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### Patient Experiences of Nurse Caring Behaviors based on Swanson's Theory in Indonesian Hospital

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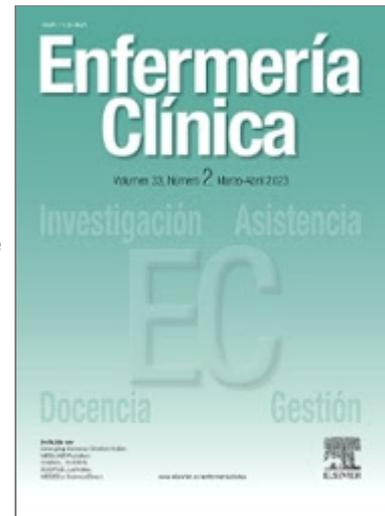
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## Patient experiences of nurse caring behaviors based on Swanson's theory in Indonesian hospital

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### KEYWORDS

Nurse caring behavior;  
Patients' experiences;  
Swanson's caring theory

### Abstract

**Objective:** To explore patient experiences of nurse caring behaviors according to Swanson's theory in Indonesian hospital.

**Method:** This study design was qualitative with phenomenology approach. Ten participants who were admitted to four inpatient wards were interviewed using the semi-structured technique.

**Results:** Five themes emerged from this study: nurse-patient relationship, lack of psychological care, knowing the patients' need, safety performance, and hoping for better nursing services.

**Conclusions:** Patients were dissatisfied with the fulfillment of the maintaining belief dimension, especially for the lack of communication between nurses and their patients to foster trust relationships. Hence, this study suggests nurses improve their therapeutic communication to their patients while performing nursing interventions.

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### Introduction

Nurses, one of the crucial and influential members of the healthcare teams, have a critical role in patient care.<sup>1</sup> Nursing care is provided in the form of a comprehensive service, including physical, psychological, social, and knowl-

edge provided to patients.<sup>2</sup> Nursing is a caring profession that requires the provision of excellent care within an ethical, reflective and knowing framework.<sup>3</sup> A caring attitude is vital in the nursing profession to ensure the development of trust in the nurse-patient relationship.<sup>3</sup>

Knowledge, attitude, and skills of nurses are the basis of nurse caring behaviors and the essential factors in evaluating the quality of nursing care behaviors. Caring of nurses has been studied and reported beneficial for both patients and nurses.<sup>4</sup> However, several studies reported that nurse had not been implemented caring behavior properly. One study conducted in hospitals across the country showed that 35.1% of nurses do not provide health information to patients.<sup>5</sup>

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Another study showed that patients' perceptions of caring are significantly diminished by lack of confidence of nurses and by missed nursing care.<sup>6</sup>

Caring is the fundamental structure of many nursing theories.<sup>7</sup> Caring behavior of nurses according to Swanson can be seen from the fifth dimension of caring that is maintaining belief (maintaining confidence in the incident or the transition and see it full of wisdom), knowing (trying hard to understand the significance of events in the lives of others), being with (indicating feelings of empathy to others), doing for (working/doing something for others as for themselves) and enabling (facilitating others on the transition state).<sup>8</sup>

Several studies have shown that patient perceptions of caring related to staff nurse perceptions, especially from different cultural backgrounds and give different interpretations of caring concepts.<sup>9,10</sup> Indonesia is a vast country with approximately 250 million people with sizeable different ethic and culture.<sup>11</sup> Thus, this is important for nurses to implement caring behavior and improve patient satisfaction during patient hospitalization. As nurse caring behaviors would be well studied using qualitative approaches, it is recommended to use qualitative methods to measure differences in patients' perceptions of care and caring behaviors.<sup>12</sup> Thus, this study aimed was to explore patient experiences of nurse caring behaviors according to Swanson's theory in Indonesian hospital.

## Method

### Design and procedure

A qualitative design with descriptive phenomenology was adopted to explore patient experiences of nurse caring behaviors according to Swanson's theory in Indonesian hospital. An in-depth interview with semi-structured questions was used in this study. All interviews conducted by the first author and patients were interviewed individually in Indonesian. The interview was recorded and transcribed verbatim. Initial data analysis was undertaken in Indonesian and translated into English.

### Participants and setting

Participants were recruited using purposive sampling from a large hospital in Makassar, South Sulawesi, Indonesia. Participants have hospitalized patients meeting the inclusion criteria: patients aged ranging from 18 to 45 years old, patients on second day of care, patients were conscious, able to communicate and willing to participate.

This study involved ten patients who were hospitalized in different hospital wards, aged ranging from 26 to 44 years old. Four participants were males, and six participants were women. All of the participants were graduated from high school and master's degree.

### Data analysis

Thematic analysis was used to analyze data. Each interview was verbatim transcribed, read, and re-read to the entire meaning of the data. We coded each data that was relevant

to the research aims. Then comes with a similar meaning were grouped and examined for each meaning unit. The same meaning unit was grouped into sub-themes and clustered into themes. If there were different interpretation in process data analysis, the team discussed until agreement was achieved.<sup>13</sup>

The rigor of this study was reached with ongoing discussions between authors during analysis to achieve agreement. Coding, sub-themes, and themes were cross-checked and compared during the data analysis. Initial data analysis using original data was conducted in Indonesian to enhance the rigor of the study.

### Ethical considerations

This study received ethics review and approval from the University's institutional review board in Indonesia. During inpatient stays, nurses approached patients to obtain their willingness to participate. The patient who agreed was then contacted by the first author to set the interview following the wishes of the participants.

## Results

Five themes of patient experiences emerged from this study to describe the phenomenon of nurse caring behaviors based on Swanson's Theory. These five themes were: (1) *Nurse-patient relationship*, (2) *Lack of psychological care*, (3) *Knowing the patients' need*, (4) *Safety performance*, (5) *Hoping for better nursing services*. Themes and sub-themes from this result are shown in Table 1.

### Nurse-patient relationship

This first theme was the most expressed by participants. The theme, a nurse-patient relationship was described by participants based on what they experienced with nurses' communication skills, caring behavior, and nurses' competences. The results of this study indicated that most participants revealed that nurses performed nursing interventions without decent communication skills. They confirmed that nurses rarely introduced themselves during handover and they showed poor communication with patients.

*"... the nurse did not introduce herself, she just did her tasks and then left, she smiled, but never said something related to her name or procedure that she did to me (patient)" (P10).*

Caring patients is an essential nurse behavior. This study showed that three participants reported that nurses were humble and cared to patients based on their needs.

*"Good, the nurse was paying attention because that is what I feel. ... When I had just got the surgery, I felt discomfort. So, the nurse came here and said, 'Mam, you should move to another room because you need to take a rest after having surgery.' I then moved to another room. After moving to a new room, I rested comfortably. Nurses also paid attention to other patients as the needs of those patients were different" (P6)*

**Table 1** Themes and sub-themes.

Themes	Sub-themes
Nurse-patient relationship	Communication skills Care to patients Lack of trust in nurses' competences
Lack of psychological care	Focus on physical care Lack of empathy
Knowing the patients' need	Responsive to complaints presented by patients Appropriate nursing care
Safety performance	Control for patients' condition Patients' privacy Lack of pre- post-operative education Lack of explanation for patient care procedures
Hoping for better nursing services	Improvement of nursing services Improvement of facilities services

145 However, five participants reported that they did not  
146 trust nurses' competences. Participants claimed that some-  
147 times nurses were lack of knowledge about patient  
148 condition.

149 *"Hmm. . . nurses were lack of knowledge about patients'  
150 condition; she should explain the condition of my hands  
151 and forbid me to move my hands too much. This is actu-  
152 ally the explanation that I want to hear from the nurse,  
153 but it didn't happen, although I asked them, they didn't  
154 know"* (P1).

### 155 Lack of psychological care

156 Patient experiences on nurse caring behavior, especially psy-  
157 chological care was still lacking. In this study, nurses only  
158 focused on physical care and they were less empathy as  
159 expressed by seven participants below.

160 *"In terms of psychological support, it still lacks because  
161 nurses tend to focus on procedural care. . ."* (P1)

162 The results of the study showed that six participants  
163 assumed that nurses were less empathy with patients as  
164 mentioned by one of the participants when this participant  
165 had trouble with the IV line.

166 *" . . . Because I saw that there was blood in my IV line,  
167 but the nurse said it was okay unless it was blocked, I  
168 think nurses did not care about the patients' condition"*  
169 (P4)

### 170 Knowing the patients' need

171 The result of this study revealed that the majority of partici-  
172 pants agreed that nurses had quick responses to their needs  
173 or complaints.

174 *"The nurses behaved well, and I saw all of them  
175 responded quickly, for example if patients had trouble  
176 with IV line or if they called them to check my condition"*  
177 (P4)

178 Several participants expressed that nurses provided nurs-  
179 ing care based on patients needs. *"In my experiences, the*

*nurse comes when they want to check my blood pressure or  
give an injection"* (P7).

### 182 Safety performance

183 This study revealed that there were positive and nega-  
184 tive safety performances, including nurses controlled for  
185 patients' condition and privacy, but nurses showed inad-  
186 equate pre-post operative education and explanation of  
187 patient care procedures.

188 The study result indicated that the majority of parti-  
189 cipants confirmed that nurses visited participants' rooms  
190 three times a day.

191 *"Nurses came to my room three times a day to check my  
192 blood pressure and the IV line. If there were a complaint,  
193 they would address it"* (P1).

194 Another safety performance that implemented by nurses  
195 in this study was to keep patients' privacy. Five participants  
196 expressed that nurses protected their privacy when they  
197 were examined.

198 *"Nurses keep patients' privacy, for example, when pro-  
199 viding nursing interventions, nurses cover the patients'  
200 exposed body with a blanket"* (P3).

201 Some nurses conducted safety performances, but others  
202 did not perform it. The results of this study indicated that  
203 there were four participants revealed that nurses did not  
204 deliver pre-operative education, but they only informed the  
205 time for surgery.

206 *"The nurse did not provide me with information before  
207 surgery. It was just me the one that asked about my  
208 condition. . . .even the nurses were late to transfer me  
209 to the surgical ward. . ."* (P1).

210 This study demonstrated that the majority of nurses did  
211 not give an explanation about the nursing care goals that  
212 they were performed to patients. Nurses provided direct  
213 nursing care without informed them about the procedure  
214 aims.

215 *"The nurses did not explain the procedure to patients,  
216 maybe because they think the patients know better, but*

217 *actually nurses should say, "You have to do this, Sir!"*  
218 *That is how it should be, and they must be validated"*  
219 *(P3).*

### 220 Hoping for better nursing services

221 The results showed that nine participants felt stress and  
222 stated that it was necessary for nurses to have excellent  
223 communication with patients. They were assumed that bet-  
224 ter nursing services if nurses have excellent communication  
225 with patients and their family.

226 *"Well, at least the service is better than this again, it*  
227 *means they should be more careful to check patients'*  
228 *condition. The nursing service was essential when caring*  
229 *for patients. The second was nurses' smile, but the most*  
230 *important was their services. Whatever the patients'*  
231 *condition, it is better to give motivation to patients. ..."*  
232 *(P5).*

233 The results of this study reported that one participant  
234 said that hospitals must be completed with good facilities.

235 *"The first is the hospital facilities. ... I want to experi-*  
236 *ence with better facilities than this"* (P9).

### 237 Discussion

238 Caring is the fundamental structure of many nursing  
239 theories.<sup>7</sup> This study was conducted to explore patient expe-  
240 riences of nurse caring behaviors according to Swanson's  
241 theory in Indonesian hospital. The study participants stated  
242 that experiences of nurse caring behavior through five main  
243 themes of nurse-patient relationship, lack of psychological  
244 care, knowing the patients' need, safety performance, hop-  
245 ing for better nursing services.

246 All the patients taking part in this study mentioned  
247 nurses' communication skills as one of their significant expe-  
248 riences of patient-related nurse caring behaviors. This is  
249 supported by the theory of caring by Swanson in maintain-  
250 ing dimensional belief that foster a sense of trust of patients  
251 to nurses to build a trusting relationship that will facilitate  
252 the healing process.<sup>14</sup> Nevertheless, spending even a short  
253 time in speaking with the patients decreases the negative  
254 consequences of lack of relationships, such as the patients'  
255 dissatisfaction, anxiety, and anger.<sup>1</sup> In the same line, Hen-  
256 derson et al. showed that nurses demonstrated through  
257 familiar everyday interactions such as 'getting to know you'  
258 and 'translating' that they 'cared for' patients.<sup>7</sup> Care to  
259 the patient was important related to nursing caring behav-  
260 iors. This study was shown several participants reported  
261 that nurses were humble and cared to patients. Other  
262 study explained that providing caring behaviors requires  
263 the ability to care to make patients or family feel good  
264 about the care provided or making positive comments dur-  
265 ing the process of care.<sup>15</sup> Nurses' competence was one of  
266 factors related nurse-patient relationship. Patients experi-  
267 enced caring when health care providers combined technical  
268 competence and experiential knowledge.<sup>16</sup>

269 Based on the theory, Swanson nurses must perform a  
270 holistic assessment that the assessment is based on bio-  
271 logical, psychological, spiritual and cultural. The more

272 bottomless nurse must explain how changes in the condi-  
273 tions experienced by patients, families get the information  
274 from the nurse about the patient's condition and understand  
275 disease patients who have suffered.<sup>14</sup> In this study, negative  
276 patients' experiences were reported lack of psychological  
277 care. Other researchers reported that psychological support  
278 should be embedded within cardiac rehabilitation programs,  
279 as patients welcomed cardiac nurses attending to both their  
280 physical and mental well-being, viewing this as providing a  
281 more holistic approach.<sup>17</sup> In same line one study shown that  
282 a holistic approach to patient care would be necessary to  
283 provide appropriate psychosocial care.<sup>18</sup>

284 In addition to the lack of caring nursing behavior, the  
285 primary source of dissatisfaction was when patients per-  
286 ceived that nurses were not readily available to respond  
287 to specific requests.<sup>6</sup> However, the result of this study  
288 revealed that majority participants reported nurses have  
289 quickly responded to the patients' need or complaints.  
290 Patients experienced caring when HCPs ensured that clin-  
291 ical processes were efficient, prompt, reliable, holistic, and  
292 responsive to patients' needs.<sup>16</sup>

293 Another important finding of patients' experiences of  
294 nurses caring behaviors in this study was safety perfor-  
295 mance. This study confirmed that there was positive and  
296 negative safety performance by nurses during patient hospi-  
297 talized. The patients expected the nurses to feel responsible  
298 toward them and, in addition to performing their treatment  
299 and care duties, respect their privacy and rights.<sup>1</sup> Lacking  
300 information related procedure to patients was revealed in  
301 this study. This result contrast with Swanson theory that  
302 delivering and explaining patient and family health infor-  
303 mation in the context of improving health was enabling  
304 aspect of caring based on Swanson theory.<sup>8</sup> Therefore,  
305 patient suggested the improvement of nursing services and  
306 improvement facilities services. It is essential to nursing  
307 performance excellent communication to improve nursing  
308 services. Communication, punctuality aid, the environment,  
309 and the main support as important related perceived quality  
310 of nursing care of patients.<sup>19</sup>

### 311 Conclusion

312 We aimed to explore patient experiences of nurse caring  
313 behaviors according to Swanson's theory in Indonesian hospi-  
314 tal. Patients were dissatisfied with the fulfillment of the  
315 maintaining belief dimension, especially for the lack of  
316 communication between nurses and their patients to fos-  
317 ter trust relationships. Hence, this study suggests nurses  
318 improve their therapeutic communication to their patients  
319 during performing nursing interventions.

### 320 Conflict of interests

321 The authors declare no conflict of interest.

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