Tracing the development of rapport in intercultural nurse-patient interactions using discourse analysis

Tonia Crawford¹, ²
¹University of Sydney, Australia
²Macquarie University, Australia

Good nursing practice is underpinned by effective communication. Communicative competence is required to build trusting relationships and the ability to accommodate, empathise and affiliate with patients. There have been growing concerns from employers, regulatory agencies, as well as nurses themselves, regarding the English language and clinical communication skills of nurses from culturally and linguistically diverse (CALD) backgrounds. Achieving English language proficiency and adapting to social and cultural aspects of their new country has been more difficult than previously recognised, however research has found that over time, CALD RNs adjust and develop communicative competence. Examining communication using discourse analysis (DA) informed by linguistic frameworks add a different perspective to our understanding of communication processes in nursing. DA examines the practical aspects of communication: for example, speakers’ choices of vocabulary, grammar, intonation, how interactions are sequenced and how the content at each turn of talk is managed. This presentation will provide excerpts of naturally occurring interactions between registered nurses from CALD backgrounds and their patients. The development of rapport will be explained through the use of various strategies and linguistic features. By discussing and reflecting on discourse analytical findings, nurses can become more aware of communication strategies, and translate these understandings and skills into practice. This awareness can also be used to support nurses from CALD backgrounds who are developing English skills by expanding their repertoire of communicative resources, therefore helping to build rapport, patient satisfaction and safety.

Biography

Tonia Crawford has worked as a Registered Nurse since 1988, including 10 years in Community Nursing with particular interest in wound management. She developed an interest in education and this has ultimately led to teaching undergraduate nurses since 2007. She is currently a Lecturer in the Faculty of Nursing, University of Sydney, Australia. She also has an interest in teaching English as a second/other language (ESL), designing and implementing Academic English support workshops. She is currently completing her PhD exploring communication between RNs from culturally and linguistically diverse backgrounds and their patients through the Linguistics Department, Macquarie University, NSW, Australia.

Notes: