

Investigation Nurses caring behavior working in cancer section based on patients point of viewMahnaz SeyedShohadaei¹, Saeid Hossein Oghli², Forough Rafiei³, Kazem Najafi⁴, Fatemeh Zeinali⁵¹. Faculty member, Department of Surgery, School of Nursing and Midwifery, Iran University of Medical Sciences². lecturer in school of nursing of Naqadeh, Urmia University of Medical Sciences, Iran³. Professor and faculty member and head of the School of Nursing and Midwifery of Iran, University of Medical Sciences, Center for Nursing Care Research⁴. Instructor and member of the Scientific Board, Faculty of Bam, Bam, Iran⁵. Instructor of Nursing, school of nursing of Naqadeh, Urmia University of Medical Sciences, Iran

Abstract: Goal: Nursing care is the most important task of the quality of nursing services is one of the major concerns in the field of health managers and the aim of ensuring the health and well-being of patients and care recipients, nursing services is a recognition of the caring behaviors of nurses by patients and recipients of nursing care can help nurses to understand and assess the behavior of their care. Methods: This study was a cross - sectional, in which 408 patients in cancer treatment centers affiliated to Tehran University of Medical Sciences participated. The CBI questionnaire and demographic questionnaire was used for data analysis software SPSS16. Results: The results of this study showed that the mean and standard deviation behaviors nursing care of the patients, respectively, 3.98 and 1.03, as well as the knowledge and professionalism of the highest scores and respect for the other lowest score of the dimensions caring behaviors is allocated. Conclusion: The results are more nurses to the physical aspects of care and less on other aspects of caring behaviors are which can be satisfied with the quality of nursing care they receive is effective.

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1. Introduction:

The essence of nursing, according to scientists in this field is care (1). Nursing care is the key element that is essential and widely accepted among nurses. Nursing care plans to increase the health and well being of patients. (2) Emphasis on care and nursing care from the 1980s into Western theories. Nursing Care Center is said to be a means of connection between the nurse and patient. Efforts to analyze nursing care and development have been done but there is no consensus to define the concept of care (3). However, any definition that would explain Care is comprised of two key components: the first component to the second component of care and skill aspects of physical and emotional care (4). Nursing managers are constantly finding ways to improve the quality of nursing care. Because nurses are the largest group of health care providers in the system that their services directly related to patient satisfaction is one of the most important ways to improve the process so that treatment in hospitals is improving the quality of nursing care (5). Reducing the quality of hospital care is one of the health concerns of patients and staff. Hospitals associated with resource constraints and the increased demand on the one hand, and the effectiveness of the hospital, an increasing number of elderly patients among the problems is the issue of health is difficult (2). The first step is to assess the

quality of care and improving the methods of nursing care (5), depth understanding of the care nurses will help nurses provide quality care above. It is important to always consider the delivery of care and access to quality care is to satisfy those who care and this is one of the most important responsibilities of managers and employees working in the health care professions and become increasingly important (7). The results of experimental studies and hands-on understanding of the nursing care of patients and nurses see many differences show. These differences may cause dissatisfaction with the care provided by nurses (8). Certainly in care, patient satisfaction is achieved when the agreement between the expectations patients received care on one hand and on the other hand there are full care and attention to the physical, mental, social and patients should be introduced. But because patients are receiving care and care provided to them is of great importance and the differences in the patients and the nurses caring behaviors can lead to patient dissatisfaction, the nurse caring behaviors the patients can better feedback to nurses and nursing managers create. This study aimed to evaluate the importance of caring behaviors of nurses and nurse caring behaviors involved in cancer patients have been conducted.

Methods:

The present study is cross-sectional and descriptive. Environment consisted of all adult cancer hospital affiliated with the University of Medical Sciences in Tehran. The study population comprised 408 patients of these centers. Multi-stage sampling was performed in patients with no known mental disorders, as well as over 18 years of age and willing to participate in this study was selected. Data and information required in this study using a questionnaire nurse caring behaviors Caring Behavior Inventory (CBI) and demographic questionnaire were conducted. Demographic questionnaire including age, sex, marital status, educational level, economic status, etc was considered. The questionnaire contains 42 items and 5 are caring behaviors. After the respect for the other 12 statements, after the assurance of human presence consisting of 12 items, the third dimension of communication and positive attitude 9 items, the

fourth dimension of knowledge and professional skills include 5 items and fifth attention to experiences that 4 items on the covers made. All items on Likert 6 equal parts and never one to always be equal to six calibrations was completed by patients. Reliability and validity of this questionnaire has been determined in previous studies (7, 14). For data analysis software were used Spss 16.

Results:

Age of the patients participating in the study between 60-51 (22.5 percent), and 72.1 percent of the patients were married, and 36.8 of them had literacy. The results of this study showed that the average standard deviation of caring behaviors of the patients 3.98 and 1.03. Mean and standard deviation of the nurse caring behaviors of the patients in Table 1 has been set.

Table 1: shows the mean standard deviation of nurse caring behaviors of the patients

Patient		Subscales
N=408		
S.D.	Average	
1.15	4.30	Respect to others
0.91	4.31	Communication and positive attitude
1.26	4.44	Ensuring human presence
1.96	5.02	Knowledge and professional skills
1.35	4.65	Based on the experiences of other
1.03	3.98	Care behaviors

Nurses caring behaviors of the patients were as follows: Knowledge and professional skills, 5.02, 1.96, based on the experiences of another 35.65, 1.4, Ensuring human presence 26.44, 1.4, communication and positive attitude 31.4, 0.91 and respect for the other 15.30, 1.4, respectively.

Discussion and Conclusion:

Patients behavior subscale of "knowledge and professionalism" of caring behaviors (CBI) had seen more of the following measures Other findings by the study of Wolf et al., And is compatible Haji Nejad et al. (9) But another study, Wolf et al (7) is not in line. Wolf and colleagues studied patient-care behaviors on the scale "ensure the human presence of" more of the following measures were no longer observed. See more of the following behaviors scale "professional knowledge and skills" can be associated with objective items of this scale, for behaviors that are more objective and well-regarded by patients are patients. However, most of these behaviors may be observed in this regard is that patients lack the knowledge necessary to evaluate the technical competence of nurses is not accurate (7, 14).

Baldursdottir et al study shows that nurses know the "what" to do, the most important items from the questionnaire is Caring Behavior Assessment by patients with results of Coronin et al, Hugging et al., Marini, Parson et al. is compatible (11,12,13,14).

In addition to the objective of behaviors that can be seen easily by patients, on the other hand it should also be noted that nurse managers at all levels of professional knowledge and skills of care and its assessment of the nurses at the bedside and the work they are doing practical and less on other aspects of nursing behaviors are that this in turn affects the performance of nurses. In the case of low scores on "respect for the other" care behavior of patients seem to confirm the fact that the shortage of nurses due to the high work load to the timely and accurate communication with the patient's nurse, subject to the appropriate number of nurses with patients can be hospitalized beds. Therefore, it is suggested that increased the number of nurses and nurses provide care conscious (15) and increased contact time with patients because caring behaviors in this area makes patients recover faster and will have a positive impact on other health indicators (15).

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