

Chapter 2

NURSES' PERSPECTIVES FOR CULTURAL COMPETENCE IN CARE SETTINGS: A QUALITATIVE SYSTEMATIC REVIEW

Yasemin YILDIRIM USTA, Şeyma DEMİR

Introduction

According to the statistics of World Migration Report, the number of international migrants in the world is increasing every year. High migration has occurred due to political reasons such as border management, displacement for a few years (International Organization for Migration, 2017). United Nations International Migration Report (2017) reported that number of immigrants showed a rapid change from 220 million in 2010 to 258 million in 2017. All of international migrants live most often Asia (80 million), Europe (78 million) and North America (58 million). This changing nature of societies creates difficulties for all health professionals who are faced with various health needs and expectations of the world (Croot, 2012). Cultural norms such as language, beliefs, and practices can easily be misunderstood in a multicultural environment (Almutairi et al., 2015). Therefore, nurses who interact more with customers than other health professionals may feel inadequate to provide safe and competent care.

Background

The expectation of a safe and high quality care approach has become a priority to meet the needs of customers in the health care services in multicultural communities. Although national and international health policies has been focused on cultural care, the nurses who constitute the most healthcare workforce are still experiencing difficulties in the care of customers from different ethnic origins. Indeed, Arias-Murcia and Lopez's meta-synthesis (2016) has shown that nurses often have concerns about communication barriers, Access opportunities and quality of care in the care of ethnic patients. Therefore, the growing cultural diversity creates a moral, professional and legal obligation to nurse culturally competent care (Markey et al., 2018). "Cultural competence" is a widely accepted approach to focus on diversity in health care (Croot, 2012). It is based on the principle of "eliminating health inequalities and realizing an objective and equal representation of health services" aimed at the primary level in a society (Agency for Healthcare Research & Quality, 2014).

There is a growing interest in cultural competence in health services. The concept of cultural competence is handled by different thinkers and theorists, and the

al competence. However, the examination of cultural competent care experiences of nurses in comparison with various cultural nursing models may allow for different aspects to emerge. Further studies can be sustained in this context.

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