



Therapeutic Alliance: The Patient's Perspective in a Cross-cultural Encounter

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Introduction: In a cross-cultural setting, the construction of the therapeutic alliance (TA) is accompanied by vital elements that influence the flow of the interaction like language, cultural beliefs, representations, and traditions. The importance of the patient's perspective in the understanding of these elements is essential.

Methods: My specific interest focuses on studying the therapeutic alliance in a cross-cultural setting through a mixed methodology. As part of the quantitative phase, non-parametric tests (through the statistics software of SPSS) were used for the analyses of 55 questionnaires of the therapeutic alliance for migrants, health professionals' version (QALM-PS). For the qualitative phase, a content analysis is currently in use for the analyses of 20 transcript interviews. The patients are represented by Hispanic-Americans who are assisted with an interpreter (triad) or without an interpreter (dyad) in different health care institutions in Lausanne (Switzerland).

Results: While no differences were found concerning the TA strength between the triadic and dyadic setting, results show that TA is also strongly linked to change in a cross-cultural encounter. Research has already documented this result for monocultural and monolingual consultations. Complementary results (qualitative phase) regarding the TA content should be available at the time of this communication.

Conclusions: the QALM-PS is a potential valuable instrument in the field of health services with patients of different backgrounds. It evaluates the TA from the patient's perspective by taking into the account the presence of an interpreter and the migration context of the patient. The patient's point of view could help us enhance our knowledge about therapeutic relationships in medical and psychological consultations and consequently about the treatment's outcome.