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# CULTURAL COMPETENCE IN NURSING: CLINICAL PRACTICE, QUALITY CARE, AND EDUCATIONAL PERSPECTIVES IN MULTICULTURAL HEALTHCARE SETTINGS

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## ABSTRACT

*Increasing cultural diversity within healthcare systems has made cultural competence an essential component of modern nursing practice. Nurses must be prepared to provide respectful, individualized, and effective care that addresses the cultural values, beliefs, and communication needs of diverse patient populations. This article aims to explore the importance of cultural competence in nursing, with emphasis on clinical practice, quality care, and educational perspectives in multicultural healthcare settings. A narrative review of current literature was conducted to examine the role of cultural competence in nursing practice, patient care outcomes, and nursing education. Evidence indicates that culturally competent nursing practice improves communication, patient satisfaction, trust, treatment adherence, and overall quality of care. In clinical settings, it supports safer and more patient-centered care, while in education, it strengthens students' awareness, knowledge, and skills needed to care for culturally diverse populations. Strategies such as cultural training, reflective learning, language support, and inclusive communication contribute to better healthcare experiences and outcomes. Cultural competence is a vital aspect of nursing that enhances clinical practice, promotes quality care, and supports professional education in multicultural environments. Strengthening cultural competence among nurses is essential for achieving equitable, inclusive, and high-quality healthcare services.*

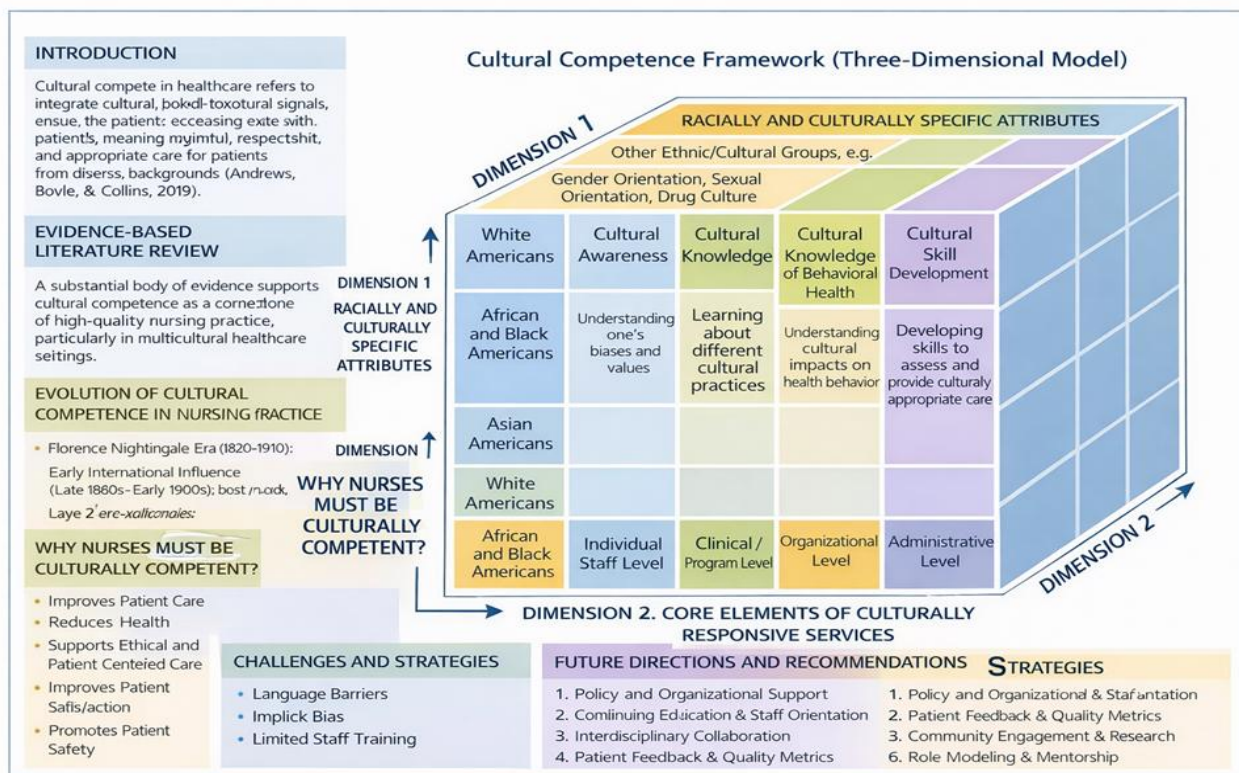
**KEYWORDS:** Cultural Competency, Nursing Care Patient-Centered Care, Transcultural Nursing, Health Disparities, Cross-Cultural Communication, Multicultural, Healthcare.

### WHAT IS CULTURAL COMPETENCE?

Cultural competence in healthcare refers to the ability of nurses and other health professionals to integrate cultural knowledge, sensitivity, and skills into clinical practice, providing meaningful, respectful, and appropriate care for patients from diverse backgrounds (Andrews, Boyle, & Collins, 2019). It involves understanding how cultural beliefs, values, and practices influence health behaviors and adapting care accordingly.

Culturally competent care enhances communication, builds trust, and strengthens therapeutic relationships, which in turn improves patient satisfaction, adherence, and overall health outcomes (Campinha-Bacote, 2002; World Health Organization, 2010). This concept is grounded in Leininger’s Transcultural Nursing Theory, which emphasizes delivering care that aligns with patients’ cultural values and beliefs while promoting holistic, patient-centered practice (Leininger, 1991).

### MULTIDIMENSIONAL MODEL FOR DEVELOPING CULTURAL COMPETENCE.



### EVIDENCE-BASED ANALYSIS OF CULTURAL COMPETENCE IN HEALTHCARE DELIVERY

A substantial body of evidence supports cultural competence as a cornerstone of high-quality nursing practice, particularly in multicultural healthcare settings. Smith and Jones (2022) found that nurses with higher cultural competence communicate more effectively with patients from diverse backgrounds, enhancing patient satisfaction, trust, and therapeutic relationships. Similarly, Brown and Turner (2021) highlighted that structured training programs focusing on cultural awareness and communication skills improve care quality and reduce healthcare disparities by enhancing nurses’ responsiveness to diverse patient needs. Wilson, Harrison, and Smith (2021) identified cultural competence as essential to

patient-centered care, showing that understanding patients’ cultural values and preferences increases engagement, adherence to treatment plans, and overall satisfaction.

Miller and Thompson (2020) also reported that culturally competent care reduces misunderstandings and contributes to improved clinical outcomes through effective cross-cultural communication. Despite these benefits, challenges remain. Davis and White (2023) identified persistent obstacles, including implicit bias, language barriers, and insufficient staff training, which can limit culturally responsive care. Addressing these challenges requires ongoing professional education, access to interpreter services, and institutional policies that foster inclusive, culturally supportive healthcare environments.

Recent studies in 2025 further reinforce the importance of structured education and frameworks in developing cultural competence. Osmancevic et al. (2025) conducted a systematic review and meta-analysis demonstrating that educational interventions such as workshops, training programs, and online modules significantly enhance nurses' cultural competence, although direct effects on patient outcomes remain limited. Skaria, Rivero, and Dino (2025) introduced the Cultural Competency Wheel Model, which identifies five key domains: culture, team, patient, action, and self - alongside essential attributes such as knowledge, skills, and values, emphasizing the multidimensional nature of cultural competence. Grinberg and Nissim (2025) also found that cultural competence varies across academic levels in nursing students, underscoring the importance of formal education and clinical experience in competence development.

Collectively, the evidence confirms that cultural competence is vital for nursing practice. Education, structured frameworks, and ongoing professional development are critical for preparing nurses to provide effective, patient-centered care in diverse healthcare environments (Alhazmy et al., 2024; Sharifi, Adib Hajbaghery, & Najafi, 2019; Andrews, Boyle, & Collins, 2019; Campinha-Bacote, 2002).

## DEVELOPMENT OF CULTURAL COMPETENCE IN NURSING PRACTICE OVER TIME

The development of cultural competence in nursing is closely tied to historical patterns of nurse migration and the increasing diversity of healthcare environments. As nurses moved across countries, healthcare systems became more multicultural, highlighting the need for professionals to address diverse cultural backgrounds and prompting the creation of formal training programs to foster communication, understanding, and patient-centered care.

*Florence Nightingale Era (1820–1910):* Nursing was largely local, with patients and nurses sharing language, religion, and cultural norms. Formal training in cultural competence was minimal due to the homogeneous nature of healthcare.

*Early International Influence (Late 1800s–Early 1900s):* Limited nurse migration occurred for war relief, missionary work, and epidemic response. Nightingale's influence in Turkey and missionary hospitals in Africa and Asia exemplify early international nursing efforts motivated by humanitarian service and professional development.

*Post-World War II (1940s–1960s):* Large-scale nurse

migration addressed workforce shortages in Europe and other regions. Structured agreements between countries like the UK, USA, and Caribbean nations facilitated nurse mobility, promoting skills exchange and workforce support.

*Late 20th Century (1970s–1990s):* Globalization and international travel accelerated migration. Nurses moved for economic opportunities, professional development, and political or social reasons, from countries such as the Philippines, India, and across Africa to the US, UK, Canada, and Gulf nations.

*21st Century (2000s–Present):* Migration is multidirectional, driven by global workforce shortages, advanced technology, better working conditions, and international experience opportunities. This diversity has made cultural competence essential, as modern nurses frequently care for patients from backgrounds different from their own, necessitating culturally responsive and inclusive care practices.

## JUSTIFICATION FOR CULTURAL COMPETENCE IN NURSING PRACTICE

As nursing practice evolves, the significance of cultural competence has become increasingly clear. Cultural competence is crucial because it directly impacts the quality, safety, and effectiveness of patient care. Nursing is not solely about treating illness; it involves caring for individuals from diverse backgrounds, each with unique beliefs, values, and practices. *“By practicing cultural competence, nurses can provide holistic, patient-centered care that considers the whole person, rather than focusing solely on the disease”.*

### 1. Improves Patient Care and Outcomes

Understanding a patient's cultural beliefs allows nurses to provide care that aligns with the patient's values, leading to greater cooperation, more accurate diagnoses, and enhanced recovery.

### 2. Reduces Health Disparities

Some cultural groups experience inequitable healthcare access and outcomes. Culturally competent nursing helps bridge these gaps and promotes fairness and equity in care delivery.

### 3. Supports Ethical and Patient-Centered Care

Respecting cultural diversity is a fundamental component of ethical nursing practice. It ensures care is individualized, respectful, and aligned with each patient's preferences.

### 4. Improves Patient Satisfaction

Patients report higher satisfaction when they feel

understood and respected, reflecting positively on healthcare experiences and outcomes.

#### 5. Facilitates Decision-Making and Family Involvement

In many cultures, family members play a central role in healthcare decisions. Cultural competence enables nurses to appropriately involve family members, ensuring shared decision-making aligns with the patient's cultural context.

#### 6. Promotes Patient Safety

Cultural competence enhances patient safety by helping nurses recognize culturally influenced health practices and beliefs that may affect treatment. This reduces the risk of errors, misunderstandings, and non-compliance, ensuring safer and more effective care delivery.

### MODERN CHALLENGES AND STRATEGIES FOR IMPROVING CULTURAL COMPETENCE IN NURSING CARE

Modern healthcare systems continue to face persistent challenges in achieving culturally competent nursing care despite increasing recognition of its importance. Growing migration and multicultural patient populations require nurses to manage differences in language, beliefs, health practices, and expectations of care. Recent evidence highlights that communication barriers, unconscious bias, limited cultural knowledge, and organizational constraints remain common obstacles to equitable healthcare delivery. These factors may lead to misunderstandings, lower patient satisfaction, reduced treatment adherence, and widening health disparities among vulnerable populations.

A 2025 integrative review in *BMC Nursing* emphasized that cultural competence in nursing is a

multidimensional concept requiring knowledge, communication skills, self-awareness, and caring values to effectively meet diverse patient needs. Additionally, a 2025 cross-sectional study found that nurses with higher cultural competence demonstrated stronger adaptability and better patient-centered care practices.

To address these challenges, healthcare institutions should adopt evidence-based strategies that promote culturally responsive nursing practice. These include interpreter services, continuous professional education, simulation-based training, reflective learning, mentorship, and interdisciplinary teamwork. Recent evidence from a 2025 systematic review and meta-analysis published in the *International Journal of Nursing Studies* found that cultural competence interventions significantly improved nurses' cultural knowledge, attitudes, and communication skills, with positive effects on patient-related outcomes.

Furthermore, a 2025 umbrella review Lee, Y., Sung, S., & Fan, X. (2025). reported that structured educational programs are effective in strengthening healthcare professionals' readiness to provide culturally sensitive and inclusive care. Leadership support, inclusive policies, and sustained organizational commitment are also essential for embedding cultural competence into daily nursing practice. Strengthening these strategies can enhance trust, improve patient satisfaction, and ensure safer, more equitable healthcare in multicultural settings. Urbanavičė, et al. (2025).

Practical strategies to promote cultural competence in clinical settings can be summarized using the *CULTURE CARE mnemonic*, which provides a structured approach for delivering patient-centered, culturally sensitive care:



*C – Communication*

Clear communication ensures patients understand their care plan and allows nurses to accurately assess symptoms, reducing errors caused by misunderstandings. Example: Assign nurses who speak the patient's language (e.g., Hindi, Tagalog, Arabic, English) to explain care plans directly; if unavailable, use professional interpreters.

*U – Understanding*

Nurses must understand patients' cultural, religious, and social backgrounds to provide personalized care and avoid conflicts. Example: Recognize if a patient prefers herbal remedies alongside prescribed medication and integrate this into the care plan safely.

*L – Language & Technology Support*

Overcoming language barriers is essential for safe, effective care. Nurses can use bilingual staff, interpreters, visual aids, and digital tools such as translation apps. Example: A bilingual nurse explains post-operative instructions, while visual aids or mobile apps help reinforce understanding for other patients.

*T – Trust Building*

Respecting cultural norms strengthens nurse-patient relationships and helps patients feel safe sharing concerns. Example: Knock before entering a room to respect privacy, and address patients using culturally appropriate greetings.

*U – Uniform Quality Care*

Cultural competence ensures equitable care and reduces disparities among diverse patient groups. Example: Provide the same post-operative education to all patients, regardless of language, ethnicity, or cultural background.

*R – Respect for Beliefs*

Respecting patients' cultural and religious beliefs helps nurses provide compassionate, individualized, and dignified care. Acknowledging practices such as prayer, dietary preferences, modesty, and family involvement builds trust and emotional comfort. This approach improves communication, patient satisfaction, and cooperation with treatment plans. Example: Allow a female patient to be examined by a female nurse when culturally appropriate.

*E – Ethics and Safety*

Understanding cultural practices prevents harm and supports ethical care. Example: Adjust

medication schedules during Ramadan to allow safe observance of fasting practices.

*C – Collaboration*

Effective teamwork across diverse healthcare professionals improves patient outcomes. Example: Bilingual nurses collaborate with other team members to ensure accurate instructions are communicated to all patients.

*A – Adaptability*

Adapting care plans to cultural and personal needs ensures patient-centered care that respects each individual's values, beliefs, and preferences. It helps patients feel understood, involved, and comfortable in the decision-making process. Example: Modify dietary plans for patients observing religious fasting or vegetarian restrictions.

*R – Role Modeling / Education*

Educating peers and students about cultural awareness strengthens the overall healthcare environment by promoting respect, inclusion, and effective communication. It prepares healthcare professionals to care confidently for diverse patient populations. Example: Senior nurses mentor students on handling language barriers and respecting patients' cultural practices during clinical rotations.

*E – Engagement with Families*

Involving family members supports communication, shared decision-making, and respect for cultural values. Example: Organize family meetings to explain procedures in the patient's preferred language, using bilingual nurses or interpreters if necessary.

## **FUTURE TRENDS AND RECOMMENDATIONS FOR PRACTICE**

To sustain these strategies, future directions emphasize institutional support and ongoing professional development:

1. **Policy and Organizational Support:** Integrate cultural competence into institutional policies, orientation programs, and quality improvement initiatives.
2. **Continuing Education & Staff Orientation:** Provide mandatory workshops, simulation-based training, and online modules for nurses, along with cultural competence training for all new staff.
3. **Interdisciplinary Collaboration:** Foster effective teamwork across healthcare disciplines, ensuring

verbal and nonverbal communication respects patients' and colleagues' cultural backgrounds.

4. Patient Feedback & Quality Metrics: Use satisfaction surveys and monitor outcomes across diverse populations to identify gaps and guide targeted improvements.
5. Community Engagement & Research: Collaborate with local communities and patient advocacy groups to understand cultural needs and support research on the impact of cultural competence.
6. Role Modeling & Mentorship: Encourage senior nurses and educators to mentor junior staff, reinforcing inclusivity and continuous learning throughout the organization.

## CONCLUSION

Cultural competence is a cornerstone of effective nursing care in today's increasingly multicultural healthcare landscape. By understanding its historical roots, recognizing current challenges, and implementing evidence-based strategies, nurses can deliver equitable and patient-centered care in diverse

healthcare settings. Developing self-awareness, cultural knowledge, and effective communication skills enables nurses to provide safe, respectful, and high-quality care to patients from different cultural backgrounds.

Integrating cultural competence into nursing education, clinical practice, and organizational policies ensures that nurses are well prepared to meet the needs of diverse patient populations. Ultimately, culturally competent nursing practice contributes to improved patient outcomes, reduced health disparities, and the delivery of inclusive and respectful healthcare services.

Furthermore, fostering a culture of continuous learning and reflection empowers nurses to adapt to evolving societal needs and patient expectations. Collaboration among healthcare teams, patients, and families strengthens trust and enhances care effectiveness. By embracing cultural competence as an integral part of professional practice, nursing can lead the way in promoting equity, dignity, and excellence in healthcare for all communities.

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