

Maintaining a Kind and Understanding Work Attitude

Edwin Villanueva, Nursing Assistant, Hualien Tzu Chi Hospital

I am Edwin, a high school graduate from the Philippines. My mother is a volunteer at the Philippines Tzu Chi chapter, so I had the opportunity to learn about Tzu Chi and its philosophy of great love. I was fortunate to have the chance to study in Taiwan. After graduating from the long-term care program, I returned to the Philippines for a year due to the pandemic. Now, I am happy to be back in Taiwan, working as a nursing assistant in the ward at Hualien Tzu Chi Hospital.



Photo depicts Edwin Villanueva receiving pre-employment education and training at Hualien Tzu Chi Hospital.



Students from the Philippines learning caring techniques from the head nurse(right) of the internal medicine ward at Hualien Tzu Chi Hospital.

The two years I spent at school were filled with learning and growth, thanks to Tzu Chi's compassionate education. Its service-oriented teaching deeply influenced my work approach, making me more attentive to the needs of patients from different backgrounds. The education I received helped me understand the cultural differences between the Philippines and Taiwan. Moreover, Tzu Chi's emphasis on holistic care has shaped my practice. I focus not only on physical issues but also consider patients' emotional and spiritual well-being, which helps me be more attentive when caring for patients from diverse cultural backgrounds.

My work experience at Tzu Chi Hospital has taught me the importance of cultural sensitivity and empathy in medical practice—approaching every patient with kindness and understanding, regardless of their background. Whether through my life experiences in Taiwan or my ability to converse in Mandarin, these cultural connections help build trust and harmonious relationships. This is especially important to me because it allows me to provide care that respects each patient's beliefs and values, enabling me to establish a relationship that helps them feel comfortable and understood.