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## Difficulties in delivering nursing care to international patients among Japanese nurses :

### A qualitative approach

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### Purpose:

The provision of nursing care, especially by Japanese nurses, while considering clients' diversity is crucial, corollary to the increasing number of foreigners in Japan. Consequently, it is an important issue as regards, preparation for the Olympic Games in 2020. From a global health perspective, it is urgent for Japanese society to develop nursing skills for any international patient. Following these contexts, this study explores the difficulties of Japanese nurses in delivering nursing care to international patients.

### Methods:

The research design was descriptive and employed a qualitative approach with a questionnaire survey. Subjects were registered nurses from 19 hospitals in Japan. The questionnaire included a free-form question on difficulties in delivering nursing care to international patients. The concepts of difficulties were extracted from the participants' free writing using a latent content analysis. Data were collected from September to December in 2015. The study was approved by an ethical committee from the researcher's university.

### Results:

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 years (SD=9.4), and the majority position was staff nurse (86.9%). 4,653 (62.1%) participants made free writing. By the latent content analysis, there were three axes of the difficulties that the nurses experienced at the bedside; the content of nursing practice, affection, and the interpersonal relationship. Regarding the content of nursing practice, extracted concepts of difficulties included "communication", "supporting activity of daily life", "medical-surgical nursing", "birth and death nursing", and "nursing administration". Affection extracted concepts included "nervous" and "anxiety" among the nurses. Most of the difficulties happened in the interpersonal relationship between a nurse and the international patient, and at times involved their family, other Japanese patient, a physician, and an interpreter.

**Conclusion:** In this study, three axes of the difficulties that the nurses experienced in delivering nursing care to international patients were explored. The competence of global health nursing can be developed using the nurses' voices. This study was supported by JSPS KAKENHI Grant [A] FY2013-2021.