



# Intercultural Communication Between Registered Nurses

Zeynab Mohamed  
Neira Vrazalica

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## **Intercultural Communication Between Registered Nurses**

Zeynab Mohamed  
Neira Vrazalica  
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Zeynab Mohamed, Neira Vrazalica

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The purpose of this literature review was to describe what intercultural communication between registered nurses embodies. The aim was to increase the knowledge regarding intercultural communication between registered nurses within Europe, and to identify possible areas of improvement.

The following thesis utilized literature review as its research method. Due to the limited existing information regarding the phenomena, the authors accumulated in total 3 articles, which were deemed to be compatible with the research topic. The databases used are as followed; Laurea Finna, Proquest and CINAHL (Ebsco), which were all provided to students through Laurea University of Applied Sciences. Prior to in depth analysis of the 3 articles, critical appraisal of the data was carried out. The authors used qualitative content analysis, more specifically inductive content analysis to deduce answers for the research question provided by the authors.

The findings of this literature review showed that intercultural communication between registered nurses has been scarcely discussed, despite of the evident increase in migration of foreign nurses to Europe. Although language is a key component of intercultural communication, there is a need for an increase in cultural competence and awareness amongst the staff as well as team building, as these have been shown to not only affect the quality of care provided but also the wellbeing of nurses.

The authors highly recommend that additional research be conducted with regards to intercultural communication between registered nurses within Europe, as well as an in-depth analysis of the effect of intercultural communication on nurses.

Keywords: Intercultural Communication, Registered Nurse

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## 1 Introduction

The ever increasing multiculturalization of the healthcare system prompts consequential challenge for nurses, thus it is imperative to discuss these factors and their influence on nurses working life. Due to the authors interest in the cultural changes occurring within the European healthcare system, this thesis will focus on intercultural communication between registered nurses within Europe, where one or more of the communicants have differing cultural backgrounds.

According to World Health Organization (WHO) (n.d) within Organization for Economic Co-Operation and Development (OECD) countries, there has been a 60 % increase in international healthcare providers in the last ten years. It is estimated that there are approximately 7.3 million nurses in the WHO European region. Changes in the work culture within the European framework, also includes the influence of global migrants. Migration, retirement as well as many nurses choosing to leave the profession in search of better prospects has resulted in a shortage of nurses (WHO, n.d). These challenges have prompted the development of solutions in many European countries so that health workers are less likely to migrate. One strategy developed by WHO and its partners was to develop a system that supports professionals working and living environment as well as provide professional growth opportunities (WHO, 2015.) Additionally, the 2010 Code of Practice has also been implemented in order to increase the number of international health personnel recruited. This, however, may have resulted in its own challenges when it comes to communication amongst nursing professionals.

Communication in healthcare is a key aspect of providing good quality care to patients, therefore, it is imperative that nurses can communicate and understand one another despite of their cultural backgrounds. Intercultural communication mainly refers to issues pertaining to speech and culture of those belonging to an environment or land different from their own. These cultures also affect the work environment as well as the values and behaviours of the employees (International Journal of Professional Science, 2016).

There has been a plethora of studies conducted regarding nurse to patient communication and the effect of intercultural communication on the quality of care (Yakar, H.K. & Alpar, S.E. 2018). However, very little has been discussed when it comes to communication between nursing professionals.

Hence, the research aim of this thesis is to increase the knowledge regarding intercultural communication between registered nurses within Europe as well as to identify possible areas of improvement.

## 2 Theoretical Framework

The key concepts of this literature review include; intercultural communication and registered nurse. The key concepts will be described in the following chapters.

### 2.1 Intercultural Communication

According to Spector (2008) culture is a 'metacommunication system based on nonphysical traits such as values, beliefs, attitudes, customs, language and behaviours shared by a group of people and passed down through generations. Culture results from acquired mechanisms that may have innate influences but primarily affected by internal and external environmental stimuli (Giger, J.N. 2013). Additionally, culture represent unique ways of perceiving, behaving and evaluating the external environment around us and thus provides a blueprint for determining our values, beliefs and behaviours (Andrew & Boyle, 2008).

Intercultural communication refers to both verbal and non-verbal interaction across different cultures, social groups as well as how culture affects communication especially for those residing in an environment or land different to that of their own (Kegeyan, S.E. 2016). Intercultural communication is a skill like any other which can be developed, and though language is a key aspect when it comes to it, it is not the only characteristics of intercultural communication.

#### 2.1.1 History of Intercultural Communication in Health Care

Effective communication is essential in healthcare as it is can aid in providing high quality care to patients, reducing miscommunication and creating a good working environment for employees. There has been an increase in the influx of international workers in recent years due to the lack of healthcare professionals within the European region (WHO) (n.d) and the need for communication skills has been illustrated.

Working in the health care field requires one to be able to work with others regardless of their culture and ethnicity. Intercultural communication including verbal and non-verbal communication may possibly lead to misunderstandings not only between patient and nurses but also, between healthcare professionals due to differing cultural backgrounds. Intercultural communication plays a role in healthcare and thus should be discussed more amongst health care professionals (Penman, E.S. 2015.).

## 2.2 Registered nurse

A registered nurse according to the Finnish Nursing Association (2019), must have firstly received education through a university of applied sciences which can also be referred to as polytechnic university. For one to become a registered nurse they must have a minimum of 210 credits which they should acquire prior to graduation. Key skills nurses must acquire prior to becoming registered nurse include, an in depth theoretical knowledge of both nursing and other relevant sciences as well as have the ability to work independently and adapt to stresses, problem solving skills, an understanding of evidence based nursing and how to apply them to their work, and the ability to master the influx of health technologies. Additionally, nurses should be able to promote patient health, provide appropriate treatments and rehabilitation as well as aid in the prevention of diseases spreading.

The researchers choose to concentrate on communication between registered nurses within Europe rather than other health care professionals because of their own interest in this specific area. The researchers wanted to specifically focus on the nurses working inside Europe due to their own interest in the cultural change occurring within the European healthcare system. Registered nurses work together very closely and by focusing on their intercultural communication skills, the collegiality between them helps to provide the best patient care possible (Finnish Nurses Association, 2014). There is also a lack of available data and studies on the topic, which is evident in the research process of this thesis.

## 3 Purpose, Aim & Research Question

The purpose of this literature review was to describe what intercultural communication between registered nurses embodies. The aim was to increase knowledge regarding intercultural communication between registered nurses within Europe, and to identify possible areas of improvement.

The following research question formed for the purpose of this thesis:

1. What is intercultural communication between registered nurses in Europe?

## 4 Research methods

### 4.1 Literature review

The authors conducted a literature review as the research method for this thesis. A literature review consists of analysing and seeking answers for the research question provided by the authors using all appropriate literature available (Aveyard 2010). The literature review should concentrate on the research topic's main findings and should be a thorough assessment of the results found.

When conducting a literature review it is imperative that the purpose and aim of the research are identified beforehand, as this makes it easier to review a concrete topic of interest as well as make the literature review more focused on the chosen topic (Coughlan et al, 2017).

#### 4.1.1 Inclusion & Exclusion Criteria

In order to begin the data collection phase, the researchers began by firstly formulating a research question which would be used to guide the information retrieval process. The authors formed a concise research question that validated the purpose of the literature review and aligned with both the aims and objectives recorded. This is an imperative part for any literature review as it will prevent any potential misinterpretations (Aveyard, 2010).

The authors additionally used peer reviewed scholarly articles and journals to retrieve data related to the research question. Peer reviewing refers to the process of having an author's scientific work, idea or research evaluated by others who are experts in the same field. Peer reviewed work is deemed to be of higher quality due to the rigorous process it is subjected to, in order to qualify as a 'peer reviewed' (Lloyd Sealy Library 2017).

Furthermore, an inclusion and exclusion criteria were developed by the authors as a guideline to help in the collection of high-quality scholarly articles. The authors had also decided to use data published within the past 10 years, in order to retrieve data that is up to date, thus allowing the readers to be more knowledgeable on the current situation regarding the research topic. Additionally, articles chosen were based within the European region due to the authors interest in the cultural changes occurring within the European healthcare system.

The inclusion and exclusion criteria used are demonstrated in Table 1.

#### 4.1.2 Data Collection Process

The data collection process was conducted electronically through various online databases approved and provided by Laurea University of Applied Sciences. These databases are free of charge and aid in the collection of reliable scholarly articles. The electronic databases utilized for this thesis include; Laurea Finna, Proquest and Cumulative Index to Nursing and Allied Health Literature (CINAHL). Along with the databases, different combinations of the key concepts were utilized.

The first database used by the authors was Laurea Finna. This database is easily accessible to all students through Laurea library's online services. Laurea Finna provided the authors with a total of 148 articles after two screenings, with only one article providing information pertaining to the research question. In the screening process different combinations of the following key words were used; intercultural OR cross-cultural communication, registered nursing. The second search engine used was Proquest, which can also be accessed through Laurea library. The same set of inclusion and exclusion criteria were used in this search process, resulting in a total of 20 articles. Out of the 20 articles the search resulted in, only 2 were selected based on the abstract. However, in the end based on the full text none of the articles were eligible for the final review.

The final database utilized in this literature search was CINAHL (EBSCO) accessed through the Laurea Finna online portal. Different combinations of the keywords were used in this search which resulted in a total of 52 articles, of which only 2 were appropriate for use within this literature review.

Figure 1 provides a more detailed illustration of the data search process, with Table 1 demonstrating the number of articles included and excluded from this literature review.

Table 1: Inclusion and Exclusion of Articles

INCLUSION CRITERIA	EXCLUSION CRITERIA
Registered nurses	Practical nurses, occupational nurses, doctors, physiotherapists
Data published from 2008 to 2019	Data published before year 2008
Academic articles, empirical research	Literature reviews, public papers
Nurse to nurse communication	Nurse to patient communication
Scientific articles, master's thesis and PhD	Bachelor's thesis, non-scientific articles
English and Finnish data	Data written in other languages
Nurses working within Europe including immigrant nurses	Nurses working outside of Europe

IN TOTAL 220 ARTICLES WERE REVIEWED:

- 217 Articles failed to meet the inclusion criteria
- 3 Articles met the inclusion criteria & were selected for the literature review

Figure 1: Data Collection Process

**DATABASES UTILIZED FOR ARTICLE SEARCH**

LAUREA FINNA	PROQUEST	CINAHL (EBSCO)
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**TOTAL NUMBER OF RESULTS USING DIFFERENT COMBINATIONS OF KEYWORD + INCLUSION CRITERIA**

n= 148	n= 20	n= 52
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**ARTICLES ELIGIBLE ACCORDING TO ABSTRACT**

n= 5	n= 1	n= 2
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**ARTICLES FULLY READ AND SELECTED FOR LITERATURE REVIEW**

n= 1	n= 0	n= 2
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**TOTAL NUMBER OF ARTICLES SELECTED: n= 3**

### 4.1.3 Critical Appraisal of Data

Critical appraisal is a necessary part of writing a literature review. Helen Aveyard (2019), defines it as a well-structured evaluation of the strengths and weaknesses of the data used. Accessing the quality of the articles, to determine how much weight will they carry in the stage of implementing the review. Essential part of research work is to gather information and investigate the data in order to present relative and valuable findings. It is influential that the literature reviewed is not meaningless or of bad quality. The authors have reached a choice to use the criteria already developed to assess the quality of all 3 papers.

The Critical Appraisal Skills Program (CASP) was created in Oxford in 1993 to help assess the research data. The program has ready-made checklists for 8 kinds of papers and enables scientists to readily access the significance and validity of the gathered information. The checklists were split into three A, B and C parts. A chapter focuses on the validity of the outcomes if evidence-based data or self-obtained data have been supplied by the author of the article. Section B places the aim on the final result, the article's outcomes. Have the ethical problems been regarded and if the results are clearly stated. In the last section the authors concentrate on assessing the transferability of the gathered information.

The checklist includes 10 different questions which can be answered either "yes", "no" or "can't tell". The authors read through these questions comprehensively and answered them according to the guidelines, so that the articles would be appraised correctly. There is no scoring scheme for the Critical Appraisal Skills Program, so the researchers decided to rank the articles as "excellent", "good", "mediocre", "poor". Excellent was graded with 9-10 points, decent 7-8 points, mediocre 5-6 points and poor less than 5 points.

Table 2 demonstrates the critical appraisal process in detail.

Table 2: Studies Selected

Author, year, Country	Title	Purpose of Study	Article type	Findings	CASP Score
Hearnden (M.),2008, UK	Coping with differences in culture and communication in health care	To explore the issues of language, culture and communication. The challenges of foreign-born nurses' cultural differences.	Qualitative Research	In the United Kingdom, nurses need more education to improve their cultural skills and facilitate mutual knowledge and tolerance.	EXCELLENT
Wesolowska (K.), Hietapakka (L.), Elovainio (M.), Aalto (A-M.), Kaihlanen (M.), Heponiemi (T.), 2018,Finland	The association between cross-cultural competence and well-being among registered native and foreign-born nurses in Finland	To examine if cross-cultural proficiency has any link to health-related problems of registered nurses and whether there is any change between native and migrant nurses.	Qualitative Research	It would be beneficial for the registered nurses to advance their cross-cultural skills at the working environment, to be able to manage the cultural differences more competently.	MEDIOCRE

Kaihlanen (A-M.), Hietapakka (L.), Heponiemi (T.), 2019, Finland	Increasing cultural awareness: qualitative study of nurses' perceptions about cultural competence training	To gain understanding of the cultural competence of nurses.	Qualitative Research	There is a shortage of training in nurses on cultural consciousness. Results showed that the outcome was better when nurses were trained on behalf of this factor.	GOOD
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#### 4.1.4 Qualitative Content Analysis

The researchers utilized qualitative content analysis in order to deduce the findings of this paper and obtain answers regarding the research questions formed by the authors (Lauri & Kyngäs 2005). Content analysis is a research technique commonly used for qualitative data in order to interpret meaning from retrieved data regarding the research topic. Qualitative content analysis can further be divided into inductive or deductive content analysis. The purpose of the study determines which of these is used.

The authors concluded, that an inductive content analysis method would be best suited for the purpose of this thesis. Inductive content analysis would enable researchers to analyse documents with regards to phenomenon in which there is limited existing knowledge (Elgo Kyngäs 2008, accessed through Armat et al 2018).

A fundamental feature of inductive content analysis is that the data gathered can be organized into concepts that describe the research phenomenon using categories, codes, a model or a conceptual map (Elo, 2014).

In the analysis phase, different colour codes were used for each unit of analysis, which enabled similar data to be grouped together. This aided the literature review to progress smoothly and for the information to be collected in a concise manner. Once the main categories were formed, subcategories were created for themes reoccurring in the different coded groups. This resulted in 3 subcategories where relevant information regarding each would be presented. The final analysis phase consisted of induction of the 3 main categories and 3 subcategories. This formed compact data retrieved from the 3 articles with regards to the thesis topic.

## 5 Findings

The findings reported in this research paper are based on the 3 reviewed articles. The gathered results indicate the cause, benefits as well as possible areas of improvement regarding intercultural communication between registered nurses within Europe.

### 5.1 Multicultural Workforce & Intercultural Communication

All 3 articles reviewed in this literature review stated that there has been a rise in international migrants in Europe in the last 20 years. In her study, Hearnden (2008) notes that most registered nurses come from India, the Philippines, South Africa and Australia. Up to 40 % of nurses were counted as foreign born within the years 2010 and 2011 in Europe. In 2017, global migration counted more than 285 million immigrants. (Wesolowska et al 2018)

As Hearnden (2008) says there has been a shortage of registered nurses in many countries, resulting in the recruitment of foreign-born registered nurses. Due to the increase in recruiting international nurses, the workforce in Europe has become more multicultural, and there has been an increase in training programs and various educational interventions on cultural competence (Kaihlanen et al 2019). Both Wesolowska et al (2018) and Kaihlanen et al (2019) claim that European countries are becoming increasingly diverse culturally and ethnically, with the results that more attention needs to be paid to the cultural competence of registered nurses.

Due to the rise in recruitment of international workforce in the healthcare field particularly concerning registered nurses, there is a serious need of intercultural communication skills. It has been pointed out, that previous research shows the lack of intercultural knowledge within the field of nursing. Cross-cultural empathy, tolerance and expertise are correlated with having more efficient intercultural communication (Wesolowska et al 2018).

According to Hearnden (2008), the most essential and at the same time the most underrated skill within nurses is effective communication. Hearnden (2008) also states that effective communication is in correspondence with the quality of communication between the nurses. This refers to the importance of intercultural communication between registered nurses because, as Wesolowska et al (2018) argues in the article, it puts patient safety and quality of care in danger.

## 5.2 Benefits of Adequate Intercultural Communication Skills

The improvement of intercultural communication skills benefits native as well as foreign-born nurses. It helps to avoid miscommunication, interpersonal disputes, and maladaptive behaviours among nurses. A research conducted in Finland 2018 showed that having better intercultural communication skills prevents burnouts and increases the satisfaction of the workplace. It also highlighted the fact that young Finnish nurses were more receptive towards different cultures than the older participants (Wesolowska et al 2018.)

Both Hearnden (2008) and Kaihlanen et al (2019) agree that developing intercultural communication skills benefits in building professional relationships. Small conversations between colleagues can be a difficult place for foreign-born nurses and they may be ashamed of their language skills, especially when their own first language is completely different from that spoken in the country where they are working. To avoid the unpleasant situations and misinterpretations of a certain culture, having intercultural communication skills benefits native and foreign-born registered nurses (Hearnden 2008.)

Being more culturally aware would ease up the different cultural encounters registered nurses experience daily. Providing specific data on different cultures can increase the use of stereotypes, but more personalized exposure to cultures can promote and raise awareness of different cultures that exist (Kaihlanen et al 2019.)

## 5.3 Strategies for Improvement

When it comes to intercultural communication between registered nurses within Europe, three key areas of improvement have been identified by the articles utilized for this thesis.

### 5.3.1 Cultural Competence Training

All 3 articles reviewed indicate that cultural awareness is essential component of intercultural communication. Cultural competence comprises of cultural awareness, knowledge, understanding as well as sensitivity (Hearnden, 2008).

Effective intercultural training has been shown to improve intercultural competence including empathy amongst healthcare providers (Wesolowska et al, 2018). Cultural competence training should be provided to nurses in a manner that enables them to become aware of their own cultural biases. Increasing awareness of one's own cultural and communicative features

has been shown to help nurses recognize the common drawback of intercultural communication, which in turn enables them to develop their communication skills (Kaihlana et al, 2019.)

Improving intercultural communication depends on raising awareness of one's own verbal and non-verbal communication style. Being mindful that thinking and speaking in one's native language is different to speaking in a language that isn't your native tongue. This means that it may take longer to express and convey one's thoughts in a second language, so it is vital for nurses to be mindful of this and to be supportive and encouraging of internationally recruited nurses. It is essential that both parties (native and international nurses) to be respectful of nurses from different backgrounds (Hearnden, 2008).

Cultural competence training offers an important opportunity to have a general and open discussion with regards to cultural issues that impacting both native and internationally recruited nurses. Additionally, it provides a space for nurses to express their thoughts and concerns to their colleagues (Kaihlana et al, 2019.) Hence, it may provide a crucial opportunity to develop cultural awareness and competence for all nurses as well as create harmony in the workplace.

### 5.3.2 Improving Language Proficiency

Language difficulties have been cited in all the articles reviewed as a major factor effecting intercultural communication.

Effective communication requires the ability to produce contextually appropriate language and understand the nuance of a situation (Lyons 1996 & Block 2002, cited in Hearnden 2008). This means one must know what to say and what not to say as well as whether to communicate formally or informally, which require the ability to understand context as well as pragmatic competence. Pragmatic competence is described as the ability to understand what is meant even if it isn't stated (Yule 1996, cited in Hearnden 2008.)

Furthermore, communication differences may also occur in the use and interpretation of silence, pauses, eye contact and physical touch, or in the emphasis placed on clear or direct messages in different cultures (Kaihlana et al 2019). Hence, it is important for nurses to speak slower and more clearly as well as avoid unnecessary use of slang and idioms when interacting with internationally recruited nurses. Internationally recruited nurses can also help ease the transition by taking more communicative risks such as initiating conversations in

a second language, as well as explaining yourself to colleagues (Hearnden 2008). Communicating and initiating conversation in a second language is hard, it is one's responsibility to make time and actively work to improve one's language skills. For instance, sitting with native nurses in the break room (Hearnden 2008) and initiating small conversations may help build one's confidence in using the second language.

### 5.3.3 Guidelines and Policies

Management and policy makers can aid in improving intercultural communication in nursing by ensuring adequate orientation is provided to internationally recruited nurses. Additionally, adequate orientation time provides internationally recruited nurses to adjust to their new environment as well as get acquainted with their colleagues (RCN 2005, cited in Hearnden 2008). This allows for a smooth transition for both the recruited nurse as well as the existing staff members. Furthermore, providing internationally recruited nurses with written information with regards to commonly used medications as well as common acronyms, abbreviation, jargons and slang used by the staff (Hearnden, 2008) may provide for a faster integration into the workforce. It is essential to provide education for all staff in terms of promoting a positive attitude to diversity within the workforce as well as providing opportunities for native and international nurses to share cultural knowledge (Hearnden 2008). This can be done in the form of cultural competence training.

## 6 Discussion

### 6.1 Discussion on Findings

The purpose of this literature review was to describe what intercultural communication between registered nurses in Europe is and to increase the knowledge regarding the phenomena as well as identify possible areas of improvement. The findings presented in this thesis were deduced from 3 articles which were reviewed thoroughly by the researchers.

It is evident from the findings that the increasing multiculturalization of the workforce, has played a key role in the increase of intercultural communication between registered nurses within Europe. In accordance to the literature review conducted, although language is a key part of intercultural communication, cross-cultural empathy, tolerance and expertise have all been shown to increase the efficiency of one's intercultural communication skill (Wesolowska et al 2018), which can all be developed through cultural competence training.

From the findings it is evident that cultural competence and awareness is a key aspect of intercultural communication as it enables one to firstly understanding the roll their culture

plays in how they communicate as well as interpret information. Having adequate intercultural communication has been shown to benefit native- and foreign-born nurses to avoid unpleasant situations as well as misunderstandings (Hearnden 2008). Furthermore, research has shown that having better intercultural communication skills aided in the prevention of burn-out as well as increased workplace satisfaction (Wesolowska et al 2018.) When one is understood and able to understand their colleagues it reduces the amount of stress one feels in the workplace, this allows them to focus on the work they need to do rather than working to be understood. Additionally, developing one's intercultural communication skills has been shown to be beneficial in building interpersonal professional relationships (Hearnden, 2008 and Kaihlanen et al, 2019).

In order to reap the benefits of intercultural communications, there must be guidelines and policies made to educate registered nurses regarding the phenomena, as well as the importance of it for them as colleagues. It is essential to provide education for all staff in terms of promoting a positive attitude to diversity within the workforce as well as providing opportunities for native and international nurses to share cultural knowledge (Hearnden 2008).

There is no doubt that communication plays a key role in effectiveness and quality of work registered nurses do. However, despite of the existing knowledge with regards to the importance of effective communication, it is apparent from the findings that not much has been explored when it comes to nurse-to-nurse intercultural communication.

## 6.2 Trustworthiness & Limitations

The key to explaining and ensuring that there is trustworthiness in the research is a detailed documentation of the system and the outcomes of qualitative data collection and analysis (Veal. A.J. 2017). This literature review has been limited to 3 articles which the authors selected from different online databases that were available for students of Laurea University of Applied Sciences. Some of the research available could not be used due to the inclusion and exclusion criteria not being met. These articles focused on registered nurses outside Europe, and the authors of the thesis chose not to extend their inclusion and exclusion criteria's. This narrowed down the number of possible articles which were available to the authors for the research purpose. Another aspect that further limited the research was that the research topic focused on intercultural communication between registered nurses only, rather than nurses and other healthcare professionals.

This study's reliability was established by going through all the articles using the Critical Appraisal Skills Program (CASP), which gave confidence to the two thesis writers that the work being used is accurate. There was a small sample size used in one of the articles chosen for this review, however due to the lack of data available considering the research question, the authors made a choice to disregard it.

### 6.3 Ethical Considerations

The authors of this literature review actively avoided plagiarizing the work of other researchers, by using citations, by rephrasing and using the Laurea guidelines for referencing. As Wager et al (2011) states it is acceptable to describe the research of other people with appropriate quotations in your own words, but it is not acceptable to use their words in your publications unless the origin of the words is clear. The authors have made sure they have declared any potential conflicts of interest.

## 7 Conclusion

Evidence used in this literature review state that a key aspect of intercultural communication is cultural competence and comprehension. It has also been implemented that effective intercultural communication skills profits native as well as foreign-born nurses. To achieve good intercultural communication skills among registered nurses, the guidelines and policies on this phenomenon need to be reviewed and modified. It is obvious that there has not been that much research conducted on intercultural communication between registered nurses, during the data retrieval process the authors only found 3 articles on this phenomena. The authors recommend that additional research on intercultural communication amongst registered nurses across Europe should be conducted.

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## Appendix 1: Summary of applied research articles

Author, year, Country	Title	Purpose of Study	Article type	Findings
Hearnden (M.),2008, UK	Coping with differences in culture and communication in health care	To explore the issues of language, culture and communication. The challenges of foreign-born nurses' cultural differences.	Qualitative Research	In the United Kingdom, nurses need more education to improve their cultural skills and facilitate mutual knowledge and tolerance.
Wesolowska (K.), Hietapakka (L.), Elovainio (M.), Aalto (A-M.), Kaihlanen (M.), Heponiemi (T.), 2018,Finland	The association between cross-cultural competence and well-being among registered native- and foreign-born nurses in Finland	To examine if cross-cultural proficiency has any link to health-related problems of registered nurses and whether there is any change between native and migrant nurses.	Qualitative Research	It would be beneficial for the registered nurses to advance their cross-cultural skills at the working environment, to be able to manage the cultural differences more competently.
Kaihlanen (A-M.), Hietapakka (L.), Heponiemi	Increasing cultural awareness: qualitative study of	To gain understanding of the cultural competence of nurses.	Qualitative Research	There is a shortage of training in nurses on cultural consciousness.

(T.), 2019, Finland	nurses' perceptions about cultural competence training			Results showed that the outcome was better when nurses were trained on behalf of this factor.
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