



# A Concept Analysis in Cultural Competency among Nurses Based on Walker and Avant Method

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## Authors' contributions

*This work was carried out in collaboration among all authors. All authors read and approved the final manuscript.*

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## ABSTRACT

**Background:** Nursing serve as frontline in the delivery of care. Health care services focus on the complexity of cultural diversity to meet the multicultural clients therefore it necessary to have cultural competency in providing quality care from diverse background. Nurses must have that confidence in performing their duties, this includes plan of care that appropriate base on their

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patient beliefs or practices. Nurses with transcultural competency can overcome any challenges in serving the patient. Cultural skills showcase competency. In contrast, Nurses with low cultural competency tend to be avoidant to the patient in clinical assessment due to barriers like communication, lack of awareness and sensitivity in patient beliefs and practices.

**Purpose:** The objective of this study is to investigate nurses in providing culturally congruent care for the patient with diverse background. Tailored with cultural competency in understanding patient situation in rendering services.

**Methods:** The study utilize method by Walker and Avant in studying literature of different concepts of nurses pertaining to their nursing competency. The process of concept analysis as follows [1] selection of concept [2] establishing the purpose [3] concept confirmation [4] identification of concept attributes [5] presentation of model case [6] provide constructing borderline, and other cases [7] identification of antecedent and consequences [8] Identification of empirical references. [1].

**Results:** The research shows that nurses adhere responsibilities in providing care. It highlights knowledge and skills in the improvement of cross cultural health care. The use of concept such as cultural health, cultural education and cultural care serve as foundation in the concept of culturally competency. Nurses' attributes such as cultural awareness, cultural knowledge and cultural communication skills in providing quality of care to the patient sharing common goals and creating meaningful partnership in health the care plan.

**Conclusion:** Cultural competence is an ability that is being developed gradually and that those who have already gained more experiences have been proven to be more aware and culturally competent than those with only some to little experiences.

*Keywords: Cultural competency; cultural sensitivity; nurses competency; cultural education; social responsibilities; communication skills.*

## 1. INTRODUCTION

Cultural competency plays major role in the healthcare system. It provides social responsibilities in nurturing patient in designing appropriate plan care for the patient. Due to increase migration in different countries, health care services face challenges in the addressing patient concern in acquisition of care in accordance with their beliefs, practices, and values in accepting services [2]. Nurses as frontliner of health care deliveries it focusses on the complexity of health care services to meet the multicultural client therefore it necessary among nurses to have nursing competency in assessing patient needs. It incorporates cultural skills in handling patient, assessing patient needs, communicating on patient, and assisting patient to attain optimum level of wellness. An increase in diversity among the population result to patients' complexity of their care needs and hinder patient-centered approach in care if there is lack of cultural awareness in providing quality of care. [3,4,5]. Understanding the process such as cultural awareness, sensitivity transform intervention in health care outcomes (Smith, L 2018).

In nursing profession, the ability to interact effectively with the patient will promote rapport.

Establishing of trust and developing meaningful relationship within various cultural Background increase partnership in patient and nurse. Incorporating the importance of cultural competency is a process which involve continuity of increasing self-awareness and self confidence in facing culture diversity. Its main goal to provide advocacy for the patient with respect despite differences. Recognizing challenges and partnership in the plan of care [6]. Cultural competencies define attributes on how nurse must work in culturally different environment. The arrays of health care communication builds trust between nurse and patient. It strengthens the bond to be connected from plan of care. In contrast, Nurses with low cultural competency tend to be avoidant to the patient in clinical assessment due to barriers like communication, lack of awareness and sensitivity in patient beliefs and practices. After all the main goal is to provide satisfaction of the patient during their hospital stay, providing comfort, promoting sensitivity and lessen disparities [7].

### 1.1 Objective

To provide deliver quality of care to the patient with competency thus understanding patient perspective in achieving optimum level of health. This help to evaluate factors or skills for

improvement of health care and improve patient relationship.

## 2. RESEARCH METHODOLOGY

### 2.1 Research Design

The utilize the concept of cultural competency among nurses in providing care for the patient. this include in the creation of plan of care for the patient, assessing patient needs and delivery of quality of services. Nursing cultural competency is evaluated through various study with the use of Walker and Avant Method. Application of concept analysis method does not require observation in the site instead it analyze different relevant literature on how different concept is define and utilize in the study. Therefore, this study focusses on literature review in the identification of preceding factors in the study. It also serves as cross checking of the result that is presented.

### 2.2 Methods of Data Collection

The study utilize literature search using different platform like EBSCO, Cumulative Index of Nursing and Allied Health Literature (CINAHL) and PubMed. The search items where "Cultural competency and "Nurses". The study utilize method by Walker and Avant in studying literature of different concepts of nurses pertaining to their nursing competency. The process of concept analysis as follows [1] selection of concept [2] establishing the purpose [3] concept confirmation [4] identification of concept attributes [5] presentation of model case [6] provide constructing borderline, and other cases [7] identification of antecedent and consequences [8] Identification of empirical references [1].

## 3. RESULTS AND DISCUSSION

### 3.1 Selection of Concept

Cultural diversity in various countries and regions is imperative to be sensitive in cultural differences among patients' health and recovery. Among them is understanding cultural health perspective. It provides wide range of understanding patient that requires complexities in valuing philosophies which provide parameter in the acquisition of knowledge and skills. Cultural competency of nurse's partnership is important in nursing care plan. Cultural diversity

requires innate combination of knowledge and skills towards quality of care [8]. In addition, cultural education background of nurses adheres in how nurses' function in the hospital catering patient needs. The Purnell Model for Cultural Competence includes concentric circles illustrating a global society, the community, the family, and the individual; a pie-shaped interior describes 12 cultural domains covering overview and heritage, communication, family roles and organizations, workforce issues, bio cultural ecology, high-risk behaviors, nutrition, pregnancy, death rituals, spirituality, healthcare practices, and healthcare practitioners. Another model is from Schim et al. [9] who presented a 3-D puzzle model of culturally congruent care which describe levels and constructs in the presentation of different assumptions, which provides basic structure in the proposition of expatriate nurses point of view as patient advocates. Hence it tackles as well on aspect that hindered in nurse-patient-family-physician structure, communication, and other aspect that navigate in providing culturally safe environment for the patient [10].

### 3.2 Establishing Purpose of Concept Analysis

The purpose of study is to identify concept for cultural competency among nurses in the delivery of health care. It is important for nurses to have cultural competency in multicultural health care setting. This includes how nurses' function in environment with diverse patient. It identifies different factors that might affect cultural competency and acquisition of knowledge, skills and attitude in rendering care for the patient. This includes nursing beliefs, principles and perspective addressing obstacle such as establishing relationship between nurse and the patient.

### 3.3 Concept Confirmation

The concept of culturally competency represents structure of culture in caring the patient. The use of concept in literature mainly define in complexity of cultures. It shows case behavior among nurse patient relationship in meeting the health care needs. This also include ways on how to develop care plan that varies according to their practices and beliefs. The concept of cultural competency challenges nurses in having complex responsibilities in providing care with comprehensive understanding of patient. it provides arrays in health perspective like

assessment, planning, implementation, and evaluation that provide quality of care and promote safety for the patient. It also provides variety in continuous education like trainings, seminars pertaining to understanding different cultures.

### **3.4 Identification of Concept Attributes**

The conceptual attributes of cultural competency that use in the literature review provide insights in promoting cultural competency among nurses. First is. The plan of care suited for the patient base on their beliefs, values, and practices. It is important to have competency in communicating with the patient. It allows developing intervention that appropriate base on patient's perspective. The praxis of health care policies in handling multicultural population that will lessen disparities and inequity of attaining health care services in diverse population.

#### **3.4.1 Cultural awareness**

Educating patient is one of the nursing responsibilities among nurses. This includes clarification of patient needs during stay in the hospital. The presence of these determinants influences in producing a better healthcare service delivery to the individual, families, and communities. It can be interpreted from the model that cultural, and level of awareness can be integrated as this influence a direct relationship between the two concepts; thus, as stated by Leininger [11], the uniqueness of the person, simply referring to the demographic profile, affects the establishment of awareness base, making a transcultural sphere of competent nursing care in the diverse worldview.

#### **3.4.2 Cultural knowledge**

Nurses must be knowledgeable on patient situation. This knowledge pertaining to the disease and nursing care plan for the patient. Assessment is the skills that nurses must possess, this help nurses to gather information pertaining to their patient. Knowledge acquisition is through learning from patient, nurturing and understanding each difference. This knowledge promote creativity in designing patient needs. Developing nursing intervention is critical in performing effectivity in health. The integration of personal cultural diversities, awareness, and sensitivity into everyday clinical practice, characterizing cultural competence as a process through which nurses deliver culturally congruent care for patients of different cultures.

### **3.4.3 Cultural communication Skills**

Culturally competent communication skills were mentioned as a learning outcome in 2 of the studies chosen to this review. These skills emerged in learning to use situation-specific and respectful interviewing skills [12]. Skills acquisition is quite challenging, it requires perseverance in learning on it. It nurses obligation to put in details in rendering and caring for the patient. Self-confidence in delivering the procedure for the patient is essential. Different procedures is crucial for the patient. Equipping knowledge, skills and attitude indicate wholeness and solidify quality assurance of patient safety.

### **3.5 Presentation of Model case**

The case refers to example of real life in the connection of main attributes of concept of cultural competency in nursing. The model case as follows. When Nurse Cruz encounter obstacle's in handling the patient. It is important for nurse to address barriers in patient delivery. Nurse Cruz migrated to other country and work in the hospital. One challenges that it encounters is communication barriers, understanding one cultures and cultural encounter. Hence this challenging on that aspect, she is motivated to provide quality of care for the patient. she stated that she I also witness injustice with it comes to delivery of care and the presence of Inequality in health care services is commonly occur in health care setting."

The case represents on how nurse respond in situation where there is presence of challenges in the delivery of care to diverse patient. Cultural competence is the continuum of providing care to patient. This includes openness in learning despite differences. It believes that caring the patient is center of nursing. People are diverse but have inherent characteristic of caring behavior and known for being sensitive to one another. This assumption serves as guide on how nurse function in the delivery of care. Giving care with equality will help in achieving health care outcome.

### **3.6 Borderline Case**

Borderline cases is essential in attributes that examine in cultural competency among nurses this pertain defining attribute but some related cases do not include attribute. An example of it" The patient is 28 years old admitted to hospital due to traumatic injury, the patient has low survival rate. The family stay always stay on the

patient side, praying, having rituals for the patient. Due to this incidence nurses feel uneasy in carrying their work. The culture assessment is important but some how hinder interaction between the patient. An approach for the patient is important without neglecting the cultural needs.

The case represents on how cultural competency apply in the situation. The nurse views this situation as incitement in approaching patient care. Cultural encounters happen in the health care setting. Nurse must deliver quality care despite challenges to multicultural patients. Nurse must recognize and respect in accordance to ones cultures and values, as well in the delivery of meaningful care to patients of various cultures through successful interactions [13].

### **3.7 Identifying Antecedent and Consequences of Concept**

The antecedents pertain to the condition that happens before concept occurrence and the consequence pertain to event that take place after the concept.

#### **3.7.1 Antecedents**

The first antecedent in the concept of culturally competency among nurses is recognizing [1] cultural diversity. Acknowledging differences across culture is important in addressing patient needs and provide equality in health care services. Striving hard to work with different race and race ethnicity is great action that indicate nurse responsibilities. It about providing caring with competency in understanding various culture [14]. In addition, diversity can lead to recognize global health care to promote cultural sensitivity to be me more productive, creative, and approachable health care workers [15,2] Cultural Encounter pertains to the situation which the nurse challenge their decision making. This pertains in working with various group to address needs. The nurse must consider patient practices but there are some instances that there is presence of cultural clash which serve as gap between nurse and patient. hence this must address to provide resolution on this situation. This allows nurse and patient create partnership and promote respect to one's differences. [3] Organizational Support system is one key aspect to provide quality of care for the patient. The administrator must assess variety of cultures to provide excellent care. The creation of strategic plans allocated for patient is important as well us nurse to sustain cultural competency in caring

the patient. Tailoring family perspective must address through advocating patient care without neglecting the family member [16]. Evidence of transitory changes in practitioner attitudes and patient experiences influence on patient treatment. Strong organization support like providing workshop to the staff nurse is important to promote competency. Creating strategic planning is important in the execution of health care service, through this it will enable to work in the more consistency in providing care. Cultural competency training for healthcare personnel is the most common and well-studied cultural competence intervention.

#### **3.7.2 Consequences**

Recognizing the caring needs is confirmed, it about cultural competency of nurse as provider of care. This responsibility pertains to [1] Patient Care which serve as center of caring in nursing. It allows nurse to render care in assisting patient needs during stay in the hospital. Cultural congruent care is about caring base not only to what patient needs now but on looking on the wholeness of care. This is about nurturing patient nurse relationship learning from each other. It's about showing respect sensitivity and commitment in health care plan [17,2] Nurses Competency is not simply pertaining to knowledge, skills, and character but also its sensitivity as provider of health. This is about promoting safety to patient environment, tailoring health care plan, advocating not only patient but as well as patient family members and others. The action of nurse is greatly influence in achieving goals. The nurse can be transformative in repatterning unnecessary beliefs that might hinder I health care as long that it cannot violate or affect the patient [3]. Health-related consequences is somehow nurse experience as obstacle in the delivery of health care services. This is like old practices which is not beneficial to patient. Nurse as advocate of care must start continuous approach in the patient personal issues. Nurse must competent in terms of health related policies, addressing inequalities due to multicultural population and advocating patient right all the time. C.

#### **3.8 Empirical References**

The empirical reference is consider as last phase of concept analysis which pertains to confirm the phenomenon of cultural competency among nurses. This clarifies how nurse works in clinical field with diverse population. Various Comprehensive tools to measure cultural

competency, thus limiting the ability to evaluate this aspect of nursing practice; more research is needed to develop these tools [18-20]. An example of it is the rainbow model of cultural humility provides visual support to enhance understanding in patient needs. This offer approach and strategies in the interrelationship between nurse and patient. It also provides concrete decision making and understanding challenges base on patient needs acknowledging differences and appreciating values, beliefs, and practices. In addition, cultural competency of Purnell allow nurse to be responsible in plan of care particularly in assessment, nursing diagnosis, planning, implementing and evaluating patient needs. Despite cultural differences cultural competency plays major role in promoting quality care and eliminating health care disparities

#### 4. CONCLUSION

Cultural competence is an ability that is being developed gradually and that those who have already gained more experiences have been proven to be more aware and culturally competent than those with only some to little experiences. identify the values, beliefs, attitudes, and health needs of each client, accounting for all aspects of culture when planning care.

Cultural care competence, and all of which are being investigated regarding their presumed role in decisions and perspective which includes factors that cause misconceptions on healthcare in terms of culture; hence creating an individualized care approach requires systematic integration of the sociocultural structure dimension in the application as collective health (Holistic focused care) towards the nursing practice for the individuals, families, and communities.

#### CONSENT

It is not applicable.

#### ETHICAL APPROVAL

It is not applicable.

#### COMPETING INTERESTS

Authors have declared that no competing interests exist.

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