6-C FIRST

Caring and uncaring behaviors from perspective of patient: a qualitative study

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Caring and noncaring behaviors from perspective of inpatients: a qualitative study

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—Union Hospital of Tongji Medical College, Huazhong University of Science and Technology, Wuhan, China.

Union Hospital, Wuhan
Motto: Love Mercy Integrity Harmony

Griffith John
founded in 1866
Three parts: main district
tumor centre
western part
Real estate: 2.07 billion
Employees: 4399
Beds: 4000 or so

Clinic dept.  43
Clinic lab.  14
Institute  7
Therapy center  15
Research lab  103

Dr. Yilan Liu,
PhD., RN
Director of Nursing
Department, Union Hospital

Pilot departments for human caring model

The 1st batch of pilot departments (8)
- 内分泌科 21楼
- 呼吸内科 17楼
- 消化内科 12楼
- 神经内科 9楼
- 血液内科 7楼
- 骨科 26楼
- 妇科 13楼
- NICU

The 2nd batch of pilot departments (26)
- 小儿科 21楼
- 呼吸内科 17楼
- 胃肠外科 19楼
- 眼科 19楼
- 妇科 13楼
- 口腔科门诊

The 1st batch of pilot departments (8)
- 心内科 10楼
- 心内科ICU
- 外科ICU
- 外科ICU
- 保健9楼
- 肿瘤中心7病区
- 肿瘤中心8病区
- 急诊科
- 整形科门诊
- 口腔科门诊
- 二院感染科
Background

- Caring is considered to be core of nursing
- Caring behaviors demonstrated by nurses have been linked to high patient satisfaction and caring satisfaction, both were important predictors of intent to return to a facility for care in this time of economic incentives for quality services (Elder et al. 2004, Longo 2011)
Background

• Halldórsdóttir (1988) identified 7 major themes of clients' responses to uncaring encounters:
  1. Puzzlement and disbelief
  2. Anger and resentment
  3. Despair and helplessness
  4. Feelings of alienation and identity-loss
  5. Feelings of vulnerability
  6. Perceived effects on healing
  7. Long-term effects of uncaring encounters

Background

• Published researches on caring behaviors by nurses from mainland of China is scanty.
• Leininger discovered that caring is diversified among different culture backgrounds
• Few of studies explored noncaring behaviors and actions from the perspective of patients

Study Purpose

• Exploring how patients experienced nurses' caring and noncaring behaviors and actions during hospitalization
• Finding out which aspects should be enhanced to improving nursing service and patients satisfaction
Study Method

• Phenomenology
  by semi-structured interview
• Reason
  Phenomenology focuses on the structure of participants’ live experience, the content of phenomenology is comprised of the data of the experience, its meaning for the subject and the essence of the phenomena

Setting

• a 4000-plus bed large-sized, tertiary comprehensive hospital
• located in Wuhan, the Capital city of Hubei province, PRC
• primary nursing model was adopted

Participants

Φ Sampling method:
  Purposive sampling technique
Φ Inclusion criterion:
  ➢ age≥18 years old
  ➢ length of staying in this hospital≥5 days
  ➢ clear consciousness and in a stable disease conditions
  ➢ Chinese-speaking
  ➢ able to articulate the experience of self
Data Collection

- Socio demographic questionnaire
- Semi-structured in-depth interviews were conducted
- Field notes

Outline of in-depth interview:
- During your hospitalization, what behaviors do you perceive as demonstrating nurses caring for you?
- During your hospitalization, what behaviors do you perceive as demonstrating nurses noncaring for you?
- Do you think what aspects of hospital should strengthen caring?

Data Analysis

Conventional content analysis:
- Reading and rereading the transcripts
- Highlighting words on describing caring and noncaring behaviors
- Like transcripts segments were grouped
- Developing codes
- Extracting categories
- Identify examplars for each themes from data
Findings

- 93.33% (14/15) of the participants have experiences of caring
- 33.33% (5/15) of the participants have experiences of noncaring

### TABLE 1. Demographics of Sample

<table>
<thead>
<tr>
<th>Data</th>
<th>n=15</th>
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<tr>
<td>Female</td>
<td>5</td>
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<td>Age, y</td>
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<td>&gt;65</td>
<td>4</td>
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<tr>
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<tr>
<td>Widowed</td>
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</table>

Note: mean value of age is 51.53±17.345 y

### TABLE 1. Demographics of Sample (continued)

<table>
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<tr>
<td>Surgical medical</td>
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<tr>
<td>Occupation</td>
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<tr>
<td>Farmer</td>
<td>3</td>
</tr>
<tr>
<td>Administration staff</td>
<td>2</td>
</tr>
<tr>
<td>Retiree</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
</tr>
</tbody>
</table>
Findings

- **Categories of caring behaviors**
  - Psychological support
  - Mutual respect
  - Consideration
  - Excellent nursing skills
  - Quick response
  - Effective communication

- **Psychological support**
  - Being encouraged
  - Gentle touch

- **Mutual respect**
  - No discrimination
  - Polite manners
  - Put emphasis on patients' complaints
  - Protect patients' privacy

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➢ **Consideration**

✓ Love can be living out through many trivial matters: repair ward door, change dirty sheet, buy lunch, sewing box, microwave oven, etc

✓ Being sensitive to patients needs help them proactively when you find them in need instead of help them only when they call you

✓ Sense of belongings

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➢ **Excellent nursing skills**

✓ If a nurse doesn’t possess good nursing skills, would lead to increasing patients pain and wasting the nurse much time, thus influencing others’ treatment. The important point is that I would be lack confidence to her skills next time.

✓ A little worried to be serviced by nursing interns

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• **Categories of noncaring behaviors**

➢ Lack of effective communication skills

➢ Insufficient professional knowledge

➢ Poor maintenance of ward environment

➢ Medical resources in short supply
➤ **Lack of effective communication skills**
- ‘I was very hurt by the nurse saying “how can you do it like this, there are no such provision here.”’
- ‘She (the nurse) speaks very fast and I cannot follow up with her.’
- ‘She seems to have no patience to explain my confusion.’

➤ **Insufficient professional knowledge**
- ‘Sometimes, I asked the nurse “what is the function of medicine I was transfusing”, she said, “I do not know, you can ask your doctor”.’
- ‘...you should master the common disease knowledge of your department as much as possible, you should not implement doctor’s order just mechanically.’

➤ **Poor maintenance of ward environment**
- ‘...many visitors come and go, and they often talk loudly, ...and the television noise, I cannot have a good rest for only one day.’
- ‘I think I lack of fresh air. the window is rarely opened or opened very small, so the ventilation between indoors and outdoors is insufficient.’
Medical resources in short supply

- lack of human resources
- lack of material resources

Summary

- The findings in this study have some similarities and differences compared with similar researches.
- This research provided insight into the experience of caring and noncaring, and a better understanding of what is needed to support inpatients is recognized.
- Strengthening communication skills and professional quality providing patients with healthy physical environment, trying their best to solve patients' and family members' difficulties, increasing medical resources, creating caring atmosphere are recommended for nursing leaders and nurses practitioners.

References

References


The End

Florence Nightingale:

“Nursing is a noble profession, but it is up to you nurses to make it noble.”