**Describe a challenging, diversity-related situation that you have faced, and likely will continue to face in your nursing career. What made this situation challenging?**

A challenging diversity-related situation that I have faced was in a Medical surgical unit, where I was assigned to a 86 year old Cantonese speaking patient. I think one of the most obvious challenges occurs when a nurse and a patient do not speak the same language. On top of that it becomes more challenging when you don’t find a certified interpreter at the hospital. I encounter with the same kind of situation. Firstly, I was assigned to a patient who speaks no English at all and secondly there was no Cantonese speaking translator in the whole hospital at that time. The patient was trying to come out of his bed and talking in his language. He had a very unsteady gait and at high risk for fall. I want to orient him to the surrounding and tell him that he is in the hospital because of his sickness. I also want him to know that I was his nurse and don’t have be scared of me and I am here to take care of him so that he would be more comfortable with me. He was sitting at the edge of the bed. One of the nursing assistant brought a glass of water to him, he drank the water and he made a fist with his right hand and hold it in the palm of the left at the stomach level and bow slightly towards us. we didn’t know what he was doing. I thought he is some kind of distress that made him do that. I tried to use the interpreter service again but there was no Cantonese interpreter at that moment. I keep on trying every 5 minutes with no success. I didn’t know what to do. I had to stay with him for almost 2 hours making sure he doesn’t get out of this bed and fall. That was a really challenging situation that I have faced and this kind of situation is likely in my nursing career to occur with the patient who don’t speak English.

**What is your desired outcome should you face this situation or one like it in the future? Who or what can you consult to assist you in better managing this situation?**

My desired outcome was to get the translator service on time so that there is no delay in care. I want to introduce myself and orient the patient to the surrounding. I wanted to tell him that he is in hospital in a safe place and his family knows that he is in the hospital and also find out if he is in any kind of distress that make him come out of his bed and do certain kind of gestures. In order to better manage the situation. I could have consulted with the supervisor and ask her if she can talk with the one of the employee who speaks Cantonese at that time and also talk to the management about the challenges we face because of the unavailability of interpreter at certain times. After 2 hours, I was able to use the interpreter service. I introduce myself to the patient and orient him to the call bell and surrounding. I ask the patient if he was in any distress because he was making a fist and holding it in the palm of the left at the stomach level. He said that was saying that how much respect he has towards us by that gesture.

**What concerns do you have when you provide care to diverse populations?**

Nurses are challenged in today's healthcare environment to provide culturally competent care to a diverse patient population. Whenever I provide care to diverse population I am always concerned about the availability of translator service 24/7 and also I would be concerned if I would be able to know the patient's and family's cultural differences and incorporate their beliefs within the healthcare treatment plan by respecting their values and lifeways.

**Reference:**

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