

Introduction

- U.S. hospitals contracted international nurses to fill vacant positions.
- 2020: 15.5% of U.S. nurses were international
- Multicultural teams challenged with communication barriers and cultural variations in nursing practice.
- Nurses experiencing ICA exhibit communication avoidance, resulting in communication barriers.
- International nurses left nurse positions for more hospitable work environments
- Training aimed to decrease ICA to increase nurses' cultural competence.
- Implementing cultural awareness training is an evidence-based approach to creating culturally competent nurses.

Results

- This DNP study supports previous studies, concluding that cultural awareness training decreased intercultural communication apprehension.
- The literature demonstrates that healthy workplaces require positive healthcare team relationships and effective communication.
- Recommendation that nurse leaders use the results of this study to support cultural awareness training for staff working in multicultural areas.



International Nurses' Day 2024

Problem



ICA = Communication Barriers

Outcome

Cultural awareness training decreased Intercultural Communication Apprehension (ICA) for inpatient nurses working in multicultural environments

Fiscal Year of Study Site	Nurse Contract Termination	Contract Completion	Contract Completion to New Hire
FY22	11	1	0
FY24	4	6	2

Cultural awareness training potentially impacted retention

Contributions to Nursing Practice

- Cultural awareness training decreased PRICA scores facilitating health work environments and international nurse acculturation
- Upholds hiring organization's ethical responsibility for aiding international nurse transition to practice
- Nurse cultural awareness training embraces diversity, equity, and inclusion
- Project addressed study site problems
 - Communication barriers
 - Cultural practice variation
 - Potential remedy to the nursing shortage

Course Objectives

- Describe cultural competency
- Evaluate personal Intercultural Communication Apprehension (ICA)
- Recognize intercultural communication barriers
- Identify cultural variations in nursing practices
- Describe strategies to align nurse practice variations to hospital policies

Method/Results

Sample (N=53)

- Female, 83% (n=44)
- White 94.3% (n=50)
- BSN 52.8% (n=28)
- 1 Yr. practice experience 56.6% (n=30)
- Age:18-28, 39.6% (n=21) and 29-39, 39.6% (n=21)

Quantitative quasi-experimental one-group before and after study design

	Ranks and Frequencies	
	Total Pre PRICA	Total Post PRICA
N	53	53
Percentiles	25 19.5	16.5
	50 29	26
	75 33	33.5

Wilcoxon Signed Rank, Median

Level of significance = $p \leq .05$

$z = -4.19, n = 53, p = .000$

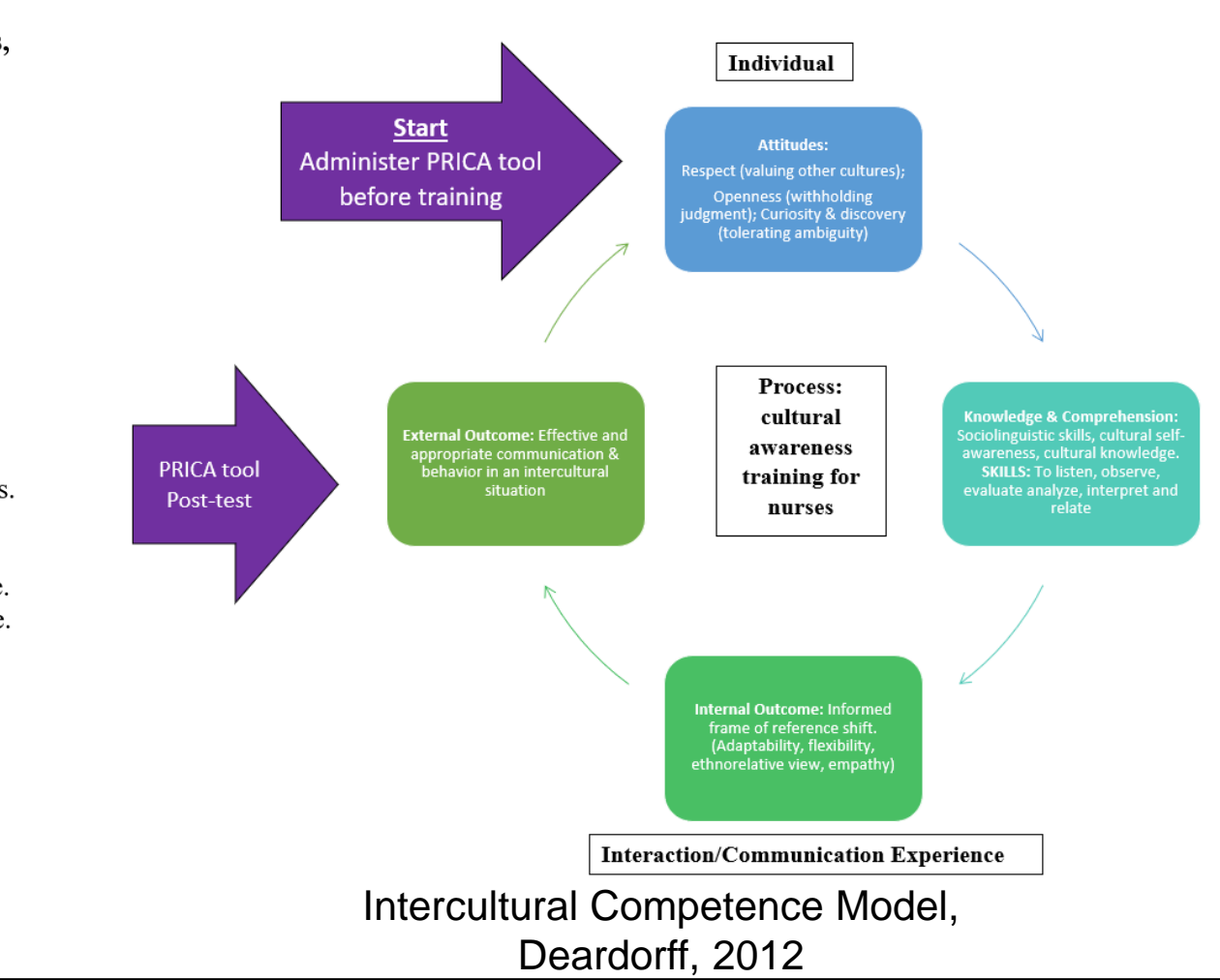
$r = -.58$ large effect size

Pre PRICA $Md = 29$, Post PRICA $Md = 26$

Decreased self-perceived intercultural communication apprehension

Instrument/Framework

Personal Report of Intercultural Communication Apprehension (PRICA)
 This measure was developed to address communication apprehension in the intercultural context. This instrument is presumed to be better than the PRCA24 for this particular communication context. However, it is substantially correlated with the PRCA24. This suggests that intercultural communication apprehension is a sub-category of general communication apprehension. Alpha reliability estimates should be expected to be above .90 when completed by native English speakers, although they may be lower when this instrument is translated into another language because translations usually are less than perfect.
 Directions: The 14 statements below are comments frequently made by people with regard to communication with people from other cultures. Please indicate how much you agree with these statements by marking a number representing your response to each statement using the following choices: Strongly Disagree = 1; Disagree = 2; are Neutral = 3; Agree = 4; Strongly Agree = 5



Intercultural Competence Model, Deardorff, 2012

References

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