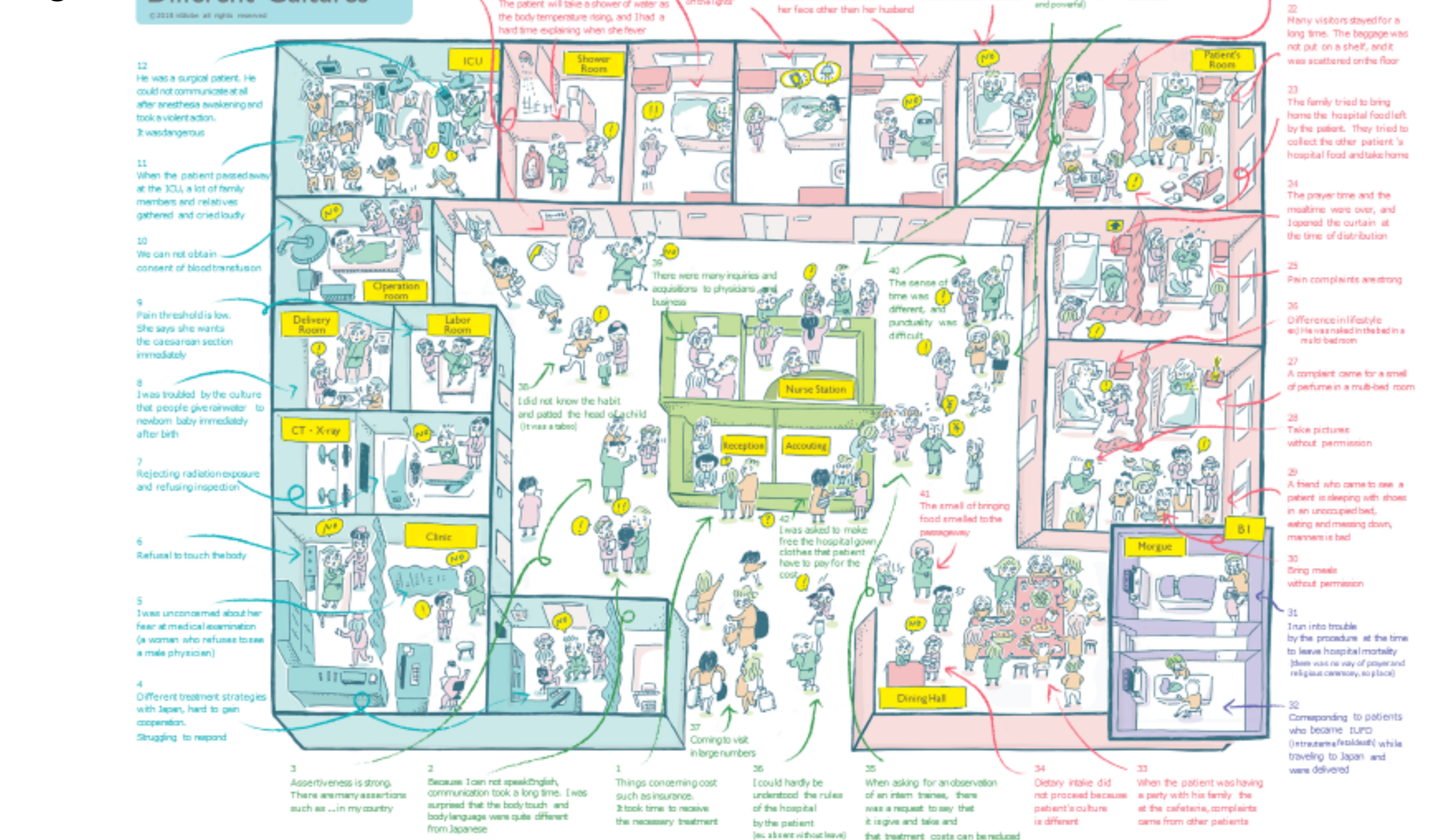


Fig.4 Nurses' voice on graphic display



Fig.5 Encounters with Different Cultures



Discussion

While internationalization measures at hospitals have advanced, such as medical interpreters and several foreign language displays in the hospital, nursing administration viewpoints are rarely included in problem-solving methods. Nurses need to take urgent action to build the cultural safety healthcare system supporting patients and health care providers. To promote this action, transcultural nursing education is needed. The transcultural map with illustrations by Japanese nurses' voices enables improvement of the nurses' cultural competence, and it will make a difference in policy recommendations from the viewpoint of nursing administration.

References

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