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 研究課題名(和文) Creating intercultural communication materials for nursing education through mixed-method development of a cross-cultural nursing inventory  
 研究課題名(英文) Creating intercultural communication materials for nursing education through mixed-method development of a cross-cultural nursing inventory  
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**研究成果の概要(和文)：**異文化間看護能力に関する看護師の全国調査と、異文化間患者との経験に関する看護師へのインタビュー調査を行った。日本の看護専門職は、異文化間看護に対する尊敬と肯定的な態度があるが、異文化間患者を扱うスキルが不足していると感じていることが示された。異文化間看護の経験について、11人にインタビューを行い、結果として異文化間看護において用いてきた方法やツールが明らかになった。日本の看護師が異文化患者に対応できるようになるには、トレーニングと経験が重要であることが示された。これらの結果は、看護英語コースの教材に反映され、英語を話す模擬患者を含む研究につながった。

#### 研究成果の学術的意義や社会的意義

A new intercultural nursing questionnaire survey for nurses in Japan was developed and shown to be both valid and reliable. Through the research project results, it was found that giving nurses "hands-on" training with intercultural situations, such as role plays, could be of benefit.

**研究成果の概要(英文)：**This study had two main parts: a national survey of nurses on intercultural nursing competency and an interview study with Japanese nurses regarding their experience with intercultural patients.

The survey was found reliable and contained 6 intercultural nursing areas: knowledge, awareness, attitude, abilities, respect, and self-awareness. Results showed that nursing professionals in Japan have respect and positive attitudes toward intercultural nursing but feel they lack the skills to work with intercultural patients. The interviews were held with 11 nurses regarding their intercultural nursing experience. Findings included the methods and tools that nurses in Japan have used in intercultural nursing.

The results of the project showed the importance of hands-on training and experience to prepare Japanese nurses for intercultural patients. These results have informed the content and materials of Nursing English course and led to a project involving English-speaking simulated patients.

研究分野：Intercultural nursing

キーワード：intercultural nursing cross-cultural nursing transcultural nursing intercultural competenc  
e

## 様式 C-19、F-19-1 (共通)

## 1. 研究開始当初の背景

The purpose of this research project was to investigate the current state of cross-cultural nursing (CCN), also known as intercultural nursing and transcultural nursing, in Japan in order to develop educational materials for the preparation of nursing in Japan to better handle CCN situations. This objective was determined through a review of the literature into intercultural communication (ICC) and CCN. As Japan—and the world—continue to become further globalized ICC continues to be ever more necessary. ICC is a multifaceted construct including cultural awareness, knowledge, understanding, sensitivity/empathy, and skill (Ono & Yamamoto 2011). Healthcare is a particularly poignant area where ICC becomes vital (Samovar et al 2010). Similarly, CCN involves caring for a patient from a different cultural and/or linguistic background and includes all lifestyle-related topics like food, symptoms, relationships, and illness beliefs (Lipson et al 1996). As nurses are on the forefront of patient interaction and care, it behooves educators to know how to best train present and future nurses. While nursing students in Japan have been found to have an awareness of ICC (Kawakita & Hensley 2017), it was not clear what would be the ideal way to prepare those same students for their future CCN. However, over 20 years ago Hasegawa, et al. (2002) found that nearly half of Japanese nurses had already worked with a culturally and/or linguistically diverse (CLD) patient but were concerned with their lack of knowledge. Later, Toyooka (2015) reported that Japanese nurses still lacked confidence in CCN. Kuwano, et al. (2016) found the primary factors contributing to this were intercultural sensitivity, length of nursing experience, and availability of interpretation services. This need for experience, cross-cultural experience in particular, was also noted by Yamamoto, et al. (2008) and Yokogawa, et al. (2002). However, it was also found that no CCN inventory had been developed for Japanese nurses which demonstrated acceptability under statistical analysis (Sugiura 2003). Thus, it was determined that the current state of CCN among Japanese nursing professionals needed to be investigated prior to pursuing any educational interventions. This led to the following research question: What education is appropriate in preparing for CCN in the Japanese context?

## 2. 研究の目的

Most research into and programs on nursing English in the Japanese English language context focused on specific nursing skills, such as using English to check vital signs. There was a lack of ICC coverage in nursing ESP research, classrooms, and textbooks in the Japanese context. As effective cross-cultural communication requires more than language skills, appropriate preparation of nurses through education in CCN encounters seemed necessary.

The purpose of this research project was to investigate the CCN competence of nurses in Japan by examining their attitudes toward and understanding of ICC, as well as analyzing nurse-patient CCN interaction from nurses' perspectives and past experiences. It included the creation of a self-assessment CCN inventory for nurses in Japan in order to evaluate what ICC is necessary in the Japanese health care context for successful CCN care. The study sought to address the gap in the research by examining the current state of CCN in Japan by assessing nurses' ICC attitudes, awareness, knowledge, and competence through a questionnaire survey; analyzing nurses' past CCN experiences through interviews; and informing the creation of educational materials to prepare for future CCN.

### 3. 研究の方法

With the above research question determined, this research project set out with the following three goals: develop a CCN inventory (questionnaire survey instrument) for CCN among Japanese nurses, conduct post-survey follow-up semi-structured interviews with nursing professionals on their CCN experience, and develop educational materials to better prepare nurses in Japan for their CCN encounters.

#### *Questionnaire Survey*

An original CCN questionnaire survey was created in Japanese for Japanese nursing professionals and piloted with an expert panel of Japanese nursing professionals. This led to the finalized version of a CCN inventory for nurses in Japan to (self-)assess their CCN competence. The survey was conducted among 586 nursing professionals (nurses, midwives, and public health nurses) from 102 hospitals across Japan (See Table 1). Statistical analysis of the results revealed six factors related to CCN: knowledge, awareness, attitude, abilities, respect, and self-awareness. These factors were the result of an exploratory factor analysis with factor loading .50 or above (Tabachnick & Fidell 2014), eigenvalue greater than one (Nakayama 2018), and a minimum three items for each factor (Hair, et al. 2009). With an adequate sample size and reliability, the instrument demonstrated its acceptability.

**Table 1.** Demographic characteristics of respondents

		<i>n</i>	%
Gender	Female	537	91.6
	Male	47	8.0
	Other	2	0.3
Age	20-25	89	15.2
	26-35	116	19.8
	36-45	173	29.5
	46-55	145	24.7
	56-65	61	10.4
	Other	2	0.3
Clinical experience	0-3	82	14.0
	4-13	138	23.5
	14-23	178	30.4
	24-33	132	22.5
	34-43	55	9.4
	Other	1	0.2
Hospital type	National general	89	15.2
	Private general	89	15.2
	Public university	47	8.0
	Private university	118	20.1
	Other public	71	12.1
	Other private	75	12.8
	Other	97	16.6
Experience abroad	No	275	46.9
	Yes	311	53.1
	- Travel	255	43.5
	- Study abroad	28	4.8
	- Living	16	2.7
	- Working	12	2.0

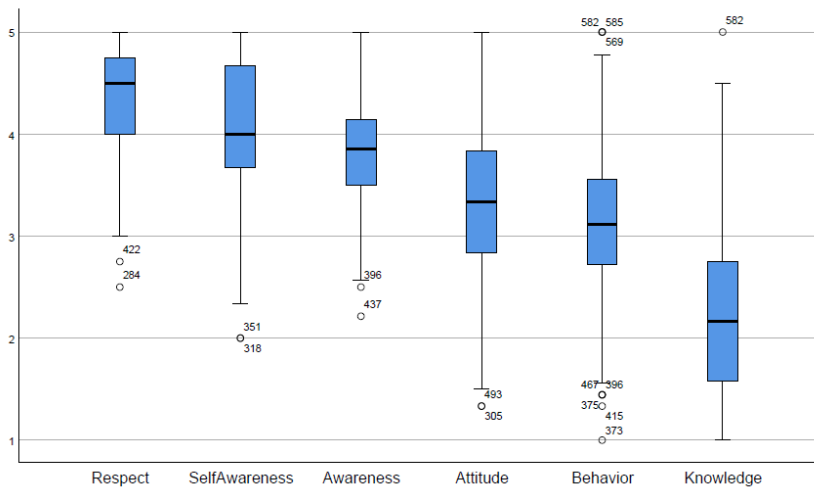
### Interview Study

In the following year, semi-structured interviews were conducted in Japanese with 11 nursing professionals (7 nurses and 4 midwives) from around Japan. Due to the Covid-19 pandemic, the interviews were conducted online. Interview contents were transcribed and analyzed inductively for emergent themes regarding nurses' CCN experience.

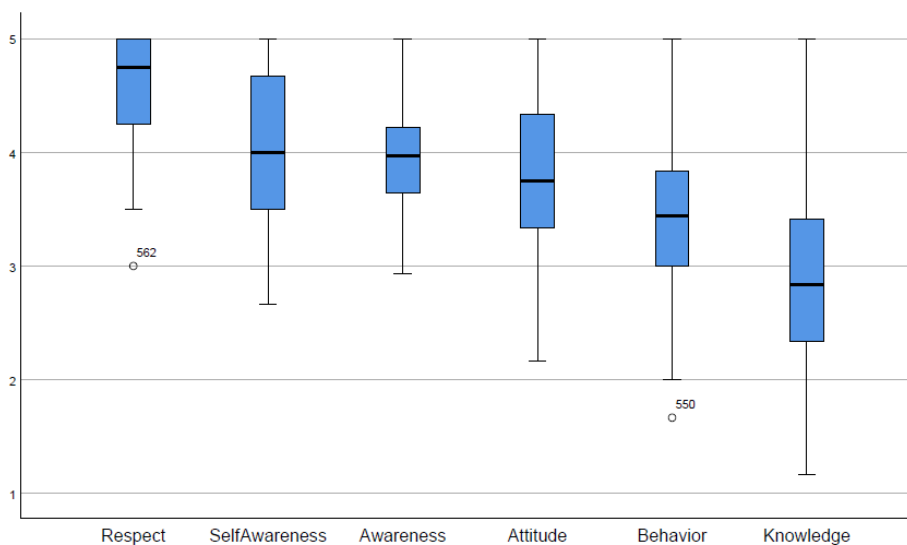
### 4. 研究成果

The results of the nationwide survey, itself, showed that, while nursing professionals in Japan exhibited positive attitudes toward CCN and a desire to provide culturally-appropriate care, many of them felt lacking in knowledge, despite their CCN awareness.

**Chart 1.** Survey results of nurses without experience abroad



**Chart 2.** Survey results of nurses with experience abroad (travel, study, or work)



Results of the interview study revealed that nurses in Japan are faced with a range of tasks and interactions to be handled when providing CCN care for a CLD patient.

**Table 2.** Results of interview study

Language use & Communication	When CLD patients don't speak Japanese, nurses must cover a variety of topics (usually in English) including (but not limited to) hospital rules, insurance, medical topics in simple English, and major decisions such as surgery. When communication is difficult, or when a patient does not speak English or Japanese, nurses often resort to language applications (Google Translate, VoiceTra, Papago) and devices (PockeTalk, Melon). Nurses often have to make do with what is available, including their own devices, as not all hospitals make devices available.
Using interpreters	Turn-based interpretation is possible through the use of applications and devices, but often not ideal. Some hospitals, prefectures, or cities provide some limited interpretation services, but nurses often resort to using the patient's family members for interpretation. Some hospitals also keep lists of staff members able to speak foreign language that can be called for assistance.
Nurses' preparation	It is often up to individual nurses/wards to prepare for CCN with their CLD patients. Some general questions can be prepared ahead of time. Certain materials (dictionaries & medical glossaries) can be kept on hand. Some nurses keep personal notebooks with prepared language (vocabulary, phrases, & patient information). Some nurses translate hospital forms and procedures. Nurses also find themselves facilitating communication by prepping interpreters to interact with the patient or prepping patients to interact with doctors and specialists.
Midwives' preparation	Midwives, with more time to prepare before the time of delivery, can produce care plans and schedules in the patient's language (often English). They can educate the patient on healthcare practices and customs in Japan, as well as check on the patient's cultural background and adapt perinatal care to the patient's cultural background.
Common CCN content	Common steps taken by nurses regard CLD patients' diet, including adjusting hospital meals' flavors and staple foods. Cultural illness beliefs also need checking with the patient, in their words, or their family. Patient requests, such as postpartum practices and informed consent, also need to be addressed. Nurses reported that conducting background research into their patients' cultures was not practical, as they did not have the time to do so while caring for other patients.
Often-used materials	Nurses in Japan mentioned informed consent forms as a major hurdle to be dealt with. Many also mentioned making use of pointing cards/boards for regular communication with CLD patients.

Results have demonstrated that there is room for helping to better prepare nurses in Japan for caring for CLD patients. Educational methods and materials incorporating CCN content along with practical experience using the methods and materials described by the nursing professionals in this study could further help to train nurses for working with patients from different cultural backgrounds. With that in mind, employing role plays, between nursing students at first and then with English-speaking simulated patients from various cultural backgrounds later, would seem to be able to fulfill this need. The results of the current research study have already begun to inform the content of an English for Nursing course, in which multiple materials and media are being implemented as part of role plays geared toward giving the future nurses of Japan practical hands-on experience in working with CLD patients.

5. 主な発表論文等

〔雑誌論文〕 計0件

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1. 発表者名 Joel Hensley
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3. 学会等名 CLaSIC 2022: The Ninth CLS International Conference (国際学会)
4. 発表年 2022年

1. 発表者名 Joel Hensley
2. 発表標題 Cross-cultural nursing perspectives of Japanese nurses
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2. 発表標題 日本における看護系大学教員による異文化間看護に関する実践能力
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〔図書〕 計0件

〔産業財産権〕

〔その他〕

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6. 研究組織

氏名 (ローマ字氏名) (研究者番号)	所属研究機関・部局・職 (機関番号)	備考
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7. 科研費を使用して開催した国際研究集会

〔国際研究集会〕 計0件

8. 本研究に関連して実施した国際共同研究の実施状況

共同研究相手国	相手方研究機関
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