

Abstract

Cultural Diversity in Healthcare Teams: A Phenomenological Study on Nurses' Experiences and Implications for Professional Identity

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Introduction. Cultural diversity is an increasing feature of contemporary healthcare systems. Multicultural teams may enrich professional practice and inclusive care, but they can also create communication and relational challenges. Understanding how nurses and healthcare workers experience cultural diversity in daily practice is important to support inclusive workplaces and strengthen nursing professional identity.

Methods. A qualitative exploratory study was conducted in a hospital in central Italy. Semi-structured interviews were carried out with 25 participants, including nurses and healthcare workers. Data were analysed using thematic analysis to identify patterns related to communication, teamwork and professional relationships in multicultural care contexts.

Results. Participants described cultural diversity as both a challenge and a resource. Language barriers, different communication styles and cultural expectations sometimes generated misunderstandings in teamwork and patient care. Exposure to diverse perspectives encouraged reflection, mutual learning and professional growth. Cultural identity influenced professional relationships and team cohesion.

Discussion. Strengthening cultural competence through education and inclusive organizational practices may improve collaboration and quality of care. Recognizing diversity within healthcare teams can support professional development and promote respectful, person-centred care environments.

Keywords: Cultural Diversity, Nurse, Healthcare Organization, Multicultural Healthcare, Qualitative Research

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