Cultural Competence in Nursing
Using the Delphi-Method for the development of an instrument to measure cultural competence among nurses in Austria and Germany

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BACKGROUND

Cultural competence is particularly relevant for nurses to impede misunderstandings and mistreatments, advance care, reduce health risks and prevent/resolve conflicts (Domenig, 2007). Most of research in this field was done in the USA but the equivalence cannot be assured at all in using or adapting this theoretical background or instruments to measure cultural competence among nurses in Austria or Germany.

AIM & METHOD

The Delphi-Method was used to develop an instrument to measure cultural competence among nurses in Austria and Germany and included the following components:

1. Idea generation & concretization of issue: open Focus-Group-Discussion with experts
2. Development of a web-based standardized, anonymized questionnaire to poll experts
3. Open text fields for personal statements
4. Analyses of statistical group-opinion
5. Anonymized feedback after each round
6. Three repetitions of rounds
7. Goal: statistical consensus

SAMPLE

25 - 20 - 16 As experts nurses and scientists with further education in the field of transcultural nursing, intercultural communication, intercultural competence or migration (research) from Austria and Germany were contacted. In the 1st round 25, in the 2nd 20 and in the 3rd 16 experts participated.

PROCEDURE

As the main dimensions KNOWLEDGE, INTEREST, CULTURAL COMMUNICATION, SENSITIVITY and REFLECTION were chosen and their meaning figured out within a Focus-Group discussion. Based on the results statements were defined to get rated by the experts from level 1 (very important) to 6 (unimportant) in a 3-round-survey.

The first round included the rating of importance and the possibility to add personal statements, which were included for the second round. The importance of a statement was confirmed with a minimum consensus of 80% for value 1+2, mean and median ≤2 and SD ≤1.1. The statements that achieved the consensus were not included for the next round. Answer possibilities for the third round were „rather important”, „rather unimportant”, „not clear, or missing context”. Only the statements which were rated with a minimum of 80%, as rather important, were finally added to the important statements. The experts got an anonymized feedback about statistical group opinion between each round.

DISCUSSION & CONCLUSION

- The Delphi-Method is an efficient method to for the development of an instrument that allows to measure cultural competence among nurses in Austria and Germany
- Although the inclusion of current literature and reaching of consensus, this is still an expert opinion.
- It is important to be aware about limitations of the Delphi-Method as well as its critique
- It is necessary to predefine and argue the whole process, which includes in this study the type of experts, kind of recruitment, number of rounds, feedback, finding consensus and statistical limits.
- Transparency, conclusiveness of the procedure as well as critical thinking about the method is the precondition for using the Delphi-Method in a good scientific way!