

Transcultural Nursing in Relation to Case Management: German culture

Case Management/ NUR 4030

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A nurse case manager is one that coordinates all aspects of patient care, while ensuring that appropriate practices and care are provided to the patient. Essentially, a nurse case manager is one that aims its focus on the health of their patient. Case management consists and implements the use of assessment, planning, care coordination, evaluation of patient care, and advocacy for patients (CMSA). In order to adequately coordinate patient care, nurse case managers must collaborate with the multidisciplinary team. This includes the nurse, social worker, and doctor. Including patients and their family into the patient's plan of care is a significant part of effective care. This is because the patient and family member understands what services best fit the patient, and this will allow the nurse case manager to create a culturally competent and an individualized care plan. Some of these services may include psychosocial, financial, clinical and cultural needs. A big part of case management is evaluating the effectiveness of care, as this may affect the patient's health. The nurse case manager should also monitor the cost of services as it relates to the patient's condition, financial abilities, and insurance coverage. Maintaining competence, and having knowledge on the patient's conditions and background is important to have in order to deliver and understand services that are appropriate for patients. Nurse case managers must attain great communication skills, because they have to communicate with patients, and a multidisciplinary team. Nurse case managers usually work in hospitals or within communities. Throughout this course, I have gained great knowledge on the works of nurse case managers. This field of nursing, not only entails the use of nursing knowledge to ensure quality patient care, but also requires the nurse case manager to know legal aspects of care, and understand different insurance companies. Throughout this paper

I will discuss transcultural nursing in relation to case management, with the focus of the German culture.

Transcultural nursing is considered to be a specialty that focuses on global cultures, health and the nursing phenomena (Registered Nurse, 2019). Transcultural nursing is providing a patient with culturally congruent nursing care. In order to practice transcultural nursing effectively, one must be culturally competent. This means that the nurse should have the ability to understand and respect cultural differences, healthcare values, beliefs and customs (Registered Nurse, 2019). It is also essential to the nurse that he/she understands the way that the patient's beliefs affect the way that they deal with illness. In addition, understanding your patient's cultural needs will help the nurse plan for services that are best for the patient. The transcultural nursing theory, which was adopted by Madeleine Leininger involves respecting and understanding the culture of others, while providing effective nursing care. In order to have a full understanding of transcultural nursing, the nurse case manager must understand the concepts of cultural awareness, cultural competency, and cultural sensitivity. Cultural awareness is the understanding of one's own culture, and that of others. Cultural sensitivity is the concept of respecting other cultures, without saying or doing something that may offend your patient. Cultural competency involves understanding one's culture, thoughts and feelings, without allowing them to affect the quality of care given to your patient. As a nurse case manager, you may encounter patients with different cultural backgrounds, and beliefs. It is your job as a nurse case manager to coordinate care based on the client's cultural preferences, and beliefs. Along with this, the nurse case manager must also ensure that while referring patients to other clinical

settings or healthcare providers, communication of cultural preferences and practices of the patient. Especially because it will affect the patient's plan of care.

Understanding the patient's culture plays a significant role on the relationship between the nurse case manager and the patient. I will be covering how to effectively work with those apart of the german culture, and how the nurse case manager should plan their patient's care surrounding it.

Germans prefer about 6 inches of personal space, and are not usually open to sharing their feelings (Etherton, 2014). Germans are family oriented, meaning that their family is an important part of their life and decision making. The elderly is considered to be the "matriarch" of the family, they do not believe in placing them in nursing homes (Etherton, 2014). This is important to know because as a nurse case manager it is your duty to refer patients to other clinical settings. This may include nursing homes, which the german culture is not very fond of.

Germans are very accepting of modern medicine, but they may utilize homeopathic practices, and heilpraktikers. Homeopathy is the belief that the body can cure itself, and a heilpraktiker is a doctor that utilizes alternative medicine. This may include complementary alternative medicine. As the nurse case manager, it is important that this message is relayed to other members of the healthcare team. Germans are also known to hide pain and sickness, the culture has also been known to not accept mental illness. This may create a barrier to providing effective healthcare services, because as a nurse case manager you must follow up on the

patient's care. If the patient chooses to not disclose progression or problems with their health, it may pose a threat to them. Thus, it is important that you, as the nurse case manager encourage these patients to provide this valuable information. It is said that 70% of Germans are Christians and most of them belong to the Jehovah's witness. In the article by Rajtar and Malgorzata (2016), the thoughts of blood transfusions are talked about. Jehovah's Witnesses do not believe in receiving blood transfusions, so this may create some difficulty with the nurse or healthcare provider. The journal explained a story where an elderly German citizen refused receiving a blood transfusion due to her belief that the body is able to heal itself. A younger German doctor approached the situation in an aggressive way, while the seasoned doctor approached it in an understanding and patient manner. It was argued that this younger doctor should have been trained on situations like this, so that he would respond appropriately. As a nurse case manager, religious beliefs and values should be respected and relayed to other members of the treatment team so that the healthcare team won't offend the patient. When dealing with the German population, the nurse should know their own cultural values and beliefs. If the younger German doctor dealt with this situation differently, it would have increased patient satisfaction and have a "patient centered care" approach.

In the article by Edwards and Dunn (2019), the difference of healthcare and health insurance in both the United States, and Germany are discussed. In the USA, people usually choose the health insurance company they want to be apart of. Those with high quality health insurance policies are provided with greater services, and sometimes valued more than those with "low quality" health insurance. Those who earn below a certain salary are provided with

Medicaid. It is said that all employees or employers of Germany contribute 7.5 % of the salary to go towards a public health insurance pool ( Edwards & Dunn, 2019). Everyone in Germany benefits from this statutory insurance equally, whether they receive small or large earnings. Dr. Baberg explained that if the people of Germany are able to pay more than they do, and those that do not have the money to contribute a lot to the fund pay what they are able to contribute, either way all patients are treated equally (Edwards & Dunn, 2019) . In addition to this, the German system placed a strict limit on out of pocket costs, which in turn reduces the burden that patients may have to endure when paying for medical expenses. Also, the maximum copay for prescription medications is about \$10-\$11. Meanwhile, some US insurance policy holders may have to pay a lot more depending on their insurance plan and coverage. As a nurse case manager, if you had a patient from Germany and had to explain how medical insurance worked in the US, it would be a shock to them due to the laws regulated around this topic, along with the coverage they may be eligible to receive. Providing support, along with finding services that fit their insurance plans would be a great start.

The article by, Khazan (2014) the topic of health insurance is further explained. An example of the great medical care and insurance provided was given. An American traveled to Germany, but unfortunately ended up in a hospital due to sickness. The American did not have to pay for hospital expenses due to Germany's GEK sickness fund. Every German resident belongs to a sickness fund, a small amount of the dues are taken from their paycheck and the rest are paid for by their employers (Khazan, 2014). The German government also pays the bill for the unemployed and children. Unfortunately, as a nurse case manager when encountering a German

patient these topics may be hard to discuss due to the difference in medical care coverage. In the USA, people who make more than a set salary do not qualify for Medicaid and end up uninsured, or having to pay extra to private insurance companies.. Some US citizens may seek coverage from private health insurance companies, but would have to pay a lot of money. In addition to that, some emergency procedures or emergency room visits may not be fully covered by their insurance policies. This may be difficult for the German patient to adjust to, especially because their government is organized to provide coverage for those emergency medical visits. In addition to the German health care system, there are no deductibles, meaning that there are no fees that a policyholder must pay prior to receiving their benefits.

When dealing with patients that are from another culture than you, you must first understand your biases, and values within your own culture. Nurses must also be very careful with assuming that people from the same culture act and behave a certain way ( Murphy, 2012). As a nurse case manager understanding other cultures and their practices will help you create a great individualized care plan for your patient.

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