Difficulties in delivering nursing care to foreign patients among Japanese nurses and their attributes: text mining approach

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Introduction:

It is crucial to provide nursing care by considering clients’ diversity, especially for nurses in Japan, due to the drastically increasing number of foreigners in Japan, and when preparing for the Olympic games in 2020.

Objectives:

The purpose of this study was to explore the difficulties of Japanese nurses in delivering nursing care to foreign patients and the relationship of these difficulties with their attributes.

Methods:

The research design was descriptive and used a questionnaire survey. Subjects were registered nurses from 19 hospitals in Japan. The questionnaire included a question about difficulties in delivering nursing care to foreign patients as a free description. The concepts of difficulties extracted from these free descriptions by using a text mining software, SPSS Text Analytics for Surveys 14.0 Japanese version. Data were collected from September to December in 2015.

Results:

- **SUBJECTS (Fig. 1)**
  - The number of targeted respondents for the survey was 9,140. Of these, 7,494 (82.0%) were valid responses with 6,844 (91.3%) of them being female. The mean age was 32.6 (SD=9.4) years, and the majority position was staff nurse (85.9%).
  - **CONCEPTS OF DIFFICULTIES (Tab. 1)**
    - The major 50 concepts of difficulties extracted from 4,653 (62.1%) respondents’ descriptions using text mining include: “communication,” “explanation,” and “cultural.”
  - **NUMBER OF DIFFICULTIES**
    - The range of number of concepts of difficulties of individual respondents described was from 0, which included respondents who described nothing, to 14, and the mode was 2 (18.9%) except 0 (37.9%) (Fig. 2). Regarding the median number of concepts, female respondents showed 2.00, which is higher than that of males (p=000) (Fig. 3). administration nurses showed the lowest 2.00 (p=000) (Fig. 4) and the respondents who lived abroad most of their life showed 6.00 (p=000). (Fig. 5)

Conclusion:

- Language is a great barrier for Japanese nurses in delivering nursing care to foreign patients, also cultural factors affected delivering nursing care, and cause “inaccuracy” and “insufficiency” as hazards of clinical safety.
- Linguistic and cultural interpreting resources are needed for clinical safety for both of nurses and foreign patients.
- Number of difficulties in delivering nursing care to foreign people had a relationship with nurses’ attributes such as sex, position, and nursing terminology.

Keywords:

- culturally competent care, cultural competency, diversity