Helsinki University Hospital (HUH)

COMPREHENSIVE CANCER CENTER

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CARING FOR AN IMMIGRANT PATIENT

Pictures help communicating with non-native patient
HUH COMPREHENSIVE CANCER CENTER

BREAST SURGERY UNIT

• Largest in Scandinavia

• Over 1000 breast cancer patients/year

• 50-100 immigrant patients/year
THE PURPOSE OF THE STUDY AND RESEARCH QUESTIONS

• Purpose:
  o Describe communication problems with immigrant patients

• Research questions:
  o What kind of communication problems there were between immigrant patients and nurses?
  o How communication problems were solved?
METHOD

• Constructive method with document analysis

• Databases: Cinahl, Medic

• Keywords:  
  o Health care  
  o Communication  
  o Immigrant  
  o Ethnic patient  
  o Nursing  
  o Transcultural nursing  
  o Caring  
  o Counselling
RESULTS

1. What kind of communication problems there were between immigrant patients and nurses?

- Lack of time
- Lack of understanding
- Lack of knowledge
- Different views
1. What kind of communication problems were there between immigrant patients and nurses?

- Time
- Planning
- Misunderstandings
- Unexpected incidents
- Frustration
- Rasism
2. How communication problems were solved?

- Interpreter/translator
- Family & friends
- Non-verbal communication

- Visual methods:
  - Drawing
  - Demonstrating
  - Visualizing
SOLUTION!

Pictures
Picture Communication Symbols (PCS)
An Augmentative and Alternative Communication (AAC)
Morning routines

AAMUTOIMET

Pese hampaat.


Puu sään mukaan.

Syö aamupalaa. Ota vitamiinit ja koulupilleri.

Ota avaimet ja kännykkä mukaan.

Laita hälytys päälle.

Evening routines

ILTATOIMET

Tarkista, että lääkset on tehty.

Pakkaa reppu.

Syö iltapala.

Hoida kasvot.

Pese hampaat.

Laita liikaiset vaatteet pyykkiiin. Vaihda bokserit ja sukat pärjättäin.

Laita herätys aamuksi.
MUISTATTEHAN TUODA PÄIVÄKOTIIN - REMEMBER TO BRING TO DAYCARE:

- VARAVAATTEITA / SPARE CLOTHES
- TOSSUT / INDOOR SLIPPERS
- KSYLITOL PASTILLEJA / XYLITOL PASTILLES
- JUOMAPULLO / WATERBOTTLE
- SADEVAATTEET / RAINCLOTHES
- AURINKORASVA / SUNSCREEN
CONCLUSIONS

• Use professional interpreter/translator!

• Pay attention to materials!
  o Simple
  o Understandable
  o Recognizable
  o Non-insulting
  o Cultural norms
  o Non-verbal communication
EXAMPLE OF PICTURES

The Finnish Association on Intellectual and Developmental Disabilities (FAIDD), papunet.net
HOW TO GET STARTED?

• In what kind of situations?

• What kind of pictures?

• Where to get pictures from?
  o Augmentative and Alternative Communication (AAC)
  o Picture Communication Symbols (PCS)

• How to use them?
REFERENCES


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REFERENCES

Papunet (www.papunet.net), The Finnish Association on Intellectual and Developmental Disabilities (FAIDD)
Pixabay (pixabay.com/fi/)


THANK YOU FOR YOUR INTEREST!

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