



Olá

Iska warran

السلام عليكم

നമസ്കാരം

नमस्ते

مرحبا

Hej

Kamusta

Selam

Xin chào

你好!

ਸਤ ਸ੍ਰੀ ਅਕਾਲ

Moi

안녕하세요

Hallo

Bonjour

ନମସ୍କାର

أهلاً

Halo

ஓர்ஓலாவி

নমস্কাৰ

Marhaban

Sawubona

সাঁসতী

こんにちは

Cześć

வணக்கம்

ನಮಸ್ಕಾರ

Здравствуйте

Привет

Cross-Cultural

Talent Cultivation in Nursing Care

ନମସ୍କାର

ਸਤ ਸ੍ਰੀ ਅਕਾਲ

Sannu

Marhaban

Bonjour

Hej

নমস্কার

Hallo

Hello!

ਸਤ ਸ੍ਰੀ ਅਕਾਲ

ابھرم

မင်္ဂလာပါ

Jambo

Привет



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WIn the era of the global village, with the internationalization of medical care and the increase of diverse ethnic groups, nursing staff have more opportunities to care for patients from different ethnic groups, nationalities, and cultural backgrounds, necessitating cross-cultural care capabilities. The term “culture” encompasses a vast realm, referring to the products created by human collective activities, including language, writing, lifestyle, customs, religious beliefs, systems of institutions, norms and values, literature, arts, and politics. Therefore, individuals living in different cultural environments have diverse perspectives, values, life habits, and behaviors that also influence their beliefs about health and disease.

When caring for cases and families from different cultures, geographical regions, and nationalities, nursing personnel must possess cultural sensitivity and cultural care capabilities. Cross-cultural care capability is a professional health care ability that

Basic Statistics

Gender	Number of People	%
Female	1,031	93.1
Male	77	6.9
Total	1,108	100.0
Years worked in the hospital	Number of People	%
under 1	193	17.4
1.1~2	100	9.0
2.1~3	88	8.0
3.1~5	102	9.2
above 5	625	56.4
Total	1,108	100.0
Age	Number of People	%
under 20	8	0.7
21~25	255	23.0
26~30	233	21.0
31~35	155	14.0
36~40	114	10.3
above 40	343	31.0
Total	1,108	100.0

Hospital	Number of People	%
Hualien	189	17.1
Yuli	33	3.0
Kuanshan	31	2.8
Dalin(incl. Chiayi)	263	23.7
Taipei	238	21.5
Taichung	324	29.2
Douliou	27	2.4
Sanyi	3	0.3
Total	1,108	100.0
Department	Number of People	%
Internal Medicine	175	15.8
Surgery	163	14.7
Pediatrics	32	2.9
Obstetrics & Gynecology	45	4.1
Intensive Care & ER	181	16.3
Functional Unit	18	1.6
Kidney Dialysis	45	4.1
Operating Room	93	8.4
Outpatient Clinic	188	17.0
Palliative Care	24	2.2
Administration	26	2.3
Psychiatry	39	3.5
Others	79	7.1
Total	1,108	100.0
Job Title	Number of People	%
Registered nurse	846	76.4
Deputy head nurse	44	4.0
Head nurse	57	5.1
Supervisor and above	22	2.0
Case manager / functional unit	50	4.5
Nurse Practitioner / senior RN	89	8.0
Total	1,108	100.0

encompasses cultural awareness, sensitivity, knowledge, and skills. When providing cross-cultural care, one must be able to perceive and recognize cultural differences, and provide individualized and culturally appropriate care with an attitude of empathy, openness, appreciation, respect, inclusiveness, and acceptance, thus respecting each patient and providing patient-centered appropriate care.

While helping local students to escape poverty, the Tzu Chi Foundation's overseas branches collaborated with the Long-Term Care Department and Nursing Department of Tzu Chi University of Science and Technology (now Tzu Chi University) to establish international classes, publicly cultivating foreign students from Southeast Asia, teaching Mandarin communication and understanding of Taiwanese culture. Currently, international class graduates from the Long-Term Care Department are serving at Hualien, Dalin, and Taichung Tzu Chi Hospitals. This questionnaire survey aims to understand the opinions of Tzu Chi Medical Mission nursing staff regarding diverse cross-cultural care and talent cultivation, with a total of 1,108 valid samples collected.

Utilizing Information Technology for Communication, Respecting and Accepting Different Cultures

Communication and interaction are fundamental elements of care. In cross-cultural care, using a language both parties can understand and comprehend is an excellent approach. Besides one's familiar native language, having foreign language skills will help mutual interaction. The questionnaire results show that for caring for foreign patients who cannot speak Mandarin, nursing staff's preparations primarily involve "I will utilize translation apps on mobile phones or tablets for communication". Due to the prevalence of 3C products like mobile phones and tablets, nursing staff's proper use of apps, communication cards, and translation software helps overcome language barriers and enables more convenient, relaxed communication with cases and families speaking different languages.

The second preparation is "respecting and accepting their diet, lifestyle, beliefs, and health understanding", which is also a cross-cultural care capability. Being interested in other cultures, possessing sufficient sensitivity to understand cultural differences, and being willing to modify one's attitude to respect people from different cultures demonstrates cross-cultural sensitivity, which aids effective cross-cultural interaction.

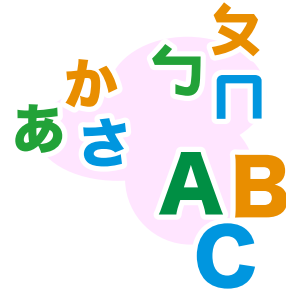
"I will prepare common medical terminology and treatment picture-text reference cards with the medical team" and "practicing spoken English" ranked third and

Q1

When caring for foreign patients who cannot speak Mandarin, your preparations?

(Multiple selections, N = 1,108)

I will do homework to understand the living habits, culture, and health beliefs of the country (region) **21.1%**



Practicing spoken English **35.6%**

I will utilize translation apps on mobile phones or tablets for communication **86.1%**

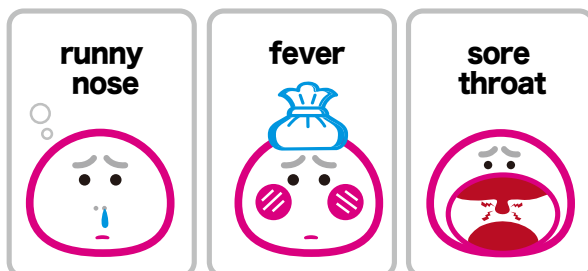
Respecting and accepting their diet, lifestyle, beliefs, and health understanding **53.6%**



I will prepare common medical terminology and treatment picture-text reference cards with the medical team **41.8%**

I will consider the transportation, accommodation, and dining needs of patients' families during hospitalization and provide assistance as much as possible **24.9%**

Other **0.4%**

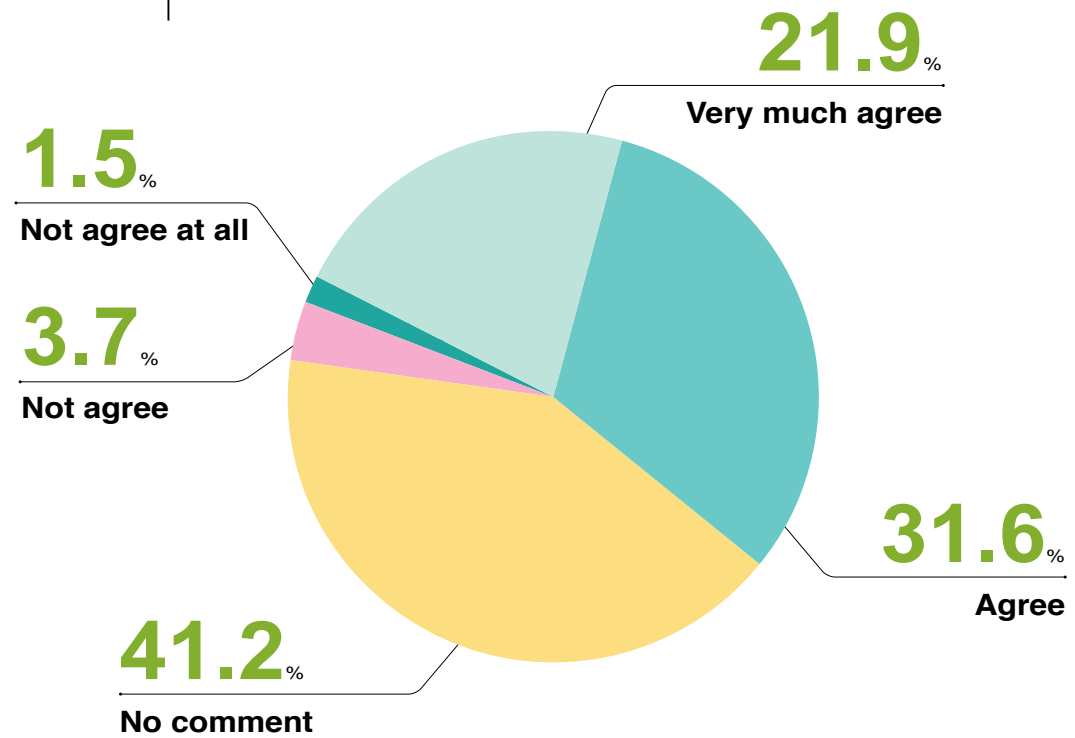


fourth, indicating a strong emphasis on language communication and understanding. Language expression must accurately convey messages and ensure mutual understanding, which is an indispensable element of care and closely related to patient safety.

If Colleagues Are Foreigners: Yearning for Different Cultures and an Open-Minded Attitude

Taiwan's elderly and long-term care needs are gradually increasing. In recent years, due to the Long-Term Care 2.0 policy and clinical nursing staff shortages, there has been a massive impact on hospital and residential long-term care facility care personnel, also affecting patient medical and care experiences. Hiring nursing assistants in various

Q 2 | **If the hospital would hire foreign nursing assistants to assist you with patient care?**
 (N = 1,108)



medical institutions and long-term care facilities to provide patient auxiliary care and assist with routine work has become a way to alleviate nursing staff care burdens and allow focus on professional care. 53.5% of nursing staff expressed agreement or strong agreement with hospitals hiring foreign nursing assistants, while 41.2% maintained a neutral stance, reasons for which warrant future exploration.

Regarding “if foreign nursing assistants (with relevant qualifications) perform auxiliary care work in the ward”, 68.4% agreed that “having nursing assistants reduces care burden, regardless of nationality”, which echoes the previous question’s majority support for hiring foreign nursing assistants. Moreover, most nurses would slow their speaking pace to ensure correct understanding (49.2%); maintain an empathetic, caring attitude willing to provide assistance (48.1%); and find it interesting to have opportunities to understand foreign cultural characteristics or learn another language (37.5%), demonstrating cross-cultural care capabilities of cultural awareness, cultural knowledge, and cultural desire. However, 34.4% were concerned about potential communication barriers with patients or families requiring additional time for coordination.

Charitable Scholarship: Caring for Filipino Community Dementia Patients

Tzu Chi University of Science and Technology applied for an international industry-academia cooperative long-term care program, cultivating three batches of 48 publicly funded foreign students in the Long-Term Care Department from 2019 to 2024. Their two-year study included classroom learning, basic care, institutional care, and community care internships. Dementia is now a critical global healthcare issue, a syndrome comprising multiple symptoms including cognitive function decline in memory, language ability, spatial perception, calculation, judgment, abstract thinking, and attention, potentially accompanied by disruptive behaviors, personality changes, delusions, or hallucinations. Dementia is a progressive degenerative disease, gradually advancing from mild symptoms to moderate, severe, and terminal stages, with individual progression times varying.

Dementia centers predominantly serve mild to moderate cases. Long-term care students often encounter cases difficult to communicate with during internships. Aunt Jiang was a silent elder who rarely integrated into group activities, mostly sitting quietly in a chair, only willing to doodle or engage in simple handcraft activities with encouragement. Filipino student Pan Ai-Hua decided to accept the challenge, choosing

Q3

If foreign nursing assistants (with relevant qualifications) support auxiliary care work in the ward, your opinion?

(Multiple selection, N = 1,108)

Having nursing assistants helps reduce the care burden, regardless of whether they are local or foreign **68.4%**

It's an opportunity to learn about different cultures or learn another language, which should be interesting **37.5%**

When first interacting, I will slow down my speaking pace to ensure the other person understands correctly **49.2%**

I understand it's not easy for foreigners to work in Taiwan, and I'm willing to provide assistance **48.1%**

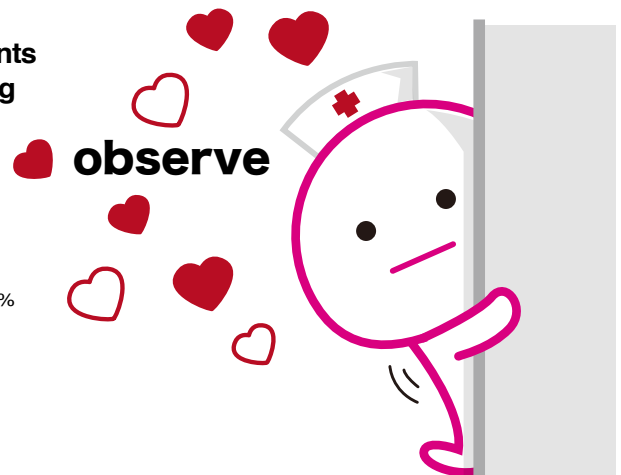
I need to understand these colleagues' cultural backgrounds and habits, which increases my workload **13.1%**

I worry that when patients or family members refuse care from foreign nursing assistants, it will increase my workload **19.0%**

I'm concerned about communication barriers between foreign nursing assistants and patients or family members, requiring extra time for coordination **34.4%**

I'm concerned that foreign nursing assistants may not be able to perform supportive care work adequately **16.0%**

Other **0.8%**



Aunt Jiang as her case, patiently accompanying her for toileting, drawing, and crafting activities. After the first week of internship, the supervising instructor, concerned about Ai-Hua potentially experiencing learning frustration due to the case's silent, minimal responsiveness, asked if she wanted to change her care recipient. However, Ai-Hua insisted on continuing, hoping for a breakthrough.

The instructor suggested diversifying drawing and handcraft activities and guidance strategies. Ai-Hua cleverly used magazine character images to guide Aunt Jiang's tracing and create conversation topics during drawing. While sewing a bag, she guided and assisted in pulling threads and provided color selection interactions. At the farewell gathering, Aunt Jiang, who typically showed no expression or spoke, unexpectedly cried upon Ai-Hua's departure—a rare sight that deeply moved Ai-Hua. This final scene testified to Ai-Hua's three-week dedicated care, demonstrating that communication with dementia patients requires patience, non-denial, going with the flow, and using appropriate methods.

Hospital ward internships differ from long-term care facility and day care internships. Lin Rui-Si, during her internship at Hualien Tzu Chi Hospital, cared for Aunt Lin with chronic kidney disease, who required emergency dialysis due to full-body edema and reduced urine output. Although already receiving dialysis, Aunt Lin still experienced edema. Rui-Si discussed with her instructor the possibility of using her familiar lymphatic edema massage technique to improve the patient's comfort. After obtaining Aunt Lin and her family's consent, Rui-Si performed the massage with skilled techniques, alleviating the edema discomfort, much to the patient's delight and the family's praise. In a chance encounter, Rui-Si discovered Aunt Lin speaking Amis language with her family, which surprisingly resembled her Filipino mother tongue, instantly creating a sense of familiarity and closeness, further enhancing their interaction.

Long-term care department Filipino public scholarship students graduate with an associate degree and are currently serving at Hualien Tzu Chi Hospital, Dalin Tzu Chi Hospital residential facilities, and Taichung Tzu Chi Hospital nursing homes. Like typical new staff, they must familiarize themselves with work routines and adapt to new environments, with language barriers being the primary challenge, including Mandarin and Taiwanese communication. They report using note-taking methods, seizing opportunities to practice frequently, and overcoming shyness and fear through continuous attempts. With supervisors' and colleagues' understanding, support, and assistance, they gradually adapt to work.

Q4

To enhance team collaboration and provide good care when there are foreign nursing assistants providing supportive care work in the unit, what do you think are appropriate methods?

(Multiple selection, N = 1,108)

Establish a cross-cultural care-friendly environment, such as encouraging, respecting, and empathetic work atmosphere **75.4%**

Establish a senior nursing assistant mentoring system to help with work adaptation **58.8%**

Set up Chinese-English bilingual work procedure manuals for nursing assistants **66.3%**

Appropriately explain to patients (family members) that care providers from different cultural backgrounds will be providing care **43.2%**

Regular cross-cultural social activities in the ward or hospital, such as music appreciation, dining, book clubs, sports, etc. **24.6%**

Media publicity to commend outstanding foreign nursing assistants **19.3%**

Other **1.0%**



The hope is that these professionally trained talents, possessing basic Mandarin expression abilities, learned and lived in Taiwan, will become fresh forces in our healthcare teams, collectively enhancing care quality.

Mutual Understanding, Tolerance, and Cooperation: Creating Win-Win Scenarios

To enhance team collaboration and provide quality care when foreign nursing assistants provide auxiliary care, colleagues suggested: “establishing a cross-cultural care-friendly environment, such as an atmosphere of encouragement, respect, and empathy” (75.4%), “appropriately explaining to patients (families) that care is provided by workers from different cultures” (43.2%). Subsequently, “creating bilingual (Chinese-English) nursing assistant work routine manuals” (66.3%) and “establishing senior nursing assistant guidance systems to help with work adaptation” (58.8%) were proposed—measures facilitating foreign colleagues’ work adaptation and creating a friendly workplace. Additional suggestions included regularly organizing cross-cultural social activities like music appreciation, dining, book clubs, and sports (24.6%), hoping foreign nursing assistants would possess Mandarin communication skills, conduct regular consensus or focus interaction groups, and educate the public that foreign working colleagues are valuable partners in creating a friendly environment. The option percentages demonstrate that most nursing staff possess cultural awareness and a friendly attitude towards colleagues, manifesting cross-cultural care capabilities.

International personnel exchange and talent mobility are global trends. Cross-cultural care is within nursing professionals’ care scope, making cultural care capabilities crucial—a professional health care ability encompassing cultural awareness, sensitivity, knowledge, and skills. Cultural sensitivity and skills can be acquired through learning or exposure, with cultural competence being a continuous, non-linear dynamic process cultivatable through appropriate environments and educational methods.

Therefore, increasing nursing multicultural foundational and in-service education provides nursing staff more opportunities to encounter diverse cultures and care for patients from various ethnic and racial cultural backgrounds. By maintaining equality, empathy, respecting cultural differences, perceiving how to avoid and resolve conflicts when cultural differences arise, displaying confident attitudes, cultivating foreign language abilities, embracing cultural exchange, and willingness to collaborate with foreign colleagues, we can collectively enhance patient care quality.