

# Multicultural Care in European Intensive Care Units (MICE-ICU) – international project for ICU nurses

Wielokulturowa Opieka w Oddziałach Intensywnej Terapii w Europie – międzynarodowy projekt dla pielęgniarek OIT

Dorota Ozga<sup>1,5</sup>, Beata Dobrowolska<sup>2</sup>, Aleksandra Gutysz-Wojnicka<sup>3,5</sup>, Wioletta Mędrzycka-Dąbrowka<sup>4,5</sup>, Anna Zdun<sup>5</sup>

<sup>1,5</sup> Department of Didactics in Intensive Care and Medical Rescue, Faculty of Medicine, University of Rzeszów

<sup>2</sup> Department of Nursing Development, Faculty of Health Sciences, Medical University of Lublin

<sup>3</sup> Department of Nursing, Faculty of Medical Sciences, University of Warmia and Mazury in Olsztyn

<sup>4</sup> Department of Anaesthesiology Nursing & Intensive Care, Medical University of Gdańsk

<sup>5</sup> Polish Association of Anaesthesiology and Intensive Care Nurses

CORRESPONDING AUTHOR/AUTOR DO KORESPONDENCJI:

**Dorota Ozga**

**Department of Didactics in Intensive Care and Medical Rescue, Faculty of Medicine, University of Rzeszów**

**Aleja Rejtana 16c, 35-959 Rzeszów, Poland**

**Tel. +48 178571955,**

**E-mail: gdozga@poczta.fm**

## STRESZCZENIE

### WIELOKULTUROWA OPIEKA W ODDZIAŁACH INTENSYWNEJ TERAPII W EUROPIE – MIĘDZYNARODOWY PROJECT DLA PIELEŃNIAREK OIT

Zapewnienie wysokiej jakości usług medycznych dla pacjentów z różnych środowisk kulturowych jest możliwe tylko wtedy, gdy członkowie zespołu terapeutycznego posiadają podstawowe kompetencje kulturowe. W odpowiedzi na zapotrzebowanie społeczności w ramach programu ERASMUS + powstał projekt pt.: Wielokulturowa Opieka w Europejskich Oddziałach Intensywnej Terapii (MICE-ICU). Polskie Towarzystwo Pielęgniarek Anestezjologicznych i Intensywnej Opieki (PTPAiO) jest beneficjentem programu MICE-ICU i koordynatorem projektu. Głównym celem projektu jest opracowanie raportu na temat kompetencji kulturowych pielęgniarek OIT oraz ich potrzeb edukacyjnych w tym zakresie, jak również, przygotowanie – na podstawie raportu – kursu online z wielokulturowej opieki medycznej dla pielęgniarek OIT.

**Słowa kluczowe:** Projekt MICE-ICU, opieka wielokulturowa, OIT, Erasmus +

## ABSTRACT

### MULTICULTURAL CARE IN EUROPEAN INTENSIVE CARE UNITS (MICE-ICU) – INTERNATIONAL PROJECT FOR ICU NURSES

Providing high quality medical services for patients from a different cultural background is only possible when the therapeutic team members prove some basic cultural competence. In response to community demand the Multicultural Care in European Intensive Care Units (MICE-ICU) project has been developed within the ERASMUS+ program. The Polish Association of Anaesthesiology and ICU Nurses is the beneficiary of the MICE-ICU program and the coordinator of the project. The main goal of the project is to prepare report regarding ICU nurses cultural competences and educational needs, and according to that report, to prepare online course for ICU nurses regarding multicultural nursing care.

**Key words:** MICE-ICU project, multicultural care, ICU, Erasmus +

The Intensive Care Unit (ICU) covers a well-defined area of medical activity and is adapted to treat the most severe life-threatening conditions. Cultural competence is crucial in the ICU, where emotions are always associated with a patient's severe condition, and urgent procedures and consent for critical decisions may cause problems (1). Providing high quality medical services for patients from a different cultural background is only possible when the therapeutic team members prove some basic cultural competence. Being unaware of cultural differences can cause a lot of misunderstandings leading to the patient's lower satisfaction and even mistakes in medical and nursing procedures (2). Kevin Curwick et al., the authors of an article published in *Critical Care Medicine* (3), maintain that, following a review of the literature, it has been indicated that most studies (80%) emphasize the role of a nurse in culturally sensitive care. Five key recommendations for the improvement of culturally sensitive care emphasized in the majority of studies are: engagement (participation) of the family in the care process, taking an interpreter for the precise translation of the case record of the illness and pain, maintaining a multicultural team of service providers, clear communication of procedures and diagnoses, and recognizing cultural diversity. The Brisbane Declaration, written in 2016, is a set of guidelines for ICU nurses regarding patients with different cultural backgrounds. This Declaration may be adopted for medical care and education standards by all ICU nurses, in any hospital department and in any medical institution, regardless of its geographic location, the political system or social divisions (4). Countries such as Poland, the Czech Republic and Slovenia are still monocultural countries in multicultu-

ral Europe. In the course of increasing migration people are admitted to medical facilities in different countries. Proper preparation of medical staff in caring for the culturally different patient is very important. In response to these needs the project was developed aimed at analyzing the needs and competencies of ICU nurses in multicultural nursing care in the ICU environment in European countries and intercultural, certified, free online training for ICU nurses, and guidelines for ICU nursing documentation including patients of different cultural background. In response to community demand the Multicultural Care in European Intensive Care Units (MICE-ICU) project has been prepared within the ERASMUS+ program. The Polish Association of Anaesthesiology and ICU Nurses [Polskie Towarzystwo Pielęgniarek Anestezjologicznych i Intensywnej Opieki (PTPAiIO)] is the beneficiary of the MICE-ICU program and the coordinator of the project. The partners of the project are: European Federation of Critical Care Nursing associations (EfCCNa), Ostravska Univerzita v Ostrave (Czech Republic), Visokozdravstvena šola v Celju (Slovenia), assistGesellschaft für Unternehmensberatung und Personalentwicklung mbH (Germany), Danmar Computers sp. z o.o. (Poland). The MICE-ICU project has been implemented from 01.10.2016 to 30.09.2018. Project website: <http://mice-icu.eu/en/> and facebook <https://www.facebook.com/MiceICU/>. The main goal of the project is to prepare report regarding ICU nurses cultural competences and educational needs, and according to that report, to prepare online course for ICU nurses regarding multicultural nursing care. Report and online course will be prepared in four languages: Polish, Slovenian, Czech and English.

## PIŚMIENICTWO/REFERENCES

1. Benbenishty J, Biswas S. Cultural Competence in Critical Care: Case Studies in the ICU. *Journal of Modern Education Review* 2015; 5(7): 723–728.
2. Ozga D, Zdun A. Multicultural Care in European Intensive Care Units (MICE-ICU) – an international project for nurses working at ICUs. *Anaesthesiological and Intensive Care Nursing [Pielęgniactwo Anestezjologiczne i Intensywnej Opiek]* 2017; 3(1): B1-B2 (in Polish).
3. Curwick K, Dutt T. et al. Cultural competence in acute and critical care medicine literature review and recommendations. *Critical Care Medicine* 2015;43(12): 142.
4. WFCN. Brisbane declaration: Culturally sensitive critical care nursing. <http://www.hdmsarist.hr/wp-content/uploads/2016/10/WFCN-Brisbane-Declaration.pdf>. 2016.