

ประสพการณ์การทำงานของพยาบาล  
ในการดูแลผู้ป่วยต่างวัฒนธรรม :  
ทฤษฎีสู่การปฏิบัติการดูแลข้ามวัฒนธรรม

หยุดยา ปรีชาสุข  
22 พค 2558

## The ASEAN Economic Community ( AEC)

### **The ASEAN Economic Community : 10 Countries**

1. Brunei Darussalam
2. Cambodia
3. Indonesia
4. Laos
5. Malaysia
6. Myanmar
7. Philippines
8. Singapore
9. Thailand
10. Vietnam

# Nursing Care for Multi-cultural patients

## Nursing Delivery System

- Service setting:
  - Facilities, Emergency, Ambulatory, In-patient
  - Contact center
  - Coordination and cultural support
- Type of service: Health promotion/ prevention, Treatment
- Communication Channel: Direct, Via media
- Cultural support: Religious, Beliefs, Life style, Food, etc.
- Continuity of Care: Patient referral/ transfer
- Legal related issues: Laws, Health authority/ Professional regulations
- Patient's financial issues

# AEC: The Challenges of Professional Nursing Service

## Nursing Leaders

### Management of Nursing service

---

- Setting of Care Unit: Unit facilities, Cultural support ( religious, food)
- Coordination & Support System: International Coordination Team
- Refer & Transfer System: Repatriation, Referral Team
- Communication: Written( Nurse note, medical document), Verbal (interview, discussion)
- Financial System: Self pay, Third party payer (Insurance, Employer)

## Standard of Services

### Quality Strategy

---

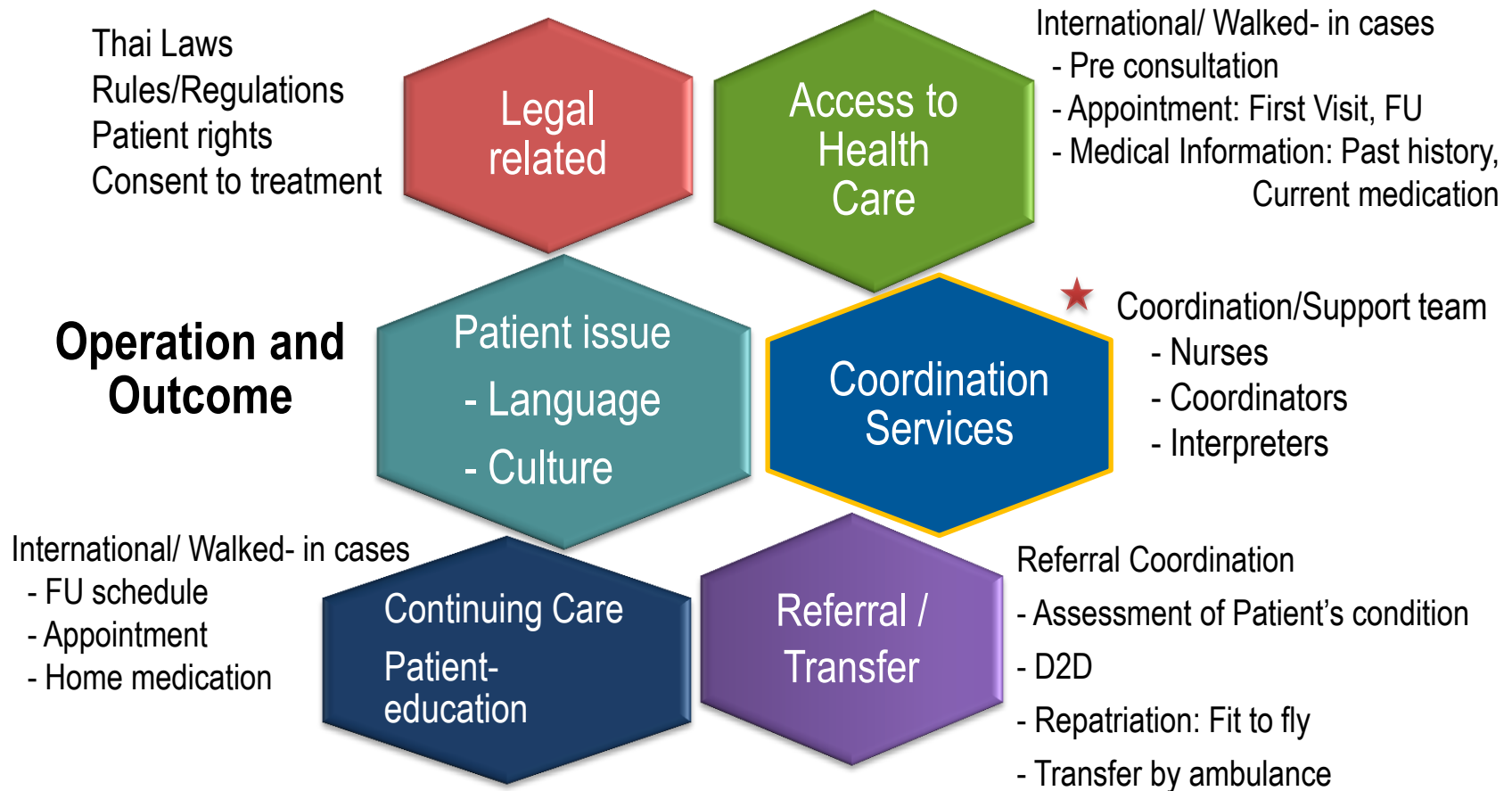
- Access to Care: Contact Center, Appointment schedule
- Patient Safety : Standard of care, Safety policy eg. Admission/discharge criteria
- Patient/Family Education
- Patient follow up: OPD, Discharge summary fro referral patient

## Management of Legal related Issues

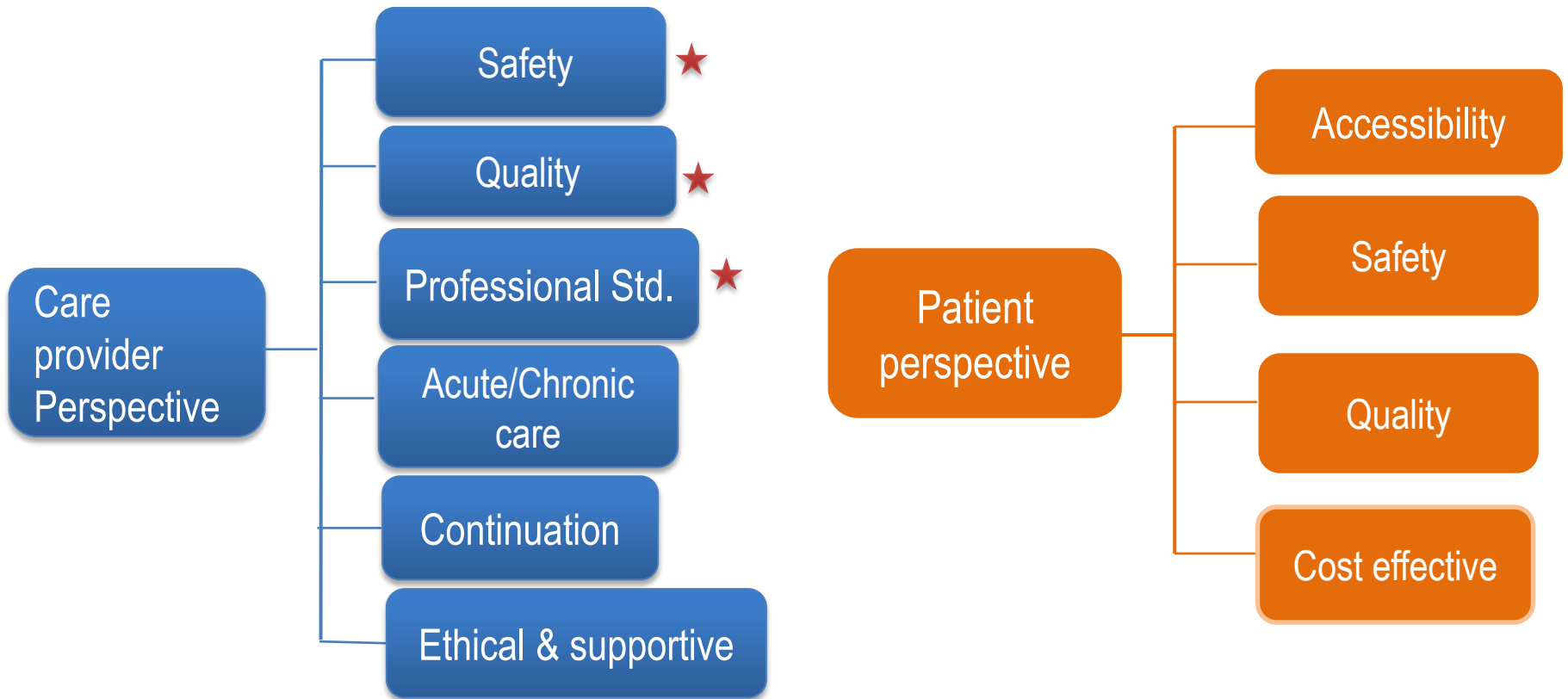
---

- Comply with Thai law
- Nursing regulations and Ethical practice
- Patient Rights and Patient's responsibility
- Inform Consent: Guardian, Health Care Proxy

# Summary of Care Delivery Issues



# Dimension of Nursing Roles



**Note:** ★ *Priority focuses*

## International Coordination roles

### Communication:

- Language selection for communication
- Channel of communication: Telephone, Fax, Email

### Administrative function: Secretarial service, Appointment

- Contact to the Embassy/ Patient's family

### Coordination and support service:

- Interpretation: Interpreter (Not Translator)
- Referral/ Transfer the patient: Summary Report, Referral letter
- Religious and cultural support

## Cross-Cultural Communication

- Patience and communicate with respect
- Pay attention to body language, facial expressions
- Avoid yes/no questions; ask open ended questions
- Consider that smiles & laugh may indicate discomfort or embarrassment.
- If language barrier can cause confusion, call for assistance from interpreter (eg. patient education)
- Explain information and reasons for clear understanding



## Legal related Issues

Group of the High legal risk medical procedure

- IVF, Surrogacy
- Organ Donation: Kidney Transplant

Patient has no relative or any authorized representative or unknown

- Contact embassy of patient's nationality to patient's relative
- Inform police, immigration office

Emergency care

- No consent for treatment requires in life-threatening condition of the patient

Living Will , Against medical advice(AMA), DNR

## Legal related Issues

Patient Identification: Passport /Temporary passport (First name, last name, DOB)

Inform Consent:

- Treatment options and significant risk in relation to specific conditions
- Interpreter Witness

Release of patient information: (Need patient's consent?)

- Immediate family
- Third party payer (Insurance, Employer)
- Government Authorities
- Immigration Office
- Police

## Medical-legal related Issues

### Consent (cont.)

**Minor** (ផ្លូវភេទ): Patient age less than 20 years old requires consent from;

- Father/Mother
- Guardian

Consent for HIV: Minor age under 18 years can give his/her own consent for HIV diagnostic investigation

Consent done by telephone line require Drs or Nurses listen as witnesses

1. Send consent form through fax or email to parents or the authorized person
2. Parents/Authorized representative print out the form and sign, send back to nurse with verified copies of ID card or passport copied
3. The document must be certified by Notary Public before sending back to nurse

**Thank you**

