

INFLUENCE OF NURSING BEHAVIOR ON PATIENT CARE

Khizra Shafiq, Student of BSN (Post RN) Independent College of Nursing, Faisalabad

Date of Received: 08/05/2019

Date of Acceptance: 15/07/2019

ABSTRACT

Background: Objective: The main objectives of this study were to check the influence of nursing behavior on patient care. **Study Design:** Cross sectional study. **Setting:** Govt Haji Abdul Qayyum Sahiwal. **Period:** Oct 2017 to Feb 2018. **Material and Method:** Descriptive comparative research design was used in this research. This research was conducted in Govt. Haji Abdul Qayyum hospital Sahiwal. A questionnaire was designed to be filled by the nurses working in the hospital. The gathered data was processed and analyzed by SPSS to examine their results and to view. **Result:** The response was collected from 111 respondents - comprised of patients 74.8% / attendants 25.2 %, both male & female. Results about nursing behavior were outstanding as almost 95% of the people told that nurses treat with courtesy and respect. Nurses listen to patient problems and explain them in a good manner. **Conclusion:** Patient Caring is a complex and highly subjective concept.

Keywords: Nursing care, Nursing behavior, Patients Satisfaction

Article Citation: Shafiq K. Influence of Nursing Behavior on Patient Care. *IJAHS*, Jul-Sep 2020;03(157-163):01-07.

Correspondence Address

Khizra Shafiq
Student of BSN (Post RN),
St# 01, Habib town opposite
DHQ Hospital Sahiwal.
shafiqasghar910@gmail.com

INTRODUCTION

Patient Caring is a complex and highly subjective concept; despite many definitions, there is no consensus among scholars about the definition (Edwards, 2001). Caring is the fundamental structure of many nursing theories (Henderson, 2007). Human Caring is seen as the origin and essence of nursing (Leininger, 1986); according to Watson, it maintains human dignity in health care systems as a moral principle and measure of intervention and treatment (Watson, 1988). 'The most important task of nursing is caring and nurses continuously use the word, caring; however, caring, its components and processes of caring are still poorly defined'. To meet Individual needs of the patient is the centre of patient cares (Williams, 1998) and the ultimate goal of nurse is quality caring of the patient (Mander, 1988). In other words, a high-quality caring is the right of all patients and a responsibility of all caregiver nurses (dfern and Norman, 1990). Nurse caring is an Interactive and interpersonal process occurring in moments of caring between nurse and patient. This process involves nurses and

patients, and it can be measured through a study (Beck, 1999). Basically, there can be no cure without care, while there is caring without cure. Green and Davis showed a positive correlation between patient perceptions of nurse caring behaviour and patient satisfaction (Green and Davis, 2005).

The desires and requests of the citizens amid emergencies periods from the health framework are expanded. The requirement for quality not just in the restorative clinical work of oncology patients however every one of the offices giving authoritative or budgetary administrations is high and there are numerous components that influence patients. A standout amongst the most present-day methods for examining the quality of health care is the estimation of the patients' assessment as clients of administrations. The appraisal of patient fulfillment as 'assessment record' is imperative since it helps in understanding their desires as 'customer' and to recognize the necessities and desires for the health framework. Additionally, an examination of

desires with the apparent execution of administrations recognizes the basic measurements that require enhancement and to locate the vital arrangements. As of late, the enthusiasm of experts in the health division is progressively swinging to ventures and studies identifying with the fulfillment of clients of the care gave. It is trademark that in the writing seem in excess of 1000 original copies every year identified with patient fulfillment.¹

It ought to be noticed that as of late the appraisal of patient fulfillment has increased expanding significance as to obviously distinguish the general dimension of execution of a health unit and characterizes the conceivable prevalence analyzed over other proportional. As a marker for evaluating health administrations quality, appraisal of client fulfillment is an exceptionally helpful instrument for organizations of facilities as it gives valuable data to staff when taking care of authoritative and operational issues. Minding is considered in the writing as the focal point of nursing. It has been considered as the 'craftsmanship' of nursing which is passed on as the activity of a human expertise, the aptitude of minding.

In the current worldwide atmosphere in nursing (and health care when all is said in done), the idea of 'minding' should be re-contextualized so as to reflect current improvements and changes in the manner in which nursing is rehearsed by nurses and seen by patients. The accentuation on mediation results in health care makes a need to build up a reasonable comprehension of which nursing practices pass on minding, to clarify persistent results from nursing practice, and to foresee tolerant prosperity and health. Minding presents itself as an undefined idea in nursing, one that has activated throughout the years extreme and consistent endeavors to catch its importance and especially its significance as it is showed in the nursing calling. In spite of the fact that a plenty of hypothetical methodologies in the nursing writing endeavor to characterize and

investigate minding, this idea remains a to a great extent obscure and clandestine part of expert nursing practice. Exact proof has uncovered incongruence among patients' and nurses' recognitions on the significance of nursing conduct that pass on minding; nonetheless, in the changing universe of health care, it is essential that nurses can characterize the parameters of their job and to guarantee that such definitions are unified with the perspectives of the beneficiaries of care.

The healthcare delivery system needed to breeze through the test when estimating the efficiency of nursing. Because of the expanding center around patient centre care, which incorporates taking the patients 'sees into record, understanding fulfillment had turned out to be increasingly imperative, making it a key marker of the quality of nursing execution. health care heads connected distinctive systems from objection boxes and fulfillment survey, to gather data which could be utilized to help quiet fulfillment.

Objectives of the study

To check the influence of nursing behavior on patient care

MATERIAL AND METHOD

Present research study was descriptive and quantitative in nature, so descriptive. This research was conducted in the Govt. Haji Abdul Qayyum hospital Sahiwal. For this purpose, a questionnaire was developed by using the five likert scale. Data was collected randomly from 129 nurses working in the hospital. Briefly interview survey method was used for the collection of data. Each item has five response options like strongly disagree, disagree, agree, neutral and strongly agree against their perceptions and experiences.

RESULTS

Above table shows the results of reliability statistics of Cronbach's Alpha test. The reliability of is .768 which is greater than .7 which showed



the reliability.

The results revealed that 83 respondents were

Demographic Information		Results	
		Frequency	%
Are you?	Patient	83	74.8
	Attendant	28	25.2
Gender	Male	53	47.7
	Female	58	52.3
Age	Upto 20 years	8	7.2
	21-40 Years	51	45.9
	41-60 years	48	43.2
	Above 60 years	4	3.6
Marital Status	Unmarried	59	45.7
	Married	70	54.3
Job Status	Matric or Below	26	23.4
	Matric to Graduation	76	68.5
	Higher than Graduation	9	8.1
Since how many days are you admitted in hospital?	Less than 3 Days	16	14.4
	4 to 10 Days	59	53.2
	Above 10 days	36	32.4
Have you visited to the hospital?	For the first time	15	13.5
	2 to 5 times	33	29.7
	More than 5 times	63	56.8

patients and 28 were the attendants in the current research survey. the results showed that 53 respondents are male and 58t respondents are female. the respondent's whose age is up to 20 years, 51 respondents age is between 21 to 40 years, 48 respondents age is between 41 to 60 years and only 4 respondents age is more than 60 years. the results showed that the respondent's whose are unmarried were 34 and 77 respondents were married in this research survey.the results showed that the respondent's whose education is below 26 years, 76 respondents' education is matric to graduation and only 9 respondents age is higher than graduation.the results showed that the respondent's whose education is below 26 years, 76 respondents' education is matric to graduation and only 9 respondents age is higher than graduation.the results showed that the respondent's whose visits for the first time there are 15, 33 patients were those who visits 2 to 5 times and the patients who visits more than 5 times in hospital were 63.

The survey results indicated that 3 patients

Statements	Strongly disagree	disagree	Neutral	Agree	Strongly agree
	Freq %	Freq %	Freq %	Freq %	Freq %
Nurses treat with courtesy and respect	3 2.7	9 8.1	4 3.6	47 42.3	48 43.2
Nurses listen to the patients carefully	0 0	15 13.5	20 18	48 43.2	28 25.2
Nurses explain things in an understandable way	0 0	12 10.8	19 17.1	34 30.6	46 41.4
Nurses' room/ counter is always kept clean	1 .9	8 7.2	20 18	45 0.5	37 33.3
Surrounding area of Nursing counter is always kept quiet	0 0	8 7.2	23 20.7	33 29.7	47 42.3
Nurses try their best to help the patients to relieve pain etc	2 1.8	5 4.5	30 27	42 37.8	32 28.8
Nurses explain in good manner about which medication is for	1 .9	13 11.7	21 18.9	28 25.2	48 43.2
Staff explained possible medication side effects	2 1.8	7 6.3	6 5.4	36 32.4	60 54.1
Communicate politely while dealing patients	1 .9	5 4.5	24 21.6	69 62.2	12 10.8
Like to explain the criteria you used to make your decision	2 1.8	6 5.4	26 23.4	20 18	57 51.4
Understand the situation and took the most appropriate action	2 1.8	10 9	27 24.3	49 44.1	23 20.7
Like to work with other staff nurses as a team	6 5.4	9 8.1	25 22.5	18 16.2	53 47.7
Nurses are committed with their profession	1 .9	11 9.9	28 25.2	42 37.8	29 26.1
Knows to use & manage the equipment like suction machines, etc	0 0	9 8.1	33 29.7	22 19.8	47 42.3
Feeling comfortable while working alone in hospital environment	3 2.7	11 9.9	22 19.8	43 38.7	32 28.8
Organize & plan daily routine activities easily	2 1.8	14 12.6	33 29.7	12 10.8	50 45
Easily overcome pressures and challenges on a daily basis	7 6.3	13 11.7	25 22.5	34 30.6	32 28.8



Feeling exhaust due to daily hectic routine	6 5.4	13 11.7	31 27.9	25 22.5	36 32.6
Nurses are clear about their duties & responsibilities	3 2.7	17 15.3	25 22.5	29 26.1	37 33.3
Nurses neglect some tasks if they have much work	6 5.4	21 18.9	22 19.8	28 25.2	34 30.6
I think that there is friction or anger between colleagues	8 7.2	12 10.8	34 30.6	28 25.2	29 26.1
Nurses have choice in deciding how they do their work	10 9	24 21.6	27 24.3	18 16.2	32 28.8
Nurses are unable to take sufficient breaks	9 8.1	25 22.5	30 27	24 21.6	23 20.7
Nurses better understand how their work fits into the overall aim of the organization	11 9.9	26 23.4	24 21.6	28 25.2	22 19.8
I think changes in work is clear about how they will work out in practice	12 10.8	22 19.8	28 25.2	23 20.7	26 23.4
I think I am treated emotionally by Nurses during work	19 17.1	24 21.6	25 22.5	27 24.3	16 14.4

strongly disagreed with the statement that nurses treat them with respect and courtesy, 9 disagreed, 4 remained neutral, 47 agreed and the 48 strongly agreed with the given statement. no patients strongly disagreed with the statement that nurses listen patients carefully, 15 disagreed, 20 remained neutral, 48 agreed and the 28 strongly agreed with the given statement. no patients strongly disagreed with the statement that the area surrounding nurses kept quiet, 8 disagreed, 23 remained neutral, 33 agreed and the 47 strongly agreed with the given statement. 2 patients strongly disagreed with the statement that nurses tried their best to help patients, 5 disagreed, 30 remained neutral, 42 agreed and the 32 strongly agreed with the given statement.1 patient strongly disagreed with the statement that nurses explain about medications, 13 disagreed, 21 remained neutral, 28 agreed and the 48 strongly agreed with the given statement.2 patients strongly disagreed with the statement that the staff also explains medication side effects, 7

disagreed, 6 remained neutral, 36 agreed and the 60 strongly agreed with the given statement. 1 patient strongly disagreed with the statement that nurses politely communicate with the patients, 5 disagreed, 24 remained neutral, 69 agreed and the 12 strongly agreed with the given statement.2 patients strongly disagreed with the statement that patient's treatment criteria explained by nurses, 6 disagreed, 26 remained neutral, 20 agreed and the 57 strongly agreed with the given statement. 2 patients strongly disagreed with the statement that nurses took suitable action by understanding the situations, 10 disagreed, 27 remained neutral, 49 agreed and the 23 strongly agreed with the given statement.6 patients strongly disagreed with the statement that nurses like to work comfortably with other nurses' staff, 9 disagreed, 25 remained neutral, 18 agreed and the 53 strongly agreed with the given statement.1 patient strongly disagreed with the statement that nursing is a committed profession, 11 disagreed, 28 remained neutral, 42 agreed and the 29 strongly agreed with the given statement.

2 patients strongly disagreed with the statement that nurses organize daily activities well, 14 disagreed, 33 remained neutral, 12 agreed and the 50 strongly agreed with the given statement. 2 patients strongly disagreed with the statement that nurses manage easily workplace pressures, 13 disagreed, 25 remained neutral, 34 agreed and the 32 strongly agreed with the given statement. 6 respondents strongly disagreed with the statement that nurses feeling exhaust, 13 disagreed, 31 remained neutral, 25 agreed and the 36 strongly agreed with the given statement. 6 respondents strongly disagreed with the statement that nurses feeling exhaust, 13 disagreed, 31 remained neutral, 25 agreed and the 36 strongly agreed with the given statement. 3 respondents strongly disagreed with the statement that nurses cleared knowledge about their duties, 17 disagreed, 25 remained neutral, 29 agreed and the 37 strongly agreed with the given statement.4 respondents strongly disagreed with

the statement that sometimes nurses neglect some patients when too much workload, 21 disagreed, 22 remained neutral, 28 agreed and the 34 strongly agreed with the given statement. 12 respondents strongly disagreed with the statement that changes in work don't have a bad effect on their work, 22 disagreed, 28 remained neutral, 23 agreed and the 26 strongly agreed with the given statement.

DISCUSSION

Margolis et al., 2003 learned about the Nurses association with patients, going about as patient promoter with other care suppliers, giving physical care to patients, and offering passionate help to the two patients and families. In their showing limit, they likewise assume a key job in post-healing center alteration. The significance of the nursing job was confirming in various examinations. The discoveries of the past examinations in regards to the appraisal patients' fulfillment with patient care demonstrated that there was a need to assess quality nursing care for better enhancement. To make the health care specialists, particularly nurses mindful of it by the ordinary in-benefit training project could be directed to invigorate, a la mode learning and ability on various parts of patient care. Health advancement is a job that nurses need to play; henceforth its responsibility. Nursing practices could go far in enhancing the quality of patient care to the patients conceded in different units of the healing facility.

Foss, 2002 talked about Patient fulfillment is the most imperative pointer of top-notch health care and is utilized for the evaluation and arranging of health care. There is a positive connection between's patient fulfillment and patient care. Tolerant fulfillment expands the more customized the patient care gave in the association.

Otani² suggested that it was plausible that a positive involvement with key components

could prompt an extraordinary satisfaction. The connection between medical caretaker care and patient fulfillment is a worry for scientists.

An investigation by Danial (2012) found that there was a connection between a few factors, for example, nurture care, healing facility administrations and patient fulfillment, however there was an absence of concentrates on the connection between attendant care and patient fulfillment. It was accounted for that there is an absence of research, especially on assessment of patient fulfillment with patient care. Medical attendant professionals play out a critical job in patient treatment, and their associations with patients are recognized as the most essential determinant of patient fulfillment.

An investigation led by Sadjadian et al.³ on 425 malignant growth patients in the Iranian Center for Breast Cancer demonstrated that the greater part of patients was happy with medical attendant care relational aptitudes. Eighty-seven level of the members said nurses were well mannered, and eighty-nine percent said nurses were useful and kind. The discoveries demonstrated that the physical condition and nursing care are essential parts of patient fulfillment and ought to be incorporated into the instruments that will in general measure tolerant fulfillment.

Above table shows the results of reliability statistics of Cronbach's Alpha test. The reliability of is .768 which is greater than .7 which showed the reliability.

Yeakel et al.⁴ contemplated on the best way to expand understanding fulfillment with multidimensional nursing approaches. They assembled information by utilizing two scales comprising of patient fulfillment and nursing approaches. The discoveries of the examination demonstrated that multifaceted staff intercessions enhanced patients' fulfillment

with patient care. as indicated by them patients who were hospitalized for medicinal conditions or surgeries in showing healing centers of Iran University Medical of Science featured the minding practices of nurses and patient fulfillment with patient care. They detailed that the conduct and demeanor of nurses left the patients with the impression of a minding medical attendant. As they would like to think, the essential minding practices like well-disposed identity, generosity, quick reaction to the patients' needs, and satisfactory time to give care can build quiet fulfillments. Overwhelming outstanding tasks at hand and extreme staff deficiencies are regular among healing facilities. Besides, there are few nurses dispensed to coordinate care. This added to changes in patients 'impression of nursing care, consequently prompting decreased patients' fulfillment.

Donabedian.⁵ recommended that tolerant fulfillment ought to be as essential to appraisals of quality with regards to the plan and the executives of healthcare frameworks. Except if quality enhancement turns into a need, the results are horrid. Notwithstanding keeping patients from fast recuperation, in this way expanding their costs, low quality likewise lifted the mental hindrances of utilizing the framework. Tolerant fulfillment has been recognized as the patients' appraisal of their scholarly and feeling or reaction as a result of the associations between their expectations about flawless medical caretaker execution and perspectives of the genuine nursing proficiency. No unmistakable definition is found in the writing audit with respect to the components that involve understanding fulfillment.

Akhtari-Zavarei (2012) trusted that tolerant fulfillment is an essential marker of quality care and is as often as possible incorporated into health care arranging and assessment. A cross sectional examination was directed by her to inspect the connection between malignant

growth patients' fulfillment with patient care so as to help nurses in characterizing their jobs obviously in 10 government showing healing centers in Tehran, Iran. The discoveries of her investigation demonstrated that there is a connection between medical caretaker care and malignant growth tolerant satisfaction. Patient fulfillment is the patient's impression of care got contrasted and the care anticipated. Amid hospitalization, persistent fulfillment speaks to a harmony between the patient's recognition and desire for their patient care. Patients' fulfillment with patient care has been accounted for as the most critical indicator of the general fulfillment with doctor's facility care and an essential objective of any health care association. In this way, disappointment with the nursing care administrations may additionally prompt a lower use of the patient care benefits by the patients.

CONCLUSION

Patient Caring is a complex and highly subjective concept. It is important to maintain human dignity in health care systems as a moral principle and measure of intervention and treatment. In other words, a high-quality caring is the right of all patients and a responsibility of all caregiver nurses. Nursing care is an Interactive and interpersonal process occurring in moments of caring between nurse and patient. This process involves nurses and patients. Basically, there can be no cure without care. Our study showed that almost 95% of the nurses deal the patients with courtesy & respect. More than 76% of the nurses listen and explain to patients in suitable way. 82% proved that the working environment is neat & clean. 96% nurses even explain the possible side effects of any medicine. 81% of the nurses talk in polite manner.

REFERENCES

1. Pini, A., Sarafis, P., Malliarou, M., Tsounis, A., Igoumenidis, M., Bamidis, P., & Niakas, D. (2014). Assessment of patient satisfaction of the quality of



health care provided by outpatient services of an oncology hospital. *Global journal of health science*, 6(5), 196.

2. Otani, K., Herrmann, P. A., & Kurz, R. S. (2011). Improving patient satisfaction in hospital care settings. *Health Services Management Research*, 24(4), 163-169.
3. Sadjadian, A., Kaviani, A., Yunesian, M., & Montazeri, A. (2004). Patient satisfaction: a descriptive study of a breast care clinic in Iran. *European journal of cancer care*, 13(2), 163-168.
4. Yeakel, S., Maljanian, R., Bohannon, R. W., & Coulombe, K. H. (2003). Nurse caring behaviors and patient satisfaction: improvement after a multifaceted staff intervention. *Journal of Nursing Administration*, 33(9), 434-436.
5. Donabedian, A. (1988). The quality of care: how can it be assessed?. *Jama*, 260(12), 1743-1748. Foss, C. (2002). Gender bias in nursing care? Gender related differences in patient satisfaction with the quality of nursing care. *Scandinavian Journal of Caring Sciences*, 16(1), 19-26.

AUTHORSHIP AND CONTRIBUTION DECLARATION			
Sr. #	Author-s Full Name	Contribution to the paper	Author=s Signature
1	Khizra Shafiq		