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Gender Dimensions of Cross-Cultural Patient-Centered Healthcare: The Example of Medical Services for New Immigrants

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Abstract

At present, healthcare services for diverse ethnic groups in Taiwan have primarily emphasized the cultural competency training of medical staff. However, such cultural competency education tends to overlook the effects of social inequality on medical services. In cultural competency education, medical issues with regard to new immigrant women are rarely given attention, and overgeneralization of cultural categories or failure to incorporate experiences of particular populations can contribute to ethnic stereotypes and compromise medical quality. Due to the differentiation in healthcare, attention must be paid to patient-centered communication while improving the cultural competency of medical personnel.

Using the healthcare for new immigrants in Taiwan as an example, this study discussed the gender dimensions in cross-cultural patient-centered care as well as the issues requiring special attention during clinical practice. This study also proposed to increase the facilitators of patients, clinical medical staff, and organizational level to enhance the quality of healthcare for new immigrants.

Keywords: cultural competency, patient-centered care, woman, new immigrant, migrant worker

以病人為中心的跨文化醫療之性別向度： 以新移民的醫療服務為例

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摘要

臺灣目前提供予多元族群的醫療照護服務多強調訓練醫護人員的文化能力，然而文化能力教育傾向忽略社會不平等對醫療服務的影響，移民女性的醫療議題鮮少在文化能力教育中被重視，文化能力教育也可能過度概化文化的類別或未結合特殊人口群的經驗，造成族群刻板印象，影響醫療品質。基於醫療的分殊性，提升醫療人員文化能力的同時，須重視以病人為中心的溝通。

本文以臺灣移民人口的健康醫療為例，探討以病人為中心的跨文化照護有哪些性別面向的差異，以及在臨床實務有哪些特別需要注意的地方，並建議增加患者、臨床醫護人員和組織層面的促進因素(Facilitators)，以提升移民人口的醫療品質。

關鍵詞：文化能力、以病人為中心的照護、女性、新移民、移工