

Mariko Nishikawa, MPH, RN¹), Junko Izutsu, RN²), Masami Arai, RN²),
 Yukimi Kono, RN²), Kiyoka Akutagawa, RN, MA¹) & Masako Kimura, RN, MSN¹)
 1) Hiroshima International University, Japan
 2) Shimura Hospital, Hiroshima, Japan



Introduction: Nearly ten million foreign tourists visit to Japan in 2008 as the result of a highly successful foreign traveler promotion campaign. Although the numbers of visitors have grown sharply, only a few studies have examined the problems encountered by nurses whom have taken care of foreign patients. When providing high-quality clinical health care to foreigners, local nurses are confronted with communication and cultural differences. We examine changes in the attitudes of Japanese nurses, who do not possess an international background, when they attend to foreign patients.

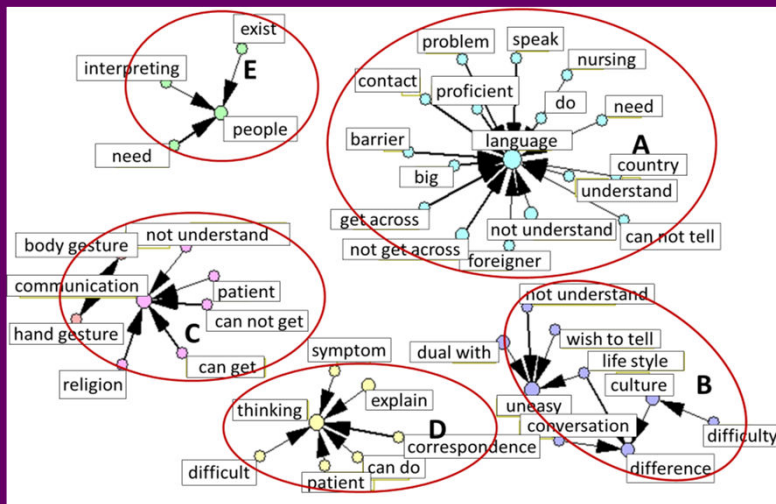


Figure 1: Analysed by Text Mining Studio: Word relationship Network
 ○ shows five clusters

(n=114)	
Requests	Parts of speech
contact	noun
explain	noun
relate	verb
communication	noun
write	verb
call out	noun
correspond	noun
bring word	verb+noun
receive	verb
understanding	noun

Table 1: Requests from the nurses

Method: A 15-item questionnaire (Mari Meter) was distributed along with blank paper to the nurses to express their feelings at hospitals in Hiroshima, Japan. The data were gathered from March to September 2010 from 114 nurses (RN 66%, LPN 34%) at three hospitals whose policies permit 24 hours acceptance for all patients including foreigners. The clinical locations are very close to the Atom Bomb Museum and ground zero in Hiroshima, which areas are popular tourist sites. We analyzed the data with a word frequency analysis software called Text Mining Studio.

Results: In Figure 1, five ○ concerning clusters reveal the opinions of the nurses; language, culture and lifestyle difference, communication, thinking and interpreting. These were analysed from their thoughts written on blank paper. The majority of the nurses expressed concern about foreign language communication skills, the payment system, informed consent and cultural differences. They were also worried about the size of Japanese medical facilities. After the nurses took care of the patients, they were sometimes unsure if they did their duties satisfactorily, due to a lack of communication. Table 1 shows requests from the nurses.

Conclusion: These results suggest that in order to provide the highest quality of health care to foreign patients, more preparation and a greater knowledge of international cultures are required by nursing professionals at Japanese medical facilities.

