

Empowering nurses to render culture-sensitive care through cultural competence training. - University of South Africa, Pretoria

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Abstract

Ensuring professional nurses are capable to provide culturally competent care with confidence and self-efficacy in an increasingly diverse patient population is highly important to positive outcomes, as well as patient and family satisfaction. The cultural competence and confidence (CCC) model, the Transcultural Self-Efficacy Tool (TSET) was used to evaluate the influence of cultural competence education on the transcultural self-efficacy (TSE) perceptions of registered nursing who practice in an internationally diverse setting. Results support that TSE is influenced by formalized education and other learning experiences. Results related to the multivariate analysis of covariance (MANOVA) showed a significantly higher mean score on t2 than on t1 indicating that the education training was successful in improving TSE, and supporting a better level of empowerment as a result at a p level of <0.001 consistently across all three domains. Triangulation methods were used to explore the relationship between the domains of the qualitative and quantitative data, and threaded the care statements to the quantitative TSET questions. This data also supports that training has a positive impact in confidence and empowerment to deliver culture sensitive care, and all participants indicated that cultural competence is important in the healthcare setting for patient care and for individual and group co-worker communication, teamwork as well as health and well-being. Empowerment with education influences self-efficacy changes over time making an important implication for nurse educators to include the ongoing design, implementation, and evaluation of cultural competence educational strategies within healthcare institutions

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Biography:

Diane Presley, RN, MSN PhD (c), is a senior healthcare executive with extensive experience in complex hospital/system settings both in the USA and internationally. She has strength in developing organizational cultures to achieve outstanding quality, patient experience, employee engagement and positive clinical outcomes. Focus on growth - service line, program, organizational, campus planning and construction. Excellent track record with partnering with physicians. Highly successful in a multi-cultural environment. Her research interest relates cultural competent care delivery.