



## Cultural Competency in Nursing: Improving Care for Diverse Patient Populations

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### Abstract

**Background:** Since healthcare is becoming multicultural, nurses should be prepared to address people of several cultures. Education about culture enhances patient satisfaction, healthcare results, and equity for everyone.

**Aim:** The purpose of this study is to identify the significance assigned to cultural relevance within the everyday nursing profession, and is defined by the following objectives: To understand the application of culturally appropriate communication; 2) To study culturally competent patient care; and 3) To establish the significance of education as a means of enhancing cultural awareness.

**Methods:** An analysis of the lately published literature materials relating to the role of cultural competence in the nursing profession was carried out to determine the key findings in the fields of communication, assessment, individualized client/data bases, and the effectiveness of cultural competence training.

**Results:** Cultural competence intervention plans include verbal cultural competence, assessment cultural competence, and cultural competence in care delivery. Promoting cultural competence for nurses required that the findings recommended engaging in continual learning and reflecting on the whole process.

**Conclusion:** Cultural competence is a central factor when it comes to the provision of care that enhanced by nursing knowledge. For nurses who have established cultural competence, the delivery of patient care is improved, the patient-nurse relationship is further improved, and there is equity in health.

**Keywords:** Culture, culture care, patient-client relationship, mutual understanding, culture awareness, culture relevance in healthcare delivery and access.

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## Introduction

Cross cultural communication skills have become important parts of healthcare since the world is becoming a global village. Nurses are the first-line caregivers of patients who come from different cultural backgrounds, ethnicity, and social statuses and may have different degrees of perception and understanding about patients' and their families' health beliefs, practices, and values. If cultural competence has to be incorporated into routine nursing practice, it cannot be a simple issue of giving respect but rather intrinsic to understood and facilitate the promotion of compliance in patients, increase patient satisfaction and maintain fairness. The cultural competence enables nurse to develop good rapport with their patients, understand their patient's needs and helps to overcome the barriers emanating from cultural diversity. The focus of this study is to identify the extent of cross cultural awareness in relation to nursing practice and pathways to translating that awareness into meaningful, culturally appropriate interpersonal interaction and assessment, and goal planning; to describe the role of education, specifically, in developing and sustaining cross cultural competence and the significance of continuous self-reflection.[1,2]

### Culture Awareness to Improve Patients Care

Culture remains an essential aspect of healthcare provision since the societies we live in have become more and more diverse. It means, to understand and appreciate the cultural diversity of the clients by the service providers such as nurses. Cultural competence is not just knowledge, but it means knowing how culture affects the beliefs and assumptions individuals hold about health, how people approach problem solving, communication and what they expect. For instance, some patient will perceive it in a spiritual context, while others view it as a purely medical problem. Due to such perceptions, every provider should try to learn the culture of the patient so that the advice given can be backed by clinically approved culture. It also helps to support continuing treatment regimens while avoiding divergence and improving comprehension as well as patient satisfaction to the benefit of their overall health. [2]Cultural sensitivity playing a key role involves communication. Interactions of persons of different origin in facilities may be hindered by language and cultural differences in attitudes to communication and decision-making processes. For example, cultures may have different emphases on the collective decision making within families and may be more or less individual cultures. Nurses with cultural competence are better placed to manage these differences in a way that will make patients feel valued. This entails have professional interpreter when there is language difference, paying attention to gestures, and avoiding stereotype. The best communication built with respect to cultural backgrounds also benefits patients as people are more likely to disclose important details if they know they are being understood.Cultural competence also has major importance on efforts to reduce health inequities and improve access to quality health services. There is always higher-level prejudice and stereotyping in the society leading to gaps in the journey that minorities experience while seeking to afford quality health care. Nurses who have a cultural egalitarian attitude are in a better position to close the above-mentioned gaps so as to promote their patients. For instance there are cultural aspects like preferred foods or traditional medicine that if put into consideration in the care plan will go a long way in enhancing patients concordance and success stories. Through identifying these differences culturally appropriate practitioners help to narrow down the gaps and provide equal quality services for each ill person. [3,4]

Cultural competence is therefore an important factor that must be learnt from time to time in the practice of nursing. Personal bias needs to be checked and conquered, as well as activity cultural competence adaption needs to be checked and developed by the nurses. As mentioned earlier, cultural competency workshops, and practical attachment without prejudice to the resultant cultural prejudice can assist the healthcare staff in achieving culturally competent goals. Moreover, healthcare organizations are central to the creation of a culture that embraces cultural competence through the supported provision of resources for health cultures activities. Thus, they enable nurses to provide the care that is responsive to the notion of the uniquely enunciated patient, and therefore improve, not just the clients' statuses, but also the strategies of people-curing in general.

Concordance with patient cultural needs is an important component of individualised care delivery that has an effect on patient treatment results as well as their overall experience. The meaning of cultural competence in the context of healthcare is the ability to understand and appreciate other cultures and to use that knowledge to establish rapport, reduce misunderstanding, and address the range of issues associated with ethnic variation in disease patterns while increasing the overall patient satisfaction. It is a lifelong process and a true testament for the personnel to become dedicated students who are willing to learn about the heterogeneity of the incomes' clients they are dealing with.[5,6,7]

### **Intercultural Communication: A Review of Current Approaches**

Establishing communication guidelines when two people from different cultures are to work in a team Communication across the cultural realm is a crucial Hu tactic of achieving patient centred care since it helps health care providers to gain the trust of their patients and understand their needs. Cultural competence can then be forcefully applied by developing ways of ensuring that people are put through regular practice of cultural sensitive processes such as cultural humility. This attitude assists healthcare professionals get past the prejudices that exist in cultures and achieve effective communication. Where the assessments can be programmed to elicit specific responses as well as provide outlines of suggested interactions with the patients, the open-ended questions can allow the providers to get valuable information about patients' particular needs and preferences. This approach reinforces both the patient-provider relationship and provides more accurate diagnostic results as well as effective treatments. [8,9]

Another strategic plan is to have professional medical interpreters for patients with a low English or any language of the healthcare provider. Inability to communicate effectively due to language problems can cause several mistakes as far as correct diagnosis or treatment provided and the patient's comprehension is concerned. It makes sure that whoever is receiving the information, particularly patient's details, is a skilled interpreter, not a relative. In addition, more emphasis should be on the mastery of adequate language in the delivery of basic health care as a way of discouraging the use of complicated terms that could overwhelm the patient. The accessible educational materials, picture description, example, and translated documents also improve the understanding of the patient's condition and the suggested treatment plan.[10,11] Health care givers also needs to be sensitive on gestures which differs from culture to culture and play a very crucial role in any communication process. Some people scratch their heads when they try to figure out why some workers, especially from some parts of the world, do not make eye contact with superiors during interactions, chances are that this is due to the fact that in their cultures, this is seen as rude or confrontational. Thus gestures, personal space and even voice intonation can have different significance in different culture. This ensures that by watching the patient's reaction and their body language, the providers are able to set a right and more respectable mood. It allows understanding of what is not said, and minimizes the chance of misinterpretation due to this 'emotional' sensitivity to body language.[12,13]

Cultivating cultural competence within the care delivery teams can also be still another strategy. This requires mechanisms that would ensure that the providers are taught on cross cultural communication throughout their practice. Interactive approaches such as, conducting of workshops, providing hypothetical scenarios, use of live case studies assist healthcare professionals in learning how best to handle delicate cultural encounters. Furthermore, appealing to cooperation and collaboration among the providers enables

the providers to share information on cultural differences and similarities. For instance, in healthcare systems ontological diversity could imply that different people of different cultures are best aware of how a certain category of patients ought to be treated.[14] Both of these courses involve treatment of people from other cultures with respect and thus proper cross cultural communication. Considering patient's welfare and honoring cultural practices, if not in conformity with medical protocols can greatly improve on patient's compliance. For example, such practices as patient customs or beliefs regarding diet, health, religion, or medicine honored in care planning indicates to the patient their cultural worth is appreciated. Patients diagnosed with any medical condition will be more compliant with their prescribed treatment regimens if they feel they are being understood and valued by their caregivers.[15]

### **Cultural Brokering and Its Application in Nursing Practice**

Nurse cultural competence is crucial in ensuring that care is delivered to the extensive cultural diversity is being offered across patient populations. Cultural Diversity can also be a problem area in multicultural societies because patients' beliefs about health and illness, cultural practices and communications are often diverse from that of the physicians. As final-mile providers of care, nurses recognize such gaps and can help to reduce such disparities while fostering an environment of cultural competence in healthcare. Therefore, the program seeks to increase four cultural competence patient relationship factors to help nurses improve trust levels and patient care.[16,17] One of the major approaches that can enable organization to narrow down cultural discrepancies is by promoting cultural literacy amongst the nursing professionals. This occurs through getting information on various cultures and how these can impact ones overall health. For instance, While doing cross-cultural research one may come across communities that may reject d medical solutions fully and prefer holistic or traditional solutions mentioned above. With this knowledge, the nurses are able bring cultural practices into consideration where it will be necessary to apply them in the care plan. Also, as part of cultural competence, it embraced the understanding of cultural prejudices and the management of prejudices. A nurse who maintains cultural sensitivity or is willing to go out and learn more concerning culture will be polleding to alter care to fit individuals' needs. [18,19]

Another practical method is the promotion of communication with special reference to the manners of its organization. Patients' mood and concerns must be heard and accepted by nurses as they should maintain the atmosphere to which the patients can freely speak about what they want. This involves a better hearing to the patient's views, using an interpreter where both the patient and care giver do not understand each other's language and acknowledging among other things, purchased by waving, eye to eye contact, and sizes that could differ from one culture to another. For example, it is quite acceptable for a male to make direct eye contact with the female he wants to impress in some cultures, it may represent as aggression. It may seem that paying attention to such details is unimportant in practice, but, in fact, they help eliminate the opportunities for misunderstanding and build a safe and respected attitude toward patients .Nursing education and training also assume the significant function of fulfilling the culturally diverse role. The guidelines also aim at enhancing cultural diversity within the contexts of nursing curricula to enable the future nurses be ready to serve in the multicultural countries. Cultural competence, there is the need for implementing culture-sensitive scenarios, cases, should involve the use of patient simulation, case-studying, and role-playing to be implemented as well. Furthermore, health care organizations are encouraged to provide workshops, seminars as well as learning resources on cultural competency for creating overwhelmingly positive results. Nurses who have this knowledge imparted to them are not only more competent to deal with competency issues relating to culture but are equally postured to demand policies that engender cultural sensitivity in health care service delivery.[20,21]

Working directly with community agencies and leaders it is possible to build cultural competencies in the context of nurse practice. While using the cultural mediator helps the nurses to get attuned to the cultural characteristics of a given population category. For example, a local religious or community organization would assist in reaching health concerns in a culturally appropriate technique, including health promotion for given beliefs systems. Such partnerships also help in promoting relationships between health workers and patients; patient compliance in seeking medical check up when necessary and in general, the health of the public benefits. Eradicating cultural differences in the profession calls for

knowledge, understanding and preventive communication. The lack of understanding, appreciation and general hatred for diverse culture among health facilities hinders efforts related to the delivery of quality health care services to patients. They should come up with different ways of handling patients different from them since they are able to recognize the principles of cultural competence and its importance when it comes to handling patients from diverse cultural backgrounds. This effort is not only helpful in improving the patient satisfaction, but also helpful in eradicating health differences and promoting equity in health care sector. Ultimately therefore, cultural brokering is a core aspect of nursing as the profession progressively adapts to changes in demographics.[21,22]

### **Culturally Sensitive Nursing Care and Elderly Patient Density**

It is one of the most significant features of patient-centered care to provide care that is appropriate for the variability of patient needs, more so in today's conduct that is globalized. A populace has diverse cultural, ethnic and socioeconomic characteristics; these determinatives affect significantly their conception about health and illness, their behaviors, and their expectations regarding the care they receive. Membership: In this case, it is important for nurses and other healthcare providers to understand these differences and to do that which will make every patient feel relocated and accepted. This customization is beneficial not only in the perspective of the patient satisfaction but also with respect to the overall health of the community as well the equity in health care sector.[23] One of the most important lumns of doing individualized care planning is also performing biopsychic social evaluations. Far from giving the patients' health status, these assessments involve the cultural behavior, religious faith, dietary habits, and family setting of the patients. For instance, the particular cultural practices such as birth, death or illness may require care plan adjustment according to the particular cultural group. Likewise, there are the patients who still believe in an alternative treatment, alongside conventional treatments. Knowledge of these preferences helps health care providers to design the plans of care that will suit the patient's beliefs and choices. Through incorporation of such factors, one will be in a position to have better rapport with the patients and thus will enhance the poor patients to take the necessary initiative in their health improvement.[24,25]

Patients' heterogeneity is another area where the effective communication is the key to meet their needs. If patients have a limited understanding of a doctor's language, their health literacy levels are low or their perceptions of how communication should occur differ from a doctor's then that patient's ability to follow instructions may be compromised. In response to this, it would be advisable of the healthcare professionals to employ professional interpreters, translated and potential graphical illustrative documents and potential graphical illustrations. However, switch to patient centered communication where the doctor pays attention to what the patient is saying, shows understanding and asks questions without sending the patient to hell. For instance use of questions such as 'Can you elaborate or explain more about how you handle your health?' this allow patients to express how they handle their health and very useful tool in understanding their needs.[26,27] It also includes patient understandings about the role of the family in joint decisions about treatment. Some cultures, a decision in healthcare is taken by the family and not the specific person involved. As for information sharing and decision-making, the role of engaging family members can include asking family members, updating family members and explaining, discussing and answering questions. Besides, it preserves cultural beliefs of the patient and improves options that are indispensable for the human body to get well. Beside, it is always possible to be more 'Understanding' of the cultural norms like, more flexible concerning their demand for prayer times or male/female doctors, would be very helpful for the patient.[28] Providers are also able enable care through other aspects of healthcare institutions that has been discussed above. Employers have the responsibility to provide their staff with cultural competence training to meet the need of different cultural populations. Furthermore, policies on affirmative (equality) measures – for instance, multilingual interpretations, cultural, and dietary accommodations and a diverse medical staff – can click the domain the direction of the health-care area towards equipoise . Through these practices healthcare providers are able to make effort to provide care that is culturally sensitive to the patients.[29]

Another factor which greatly enhance the communication process between a patient and a provider is cultural sensitivity. The consequence of misunderstanding that may arise from language difference, culture clash or difference in expectancies fosters anger, distrust and poor health. For instance, a patient from the collectivist culture might be delayed in making decisions for him or herself, or might want their family involved in the process, which a provider might perceive as the patient being noncompliant. Cultural sensitivity makes the providers aware of such issues and change their language used when talking to a patient. This might entail employing interpreters or telling patients culturally sensitive stories or asking generic questions which will help the patients to come to terms with options available to them and which we support .Furthermore, cultural self-identification improves the patients' care plan, as the plan will accommodate the cultures held by the patients. It is especially critical in recommending the kinds of food an individual should eat, the medication that the person needs to take, and how treatment should be administered during the last days of the patient's life, because they can conflict with the cultural or religious beliefs of the patient. For instance, a patient under treatment might be a Muslim who has to maintain a certain diet through this period of fasting that comes with the month of Ramadan. Likewise, a provider attending a terminally ill patient of a culture that values life might have to enter end-of-life discussion carefully to avoid discomfort. When care is delivered in a way that respects the cultures of these groups, providers show their patients respect, resulting in better compliance and satisfaction amongst service-users.[30,31,32]

Another critically important function is that healthcare organizations promote cultural competence as a base for patient-centric practice. Further, through offering sustained subsequent professional development, this can empower HC PROs with competencies to contain cultural diversity challenges. Moreover, increasing a culturally diverse staff may improve cultural competence in teams because people with dissimilar experiences bring different perspectives of culturally sensitive issues in healthcare teams. A number of policies promoted by the agencies enhance cultural competence—providing services in a number of languages, respecting cultural practices, and responding to disparities in rates of illness. [33] Cultural competence is the cornerstone of patient-centeredness argument in health care. ErIM enables HCPC registrants to understand cultural disharmony to ensure they provide better care to their different patients. When health systems adopt cultural competence, such a system will be on the right step towards supporting equal representation of all cultures, and hence providing the best care to all patients. Given the ongoing diversification of societies, the issue of culture sensitivity in delivering patient-centered care is one of the most significant elements of current healthcare.[33]

### **Towards understanding culturally appropriate respect in nursing.**

Nursing care should therefore be intentionally formulated and implemented in line with the guidelines and principle of diversity and equal care. A substantial part of machinist culture includes considering every patient's cultural, linguistic, and personal differences when it comes to healthcare. Because of their direct interactions with patients, an important responsibly of nurses is to ensure that patients become valued and appreciated and that a healthcare institution offers equal respect to different races, ethnicities, classes, genders, or belief systems. This paper explores the links between cultural competence and nursing practice, and shows that by implementing cultural considerations into practice, nurses can facilitate patient safety, decrease disparities in care received by cultural minorities and promote change in the nursing landscape.[34] From the discussed points in this paper, it can be understood that the prescription towards Inclusive nursing care entails cultural competence training and education. There is a need for growth of a nurse's ability to address the variety of needs a patient might present with. It begins here, with recognizing that culture plays a role in health care choices and health. [35]For example, these cultural practices may include views about specific diseases, ailing, and the treatment process hence healthcare consumer behaviour. From such cultural trends, the nurses will be in a good position to counter them and provide services that are culturally sensitive. Therefore, cultural competence training work as the first step to help the nurses shift from learning culture's 'facts' and Islam, Michal, & Chambers, 2007 to practicing identity care .Effective communication a major component of intermittent care because patients are in a position to explain their problems and also understand what options the vet has for them. End user: Patient advocates

propose that communication should be patient-centered, this means listening to patients, understanding their needs and being able to explain things that may be unclear to the patients. Interpreters or translation services may be used where health care specific cultural features like language constraints when communicating exist. In the same respect, nurses need to learn more about the forms of body language that may be appropriate in some cultures and not in others. In and out of the clinical setting, verbal and nonverbal communication can vary globally so; cultural competence is important so that misinterpretations do not occur.[36,37]

Another important aspect of I&R is Health care disparities that requires consideration and objective. It is important for nurses to understand the social factors of healthcare for equality including; poverty, education, healthcare and living status of a certain community. This may be on a positive or negative sense and may affect the positive outcomes that the patient stands to gains from these health services. However, when nurses understand the effects, such alterations can encourage other better policies and practices that enhance access to health care for a populace without lucrative discrimination. Reducing healthcare disparities also entail having nurses, as health care givers, to go further and be sensitive in their handling of clients from different cultural background, who form the core of vulnerable groups First of all, the concept of inclusive nursing care is also about creating a dignity and respect. The realization that the patient's culture and other beliefs are a part of their identity is something that nurses should always remember. This means the patient autonomy in terms of who should be included in decisions surrounding the patient, cultural practices involving religion and sex or gender preferences on the type of care the patient should receive. For instance there are people who would want to have family members in the process of removal while others prefer their doctors to be of the same sex. It is recommended that nurses should bend whenever possible to avoid offending any patient. The kind of flexibility being offered in delivering home care could boost a patient's confidence and more importantly satisfaction with the healthcare delivery system. [38,39]

Besides, nurses should take measures that ensure that their own cultural prejudices do not affect their performance. Nurses themselves also need to check in with their own private bias and ways that might prejudice or stereotype patients. Hereby we plunge into the discussion of how recognizing and overcoming biases in nursing practice can help nurses and patients. This process of the constant building of self-awareness is a lifelong process and can be supported by attending conferences, discussing with colleagues, watching and participating in mentorship.[40]

### **Concept Mapping of Cultural Competence within the Framework of Nurses' Routine Activities**

Cultural competence has to become an inherent component of care delivery models as diagnostic and treatment strategies are being applied in diverse sociocultural contexts. Patients of nurses come from different cultural, ethnic and social backgrounds hence comes from different beliefs, values, and practices concerning their health. This means that when culture is integrated into daily practice of care the practice is not only competent but also sensitive to the cultural belief and practice of the individuals. This enhancement results in better patient health, enhanced patient-clinician rapport, and an objective patient-centred care. Nursing culturally competence is the process of engaging, communicating, and promoting cultural differences and ensuring commitment to cultural competence as part of nursing practice.[41]Culturally competent communication is possibly one of the key ways through which cultural knowledge can be incorporates into the practice of nursing. The first core component of our competencies relates to effective communication and must be seen as central to cultural competence. Nurses need to learn ways of how to deal with language divergence and how and when to call for a qualified interpreter/translator. It is also important that they have a perception of how different cultures do or don't use body language speechless, gestures, or facial expressions. A conceptually overlapping culturally competent nurse makes a point of always hearing and comprehending the needs, concerns, and values of a patient. Thus, the nurses develop the situation where the patient and the career find themselves in a click to be able to discuss any weakness, or strength the patient has as per his or her wish. [41]

In addition to communication, culture is evident by how and in what context nurses conduct an assessment and care plan. Cultural beliefs vary from one patient to the other because culture defines how a given patient understands health and illness and how he reacts to treatment. For instance, some patients may prefer or be required to take both complementary and alternative healing methods together with the modern ones, some have special last orders, rite or food restrictions that require to be observed. Nurses should ask the patient culturally based questions about the beliefs and expectations that patient has towards the treatment and care and use the information in treatment plan. Ensuring that the care delivery process is sensitive to the cultural backgrounds of the patient assures the patient comfort and satisfaction, increases adherence to the prescribed program and it respects the patient.[42]

And this is to say that having an understanding of culture also in the family concerns being sensitive to how cultural factors may impact on roles and responsibilities as well as on decision-making processes. Traditionally, people from different cultural backgrounds follow the decision making option of the family rather than the patient. Nurses should involve the family in care giving as appropriate while honoring the culture of the patient yet protecting the patient's rights to privacy.[43]

### **Conclusion**

Therefore, it is becoming mandatory to incorporate culture in everyday nursing practice to improve the quality of patients care. Through implementing effective cultural care, the nurses easily work on their patients with effective communication and understanding of their needs; thus, enhance essential respects leading to better patient health. Through acknowledging cultural communication, implementing individualized patient care and through constantly reading and learning about other cultures, the nurses will gain the credibility and trust of their patients and in doing so increase patients' compliance to their treatment regimens and ensure that their cultural beliefs and values are recognized. In conclusion, cultural knowledge in nursing improves the quality of the health care delivery as well as connects to the overall mission of making the health care system humane and fair to everyone. In such approaches, nurses will be in a position to minimize cultural differences AS WELL AS guarantee that overpayment receives adequate care.

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الكفاءة الثقافية في التمريض: تحسين الرعاية للمرضى من ثقافات متنوعة

## الملخص

**الخلفية:** نظرًا لأن الرعاية الصحية أصبحت متعددة الثقافات، ينبغي أن يكون الممرضون مستعدين للتعامل مع أفراد من ثقافات مختلفة، إن التعليم المتعلق بالثقافة يعزز رضا المرضى ونتائج الرعاية الصحية والمساواة للجميع.

**الهدف:** تهدف هذه الدراسة إلى تحديد الأهمية التي يتم منحها للبعد الثقافي في مهنة التمريض اليومية، ويتحقق ذلك من خلال الأهداف التالية: (1) فهم تطبيق الاتصال الثقافي المناسب؛ (2) دراسة الرعاية التمريضية ذات الكفاءة الثقافية؛ (3) تحديد أهمية التعليم كوسيلة لتعزيز الوعي الثقافي.

**الطرق:** تم إجراء تحليل للمواد الأدبية المنشورة حديثًا المتعلقة بدور الكفاءة الثقافية في مهنة التمريض، بهدف تحديد النتائج الرئيسية في مجالات الاتصال، التقييم، قواعد البيانات الفردية للمرضى/العملاء، وفعالية تدريب الكفاءة الثقافية.

**النتائج:** تتضمن خطط التدخل لتحسين الكفاءة الثقافية الكفاءة الثقافية اللفظية، الكفاءة الثقافية في التقييم، والكفاءة الثقافية في تقديم الرعاية. وقد أوصت النتائج بضرورة المشاركة في التعلم المستمر والتأمل في العملية برمتها لتعزيز الكفاءة الثقافية للممرضين.

**الاستنتاج:** تعتبر الكفاءة الثقافية عاملاً محوريًا في تقديم الرعاية المعززة بمعرفة التمريض. بالنسبة للممرضين الذين يطورون كفاءتهم الثقافية، تتحسن الرعاية المقدمة للمرضى، ويحسن العلاقة بين المريض والممرض، وتتحقق المساواة في الرعاية الصحية.

**الكلمات المفتاحية:** الثقافة، رعاية الثقافة، العلاقة بين المريض والعميل، الفهم المتبادل، الوعي الثقافي، الأهمية الثقافية في تقديم الرعاية الصحية والوصول إليها.