



To Assess the Impact of the Nurse-Patient Relationship on Health Care Outcomes at Tertiary Care Hospital

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ABSTRACT

Introduction: Nursing is based on care, trust, and empathy. Patient-centered care involves the integration of patients into their care. Empathy in nursing practice establishes rapport and relates to the patient's needs. Increased empathy results in increased patient relationships and experiences with the illness. **Methodology:** A descriptive cross-sectional study was conducted from September 2023 to December 2023 at Liaquat University Hospital. The study utilized an adapted questionnaire with Likert scale responses, encompassing fifteen items across five dimensions related to nurse-patient interactions. Nurses willing to participate, both male and female, with at least two years of working experience, aged between 25 to 55 years were included. On the other hand, nurses under the age of 25, with less than two years of experience, and unwilling to participate were excluded. **Results:** A total of 104 nurses participated in the study conducted at Liaquat University Hospital, Hyderabad. The mean age of respondents was 36.6±9.83 years, among the participants, 59.1% were female and 40.9% were male. The majority of participants were staff nurses (90.9%), with a small percentage being head nurses (9.1%). In terms of educational background, 65.90% of participants held diplomas, 22.7% held Bachelor of Science in Nursing (BScN) degrees, 6.8% held Master of Science in Nursing (MScN) degrees, and 4.6% had other educational qualifications. **Conclusion:** This study underscores the importance of strong connections between nurses and patients, touching on aspects such as patient-centered care and satisfaction.

INTRODUCTION

Nursing is a human-centered profession built on providing care. At this point, care is not only specific to nursing, but it also forms the foundation of nursing. [1] The fundamental component of nursing, care, is a concept built on trust and reciprocity. [2] Human caring includes feelings of comfort, healing, mental clarity, mutual trust, etc. The way nurses treat patients daily in a clinical setting will demonstrate human caring. Still, it could differ based on the nurses' customs or cultural background. [3] The amount of time nurses can spend with patients is crucial to both the patient's care and their satisfaction. There is a correlation between better patient outcomes and fewer errors and the amount of time nurses spend providing direct care. [4] A sizable portion of the

healthcare workforce are nurses, whose actions have a profound influence on the quality of care (both positive and negative). With patients and their caregivers, nurses spend a lot of time. Consequently, healthy connections between nurses and patients as well as between caregivers and patients are therapeutic and are essential to care. [5] According to studies done globally to ascertain how patients view care in the literature, patients define nursing care as primarily building trusting relationships, providing information, supporting, sensitive, and humane approaches, meeting physiological needs, feeling recognized by the nurse, smiling, and having a friendly approach. [6] Frequently, nurses carry out their primary care responsibilities along



with acting as interpreters or patients' advocates. While studies have demonstrated that several factors obstruct these relationships, with major implications for care outcomes and quality, positive nurse-patient relationships have a significant positive impact on nurse-patient communication and interaction. [7] Patient-centered care, also known as person-centered care in nursing, focuses on and respects the values, preferences, and needs of the patient by involving them more in the care process.

It also acknowledges the experiences, stories, and knowledge of the patient. [8] To build a good rapport with patients and provide optimal nursing care, empathy is a crucial component. [9] Understanding patients' emotions, experiences, or psychosocial needs could be considered a hallmark of nursing empathy. [10] Improved relationships will result from nurses who demonstrate empathy for their patients' experiences with illness. [11]

METHODS AND MATERIALS

A descriptive cross-sectional study was carried out from September 2023 to December 2023 in Liaquat University Hospital. Liaquat University Hospital Hyderabad is one of the largest teaching hospitals affiliated with Liaquat University of Medical and Health Sciences Jamshoro. A total of 104 nurses participated in the study with a 95% confidence interval and 5% margin error. The data collection tool employed was the adapted questionnaire about "Nurse patient relationship: contribution to healthcare outcomes" There are four choices on the Likert scale, with four options: Never, Rarely, Often, and Always. The scale consists of fifteen items categorized in five dimensions: Patient-centered care, Patient satisfaction, Nurse-patient relationship, Health promotion and well-being, and self-care. Approval was secured from the medical superintendent of Liaquat University Hospital Hyderabad. To participate, one has to give informed consent. The goal and objectives of the study were specified in consent forms, which were offered in English to accommodate the qualified nursing demographic. With a focus on data privacy, participation was voluntary and available only to the researcher.

Inclusion

- Nurses who were willing to participate were included in the study.
- Both male and female genders were included in the current study.
- Nurses with at least two years of working experience were included.
- Those whose ages were between 25 to 55 years were included.

Exclusion

- Nurses who were unwilling to participate were excluded from the study.

- Nurses who had less than two years of experience were excluded from the study.
- Nurses under the age of 25 and more than 55 years of age were excluded from the study.

RESULTS

The study was carried out at Liaquat University Hospital Hyderabad. Regarding the participants' demographic data, Table 1 presents the age demographics of the participants. The mean age was determined to be 36.6 years, with a standard deviation of 9.83 years. The majority of the participants were female 59.1% while males were 40.9%, there was the predominance of staff nurses 90.9% while head nurses were 9.1%. The Majority of participants were diploma holders 65.90%, while 22.7% of participants had BScN degrees, on the other hand, 6.8% of participants had MScN degrees and only 4.6% of participants had other educational degrees.

Table 1 also lists the nurses' varying levels of work experience. With 31.8% of the total, participants with two to five years of experience made up the majority of the group. 15.9% of the sample had six to ten years of experience, and 20% had eleven to fifteen years. 11%, a sizeable percentage, had 15 to 20 years of experience. 7.7% of participants had between 21 and 25 years of experience. There were 10% and 3.6% of participants with 26–30 and 31–35 years of experience, respectively. This distribution shows a mix of highly experienced and relatively new nurses.

Table 1 also displays the participants' work areas, which included a wide range of hospital departments. With 17.3% and 13.4% of participants working in the Medical Units and Surgical Ward, respectively, these areas had the highest representation. Whereas 11.6% of those taking part were from the cardiac ward. 7.7% and 8.6% went to each of the pediatric and gyne wards. However, a significant 41.4% of the participants were employed in different departments. The variety of specializations and skill sets among the nursing staff is reflected in the diversity of work areas.

Table 1
Demographic Characteristics

Variable	Statistics/Number	Percentage (%)
Age (years)		
Mean	36.6	
Standard Deviation	9.83	
Mode	26	
Median	35.5	
Gender		
Male	42	40.9%
Female	61	59.1%
Work Experience(years)		
2-5	33	31.8%

6-10	16	15.9%
11-15	21	20%
15-20	11	11%
21-25	8	7.7%
26-30	11	10%
31-35	4	3.6%
Area of Working		
Medical Units	18	17.3%
Surgical ward	14	13.4%
Cardiac Ward	12	11.6%
Pediatrics	8	7.7%
Gynea Ward	9	8.6%
Others	43	41.4%

In Figure 1, the marital status bar graph shows that 68 participants are married, which is a significant number compared to the 35 singles, and that only 1 person is divorced.

Figure 1
Marital Status

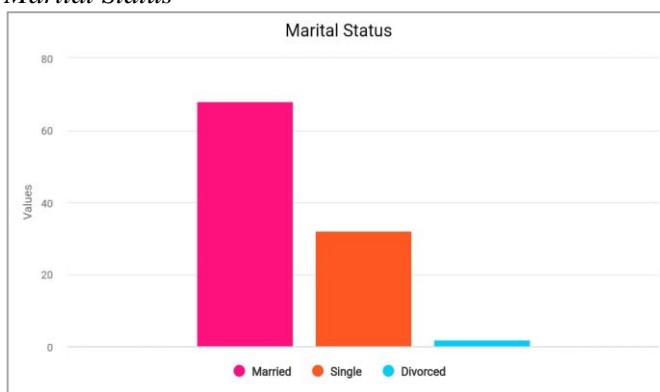
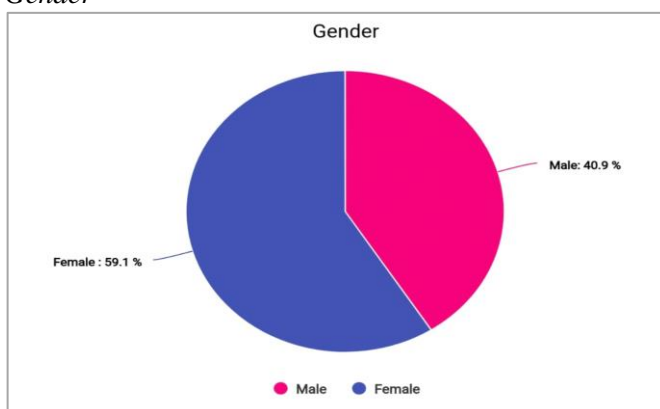


Figure 2
Gender



In Figure 2, the gender bar graph shows that 59.1% were female and 40.9% were male from the participants.

Table 2
Patient-centered care

Patient-centered care	Never		Rarely		Often		Always		Total	
	f	%	f	%	f	%	f	%	f	%
"Patient-centered care enhances overall patient satisfaction"	4	3.9	14	13.5	56	53.8	30	28.8	104	100

Figure 3
Qualification

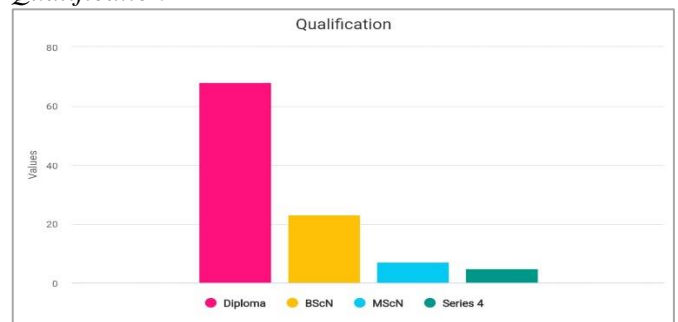


Figure 3 presents a graphic representation of educational qualifications. According to this study's data on educational backgrounds, 65.4% of nurses had diplomas, 22.2% completed their BScN, whereas 6.7% of nurses had master's degrees, while 4.2% were categorized as "Others." These findings are consistent with those of Dean R et al. (12), who reported that (77.1%) of nurses held nursing diplomas, (77.1%) had BScN and a smaller fraction (3.1%) held master's degrees

Figure 4
Designation

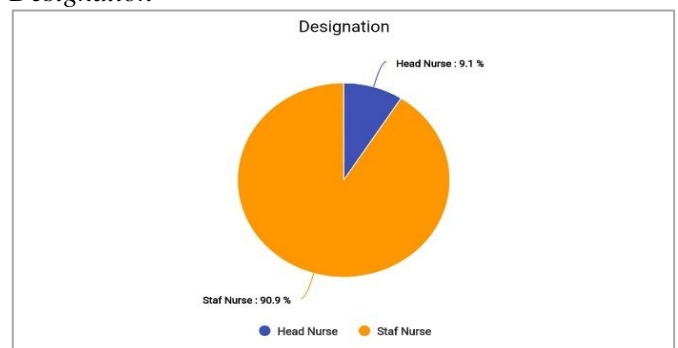


Figure 4 demonstrates a donut chart that shows that, in the professional domain, 90.9% of the individuals work as staff nurses, whereas the percentage of head nurses is only 9.1%.

Regarding the dimension of Patient-centered care (Table 2) maximum participants replied Often (53.8%), followed by Always (28.8%), Rarely (13.5%), and Never (3.9%) in response to "Patient-centered care enhances overall patient satisfaction" Inactivity "Involving patients in the care process improves treatment adherence and health outcomes". (45.2%) replied Always, (39.4%) Often, and (15.4%) Rarely. In response to the question, "Nurses prioritize patients' values, preferences, and needs in care delivery". Most participants replied Often (63.6%) followed by Always (25.9%), Rarely (8.6%), and Never (1.9%).

"Involving patients in the care process improves treatment adherence and health outcomes".	0	00	16	15.4	41	39.4	47	45.2	104	100
"Nurses prioritize patients' values, preferences, and needs in care delivery".	2	1.9	9	8.6	66	63.6	27	25.9	104	100

In the dimension of Patient satisfaction (Table 3) maximum participants replied Always (67.3%), followed by Often (20.2%), Rarely (8.66%) and Never (3.84%) in response to the statement, "While providing nursing care, nurses show respect for the abilities, beliefs, values, and desires of each patient." "Nurses are constantly seeking to show empathy in their interactions

with patients," according to the activity. (59.6%) said consistently, (26.9%) Often and (13.5%) Rarely. In response to the question, "Nurses involve significant cohabitants of individual patients in the nursing care process" most participants replied Rarely (50%) followed by Always (26.9%), Often (13.5%), and Never (9.6%).

Table 3*Patient satisfaction*

Patient Satisfaction	Never		Rarely		Often		Always		Total	
	f	%	f	%	f	%	f	%	f	%
"Nurses show respect for the abilities, beliefs, values, and desires of individual patients while providing nursing care."	4	3.84	9	8.66	21	20.2	70	67.3	104	100
"Nurses are constantly seeking to show empathy in interactions with the patient"	0	00	14	13.5	28	26.9	62	59.6	104	100
"Nurses involve significant cohabitants of the individual patient in the nursing care process"	10	9.6	52	50	14	13.5	28	26.9	104	100

In the dimension of Nurse Patient Relationship (Table 4), the majority of participants (78.8%) indicated Always, with Often (17.3%), and Rarely (3.8%), behind the response "Nurses believe that building trust with patients is crucial for effective nursing care". And in the response "Nurses involve patients in setting achievable goals for their care plan". "Often" (53.8%) followed by "Always"

(23%), "Often" (17.3%), and "Never" (5.9%). Most participants answered Often (70%) Always (18%) Rarely (9.6%) and Never (2.4%). In response to the statement, "Nurses are sensitive to patient's emotional needs and provide appropriate support and comfort".

Table 4*Nurse Patient Relationship*

Nurse Patient Relationship	Never		Rarely		Often		Always		Total	
	f	%	f	%	f	%	f	%	f	%
"Nurses believe that building trust with patients is crucial for effective nursing care"	0	00	4	3.8	18	17.3	82	78.8	104	100
"Nurses involve patients in setting achievable goals for their care plan".	6	5.9	18	17.3	56	53.8	24	23	104	100
"Nurses are sensitive to patient's emotional needs and provide appropriate support and comfort".	3	2.4	9	9.6	73	70	19	18	104	100

Regarding the dimension of Health Promotion (Table 5), the majority of participants (45.2%) indicated Often, with Rarely (40.4%), Always (9.6%), and Never (4.8%), the rationale for the statement that "Nurses identify the health situation of the population and the resources of patient/family and community" The majority of respondents indicated "Often" (63.6%) when asked how

nurses use hospitalization time to promote healthy behaviors. This was followed by "Always" (23%), "Rarely" (8.6%), and "Never" (4.8%). Most participants answered, Often (38.4%) Always (25.8%) Rarely (25%), and Never (10.8%). In reply to the assertion that "Nurses supply information that creates cognitive learning and new abilities in the patient",

Table 5*Health promotions*

Health Promotion	Never		Rarely		Often		Always		Total	
	f	%	f	%	f	%	f	%	f	%
"Nurses identify the health situation of the population and the resources of patient/family and community".	5	4.8	42	40.4	47	45.2	10	9.6	104	100

Nurses use the hospitalization time to promote healthy lifestyles"	5	4.8	9	8.6	66	63.6	24	23	104	100
"Nurses provide information that generates cognitive learning and new abilities in the patient"	11	10.8	26	25	40	38.4	27	25.8	104	100

Regarding the aspects of well-being and self-care, the vast majority of participants stated that "Identify patient's problems that will help improve the patient's well-being and daily activities" Often (42.4%), After that Always (28.8%), Rarely (23%), and Never (5.8%). In the response to, Nurses evaluate the interventions that help improve the patient's well-being and daily

activities", most of the nurses responded Often (47.2%), followed by Always (25.9%), Rarely (18.3%), and Never (8.6%). The majority of responses are given under the activity "Nurses address problematic situations identified that will help improve the patient's well-being and daily activities." Never (10.6%), Often (26.9%), After that Always (24%), and Rarely (38.5%)

Table 5

Well-being and Self-Care

Well-being and Self-care	Never		Rarely		Often		Always		Total	
	f	%	f	%	f	%	f	%	f	%
"Nurses identify patients' problems that will help improve the patient's well-being and daily activities."	6	5.8	24	23	44	42.4	30	28.8	104	100
"Nurses evaluate the interventions that help improve the patient's well-being and daily activities."	9	8.6	191	8.3	49	47.2	27	25.9	104	100
"Nurses address problematic situations identified that will help improve the patient's well-being and daily activities."	11	10.6	40	38.5	28	26.9	25	24	104	100

DISCUSSION

The mean age of respondents was 35.36 ± 9.12 years, - there was majority of female (59.1%) and staff nurses (90.9%). Most of the participating nurses (65.9%) have a three-year Registered Nurse (RN) qualification. In the dimension of "Patient-centered care," most participants responded often in the activities "Patient-centered care enhances overall patient satisfaction" while the mostly nurses replied, Always in the activities of "Involving patients in the care process improves treatment adherence and health outcomes". But in the dimension of "Patient satisfaction" most responders respond "Always" (67.3%) in the activity "Nurses show respect for the abilities, beliefs, values, and desires of individual patients while providing nursing care." Another study shows that most participants replied "Always" (72.73%). According to both studies, nurses show respect for the abilities, beliefs, values, and desires of individual patients while providing nursing care. [13]. In the

activity "Nurses are constantly seeking to show empathy in interactions with the patient" the maximum number of participants replied "Always" (59.6%). Another study shows that the majority of participants also replied "Always" (59.09%), [13]. In both studies the responses of participants are equal. Whereas in the dimension of "Nurse Patient Relationship" a huge number of participants replied "Always" (78.8%), in the response of activity of "Nurse believes that building trust with patients is crucial for effective nursing care". About the "Health Promotion" dimension most of the nurses responded "Often" (45.2%) in the statement "Nurses identify the health situation of the population and the resources of patient/family and community". Another study also shows that a maximum number of participants replied "Often" [14]. According to the dimension of "Well-being and Self-care," most nurses replied "Often" and some of them answered "Rarely"

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