

Abstract Number: 7.4

Presenter Name & Qualifications: Ms Biljana Kurtovic RN, BSN, MSN

Affiliation: Department of Neurosurgery, University Hospital Centre Sestre Milosrdnice, Zagreb, Croatia

Authors: Ms Biljana Kurtovic, Ms Cecilija Rotim, Dr Sonja Kalauz

Title of Presentation: *Transculturality: Identifying Dialectal Differences within Croatian Healthcare*

Introduction: The new concept in modern nursing, transculturality in nursing, means better health care for people from different, or similar cultures. We can predict that transculturality in nursing, with a holistic and comprehensive comparative focus on culture in the care of others, will become the essence and the imperative of nursing in future.

Aims & Objectives: The aim of this study was to determine the assessment and variation of nurses and patients attitudes, on the impact of dialectal differences in Croatia. The objective of this study was to explore the adequacy of nurses and patients communication patterns.

Methods: The study was conducted through a questionnaire developed and based on Likert scale assessment. The study included 109 nurses and 94 patients based in two health care institutions in Zagreb, Croatia. Ethical approval was obtained for the study.

Outcomes: Findings from the study provide a more contextualised and current representation of the challenges of delivering quality nursing care and provide communication clarity within the hospital nurse practice environment which can enhance or impede a nurse's ability to deliver quality care. Our findings confirm the hypothesis that the communication pattern of nurses and patients in Croatian hospital settings is adequate.

Conclusion: The study also confirmed that the awareness of the importance of transculturality in nursing had established a good basis which enabled nurses to encourage the development of transculturality and explore useful ways of applying it with the intention of enhancing patients' well-being. It also helped to avoid cultural bias, destructive practices and cultural ignorance. Moreover, by using appropriate theories, models, research methods, research results, the wealth of creative new knowledge and practices will be invaluable. Transculturality in nursing will improve the practice and provide better health services, transform the health care daily practice and it will become inevitable qualitative standard of care.

Notes: