

Does the FamCHAT Tool Enhance the Ethno-Cultural Dimensions of Nursing Assessment at the Royal Alexandra Hospital (RAH)?

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BACKGROUND

The RAH is located in one of Edmonton's most ethnoculturally diverse neighbourhoods. Their interpretive service responds to > 800 requests annually for > 30 languages. → RAH staff requested identification and evaluation of a culturally-sensitive assessment tool suitable for enhancing nursing assessments.

Identification of cultural needs is crucial during diagnosis, treatment and management of a health event, and for building and sustaining a positive provider-client relationship. (1,2)

Without culturally appropriate care, a negative trajectory of events may ensue ranging from simple miscommunication to life-threatening incidents.(3)

Numerous cultural assessment tools and models have been developed since the 1950's, often based on the work by seminal theorist Leininger. (4)

The Family Cultural Heritage Assessment Tool (FamCHAT) was developed for use in primary care settings and has been empirically tested, although not in a hospital setting.(5) After an integrative review, we consider the FamCHAT to be succinct, user-friendly, and having underpinning principles with high pertinence and transferability to acute/hospital settings.

METHODOLOGY

AIM: Does the FamCHAT enhance the ethnocultural dimensions of nursing assessment at the RAH?

METHODOLOGY: Descriptive case-study design

- Allows for multiple data collection and analysis means within different settings (hospital units) (6)
- Analysis of documents and data from focus group and individual interviews

METHODS/RECRUITMENT:

- Purposive sampling of Women's, Surgery & Medicine units to implement revised FamCHAT tool
- Posters, information letters & briefing sessions to inform and engage interest of staff
- Training sessions to familiarize participating nurses to key constructs of FamCHAT

DATA COLLECTION:

- During June 8th – August 31st 2009, 52 forms (44 filled & 8 refused) collected
- Semi-structured individual interviews with unit managers
- 2 focus groups with operational level nursing staff

QUESTIONS ABOUT CHARACTERISTICS & USEFULNESS OF TOOL, AND HOW IT COULD BE CHANGED OR RE-DEVELOPED TO BE MORE CONTEXT SPECIFIC

DATA ANALYSIS:

- Quantitative Data: Descriptive statistics (see Figures)
- Qualitative Data: Roper and Shapira's (7) framework:
 - 1) Coding for descriptive labels
 - 2) Sorting for patterns
 - 3) Identification of outliers or negative cases
 - 4) Generalizing, constructs and theories
 - 5) Memoing
 - 6) Reflective remarks
 - 7) Written narrative

REFERENCES

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The usefulness of the FamCHAT tool

"I believe it's a very necessary tool in our environment. We have such a multicultural population in our facility and I was excited when I saw this tool." Individual interview

Barriers to utilizing the FamCHAT tool: Patient perspectives

"Where they do not want to answer is things like the occupation, education cause I think they're concerned maybe that we're going to judge them because they're not educated or, you know, may not have as much knowledge or things like that so they're not as, willing to give that information. The other thing we find a lot of, they've come from another country and they have a degree, have a profession that's not recognized here so they're doing, a taxi driver job that's, I think like an embarrassment to them."

Individual interview



Cultural awareness of the participating nurses

"We have different types of ethnicity on the unit where, we're not too sure what their values, and beliefs and their customs are because there's so many different, you know ethnic groups out there for us to be able to try and remember, what to do with them all, it's really difficult."

Individual interview

RESULTS PRELIMINARY KEY THEMES

Cultural Competence

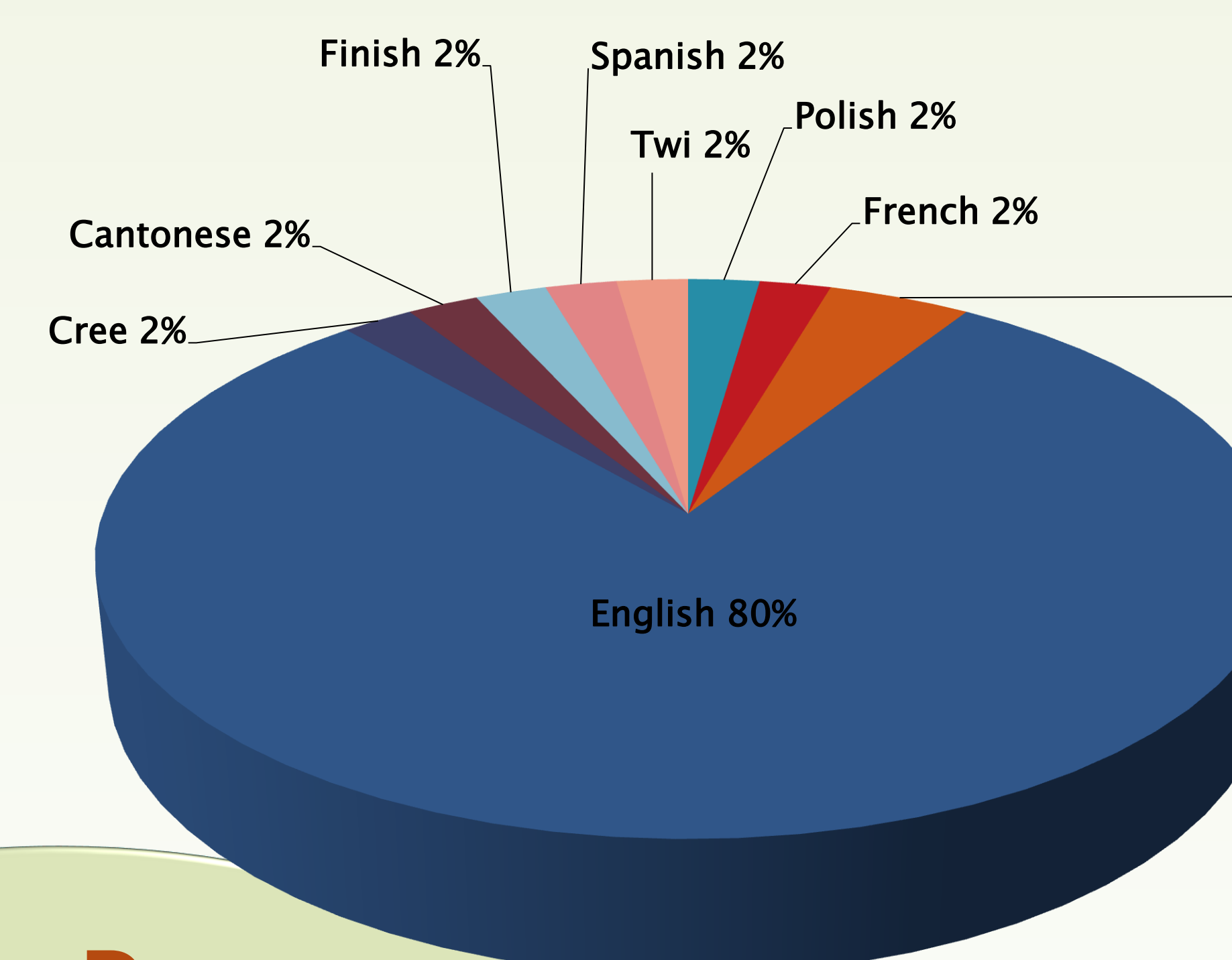
"I think it's important to understand culture, in nursing care, having worked in labour and delivery and seeing many cultures over the years, it does help to understand and anticipate, their reactions that they're anticipating, their pain, who's making decisions, who should be present in the room, what should happen if a birth or uh, even a stillborn, yeah. Different things over the years, that I've observed and it does help to understand culture. I think it would be valuable." FGI participant

Enhancement to nursing care assessments

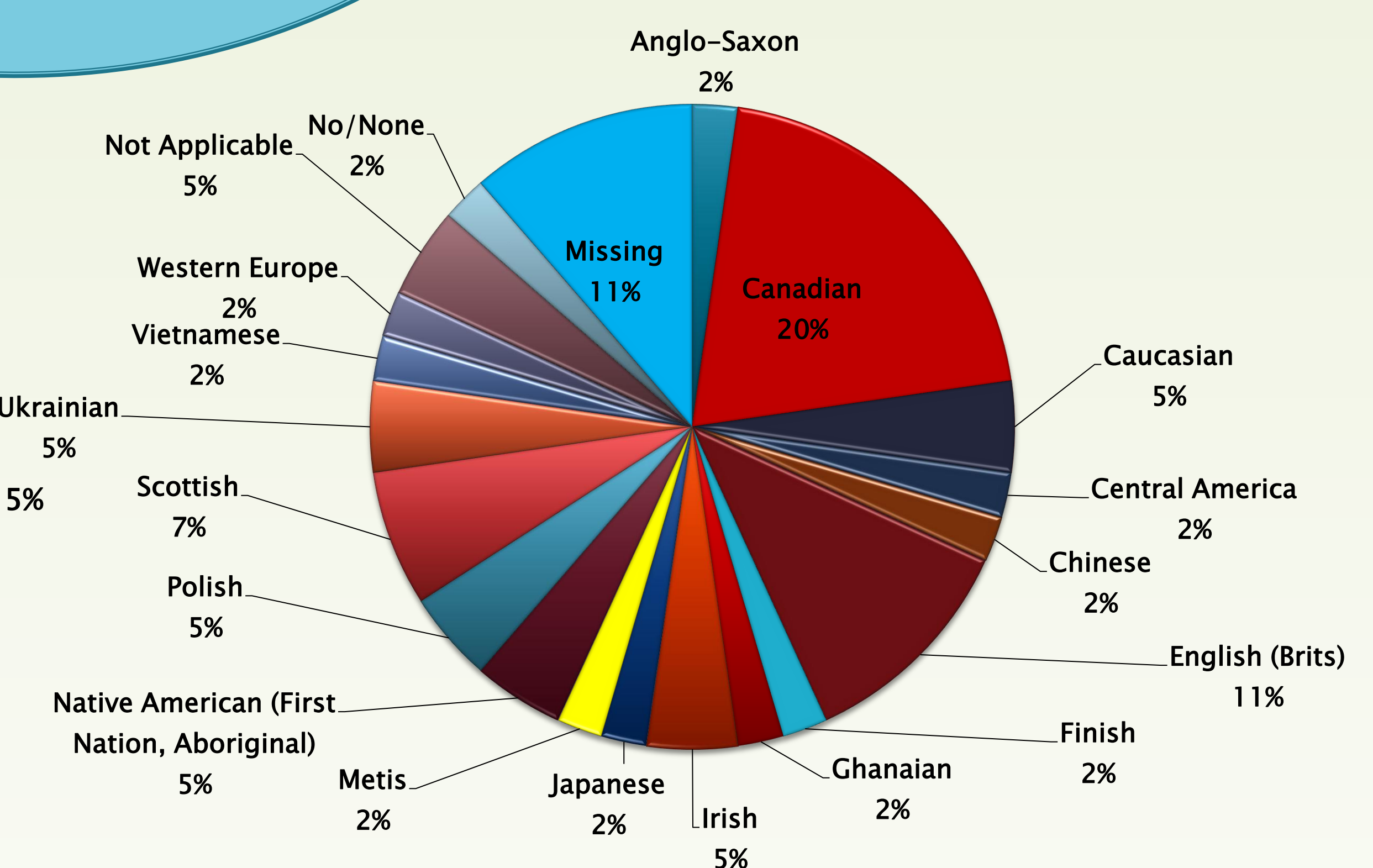
"I think cultural assessment is important, in relation to patient care, understanding their needs, the culture in relation to their care, you know even their likes and dislikes, languages, their beliefs, so I think that there is a need."

FGI participant

**FIG 1
FIRST LANGUAGE**



**FIG 2
ETHNIC GROUPS**



ATLAS.TI DATA ANALYSIS SOFTWARE

Powerful tool for qualitative data analysis with the ability to handle a huge variety of media types, i.e. text, photographs, live web links, slides, audio, video clips, PowerPoint, Excel tables, Geo-data from Google Earth, and Native PDF.

- Enables interactive and automatic coding of rich text, images, audio and video materials.
- One can explore data and present findings in a variety of forms: text, graphics, multimedia, geo-references.
- Incorporates flexible functions for searching, retrieving, filtering, and grouping - thus, gives the researcher power over their data.
- Fully supports the open XML standard, allowing you to move your data and use it elsewhere.
- Enables individual or team work - the XSLT converter allows publication or sharing material on-line.

Source: Atlas.ti Scientific Software Development GmbH, Berlin, www.atlasti.com

CONCLUSION

Although our sample was small, it appears that the FamCHAT tool and the constructs within are useful both for nurses and patients to develop better nursing care interactions.

The tool in its present form was felt to take too long to complete. The version used in this study needs to be modified to suit the work schedule of nurses and also to secure the confidence of patients.

The optimum approach may be to embed the most useful constructs into the existing nursing care assessment framework

Our study makes an important contribution in relation to how best to care for some of Edmonton's most vulnerable communities.

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