



# Use of Caring Theory in Culture and Context, Part I, Scotland



Caring International Research Collaborative Special Session  
Sigma Theta Tau International 25<sup>th</sup> Research Congress

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Analyst, Healthcare Environment

**Date:** July 27<sup>th</sup>, 2014

**Place:** Hong Kong



# Use of Caring Theory in Culture and Context, Part I, Scotland



## ❖ Agenda

1. Selecting a theory of caring consistent with context
2. Watson, 2013
  1. Revision of theory
  2. Factor analysis
  3. Missing Data
3. Swanson, 2014



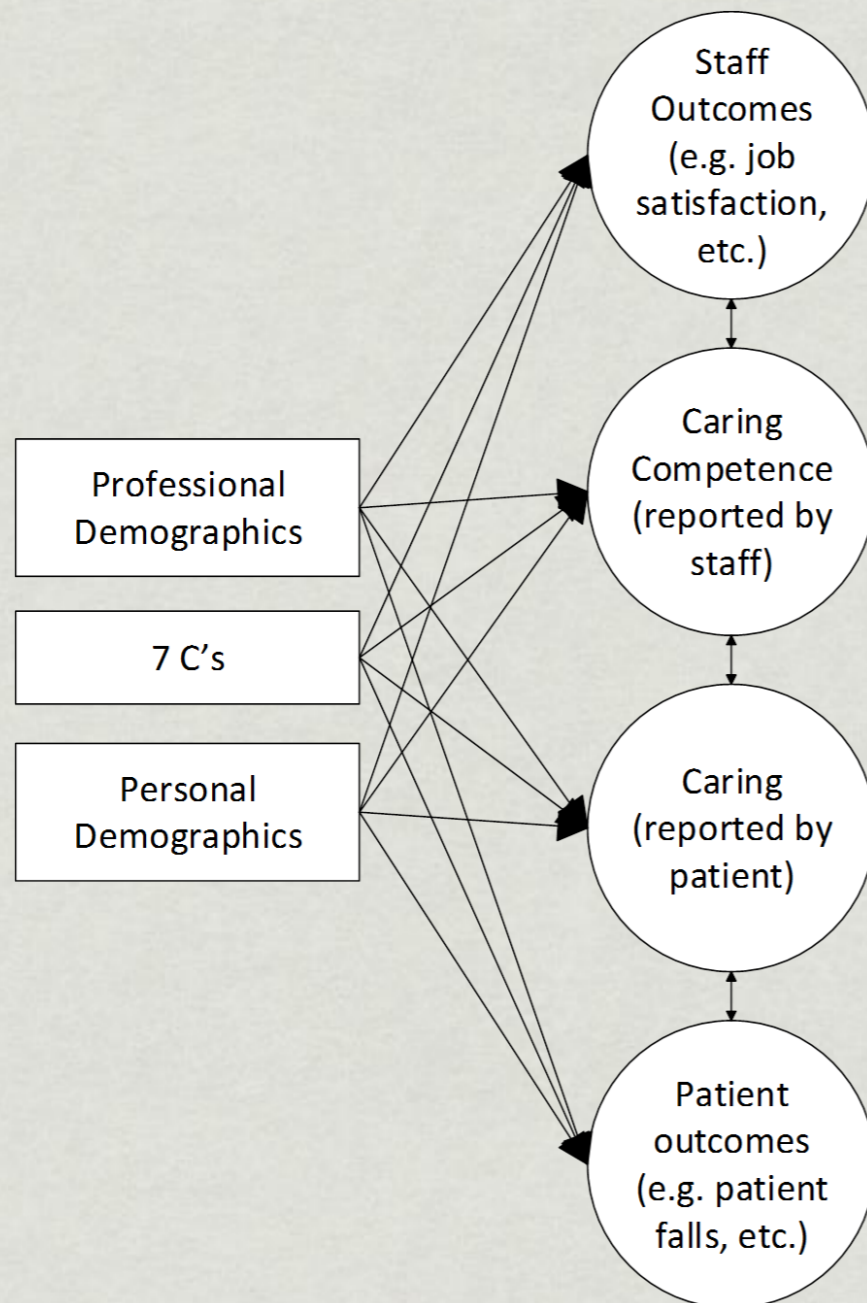


# Use of Caring Theory in Culture and Context, Part I, Scotland



- ❖ 7 C's of National Health Service (NHS), Scotland
  1. Caring and compassionate staff and services;
  2. Clear communication and explanation about conditions and treatment;
  3. Effective collaboration between clinicians, patients and others;
  4. A clean and safe care environment;
  5. Continuity of care; and
  6. Clinical excellence

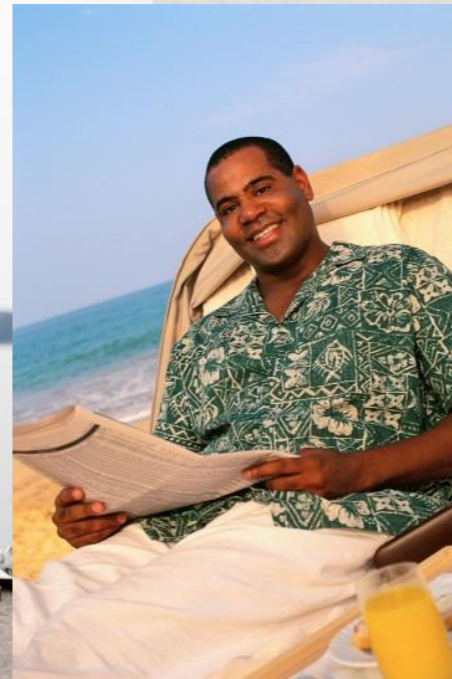
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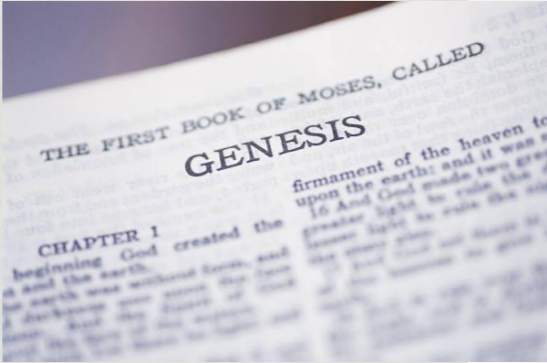
❖ Compassionate Behaviours Assurance System (CBAS), Scotland



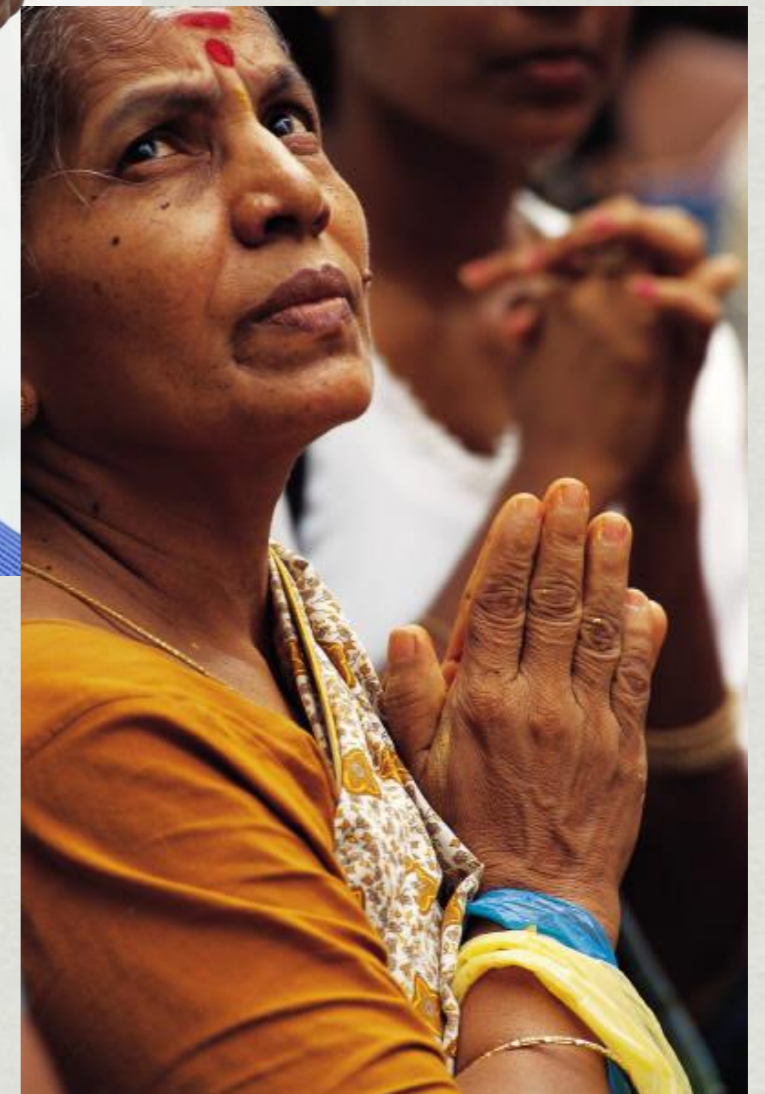
# Process 1: Loving Kindness



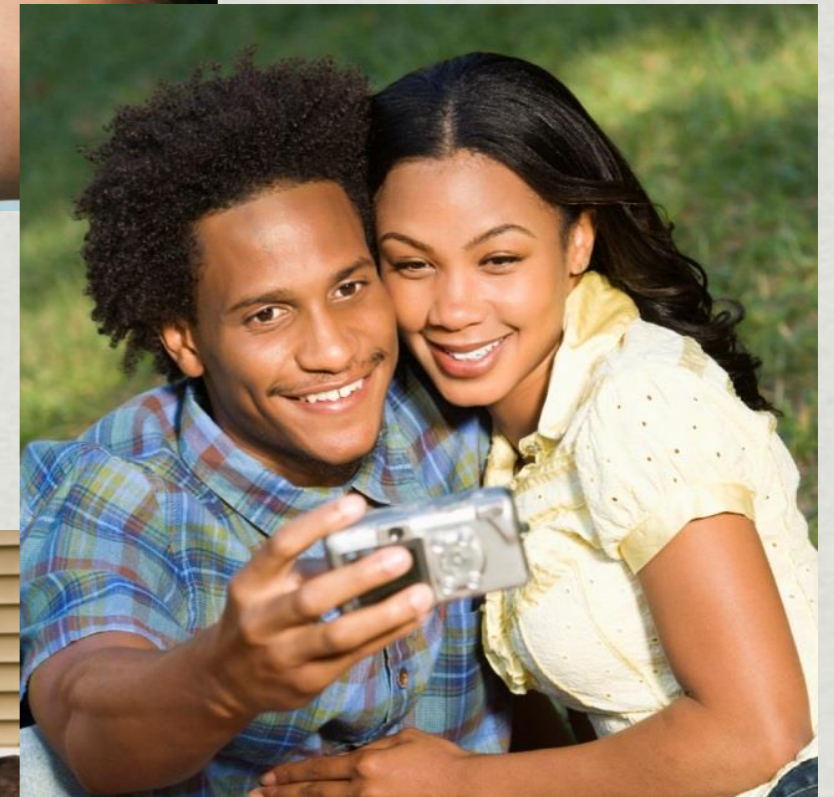
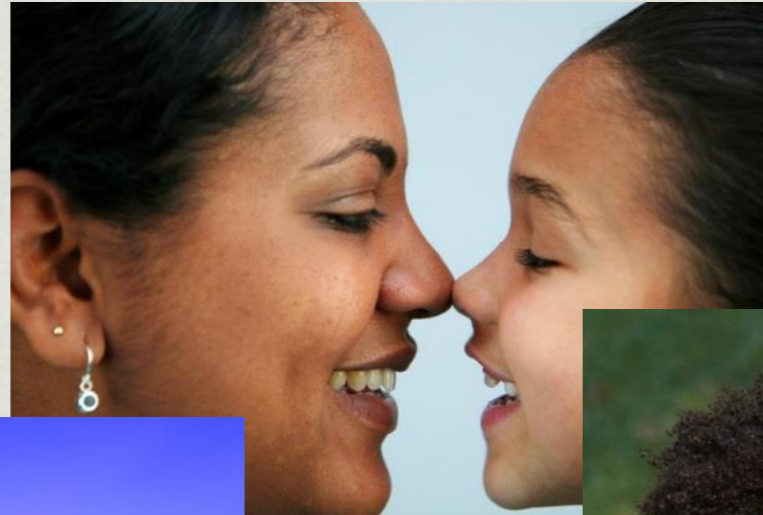
# Process #2: Honor Faith & Beliefs



# Process #3: Take time for Spirituality



# Process #4: Relationships





# Process #5: Express Feelings



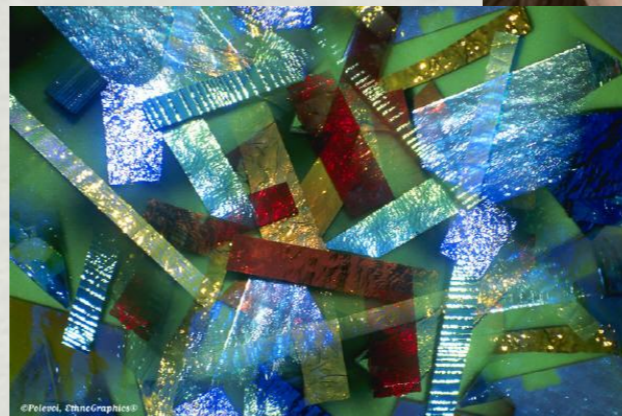
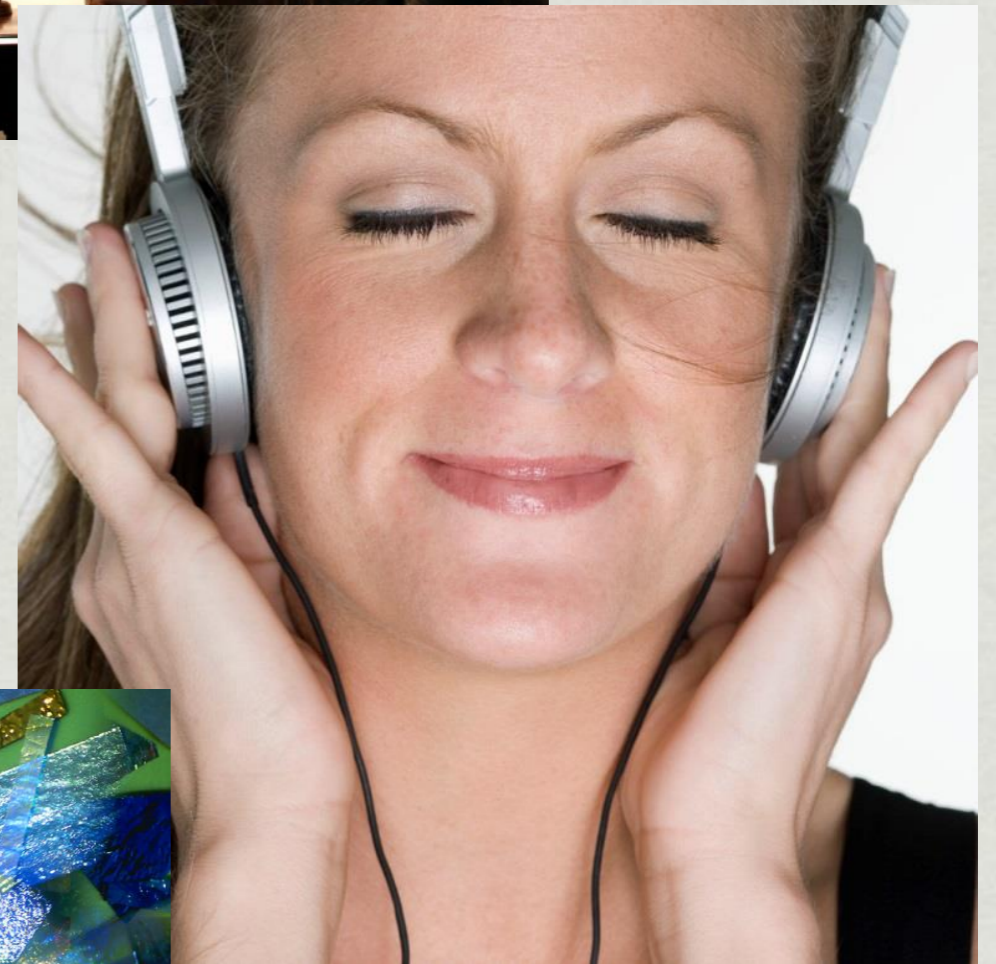
# Process #6: Creative Problem Solving



# Process #7: Take Time to Learn



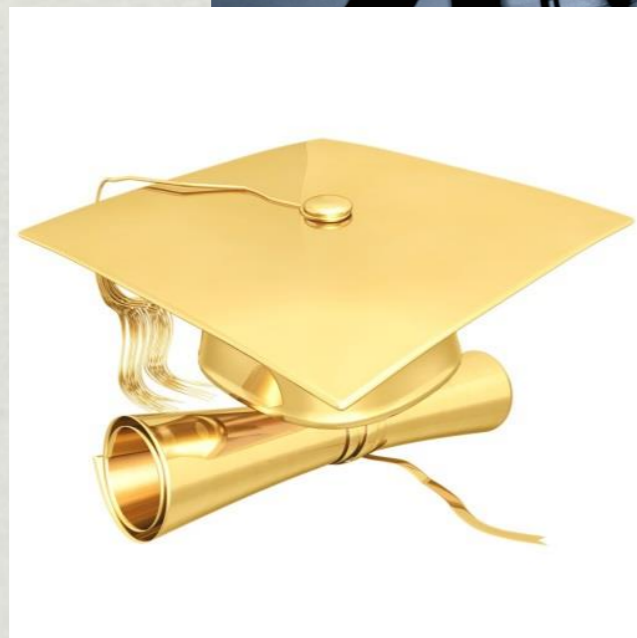
# Process #8: Healing Environment



# Process #9: Basic Needs



# Process #10: Believe in the Impossible (Miracles)





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  1. **Revision of theory**
  2. Factor analysis
  3. Missing Data
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# Use of Caring Theory in Culture and Context, Part I, Scotland



- ❖ Revision of 10 concepts of Watson
  - ❖ No change to process
    - ❖ #3 (practice spiritual beliefs),
    - ❖ #4 (establish a helping/trusting relationship),
    - ❖ #5 (value positive and negative feelings),
    - ❖ #6 (creative problem solving),
    - ❖ #7 (teach in a way patient understands),
    - ❖ #8 (practice spiritual beliefs)





# Use of Caring Theory in Culture and Context, Part I, Scotland



- ❖ Revision of 10 concepts of Watson
  - ❖ Deleted
    - ❖ process #2 (honored my faith)
    - ❖ process #10 (miracles)





# Use of Caring Theory in Culture and Context, Part I, Scotland



- ❖ Revision of 10 concepts of Watson
  - ❖ Changed process
    - ❖ #1 “loving kindness” to “kindness and compassion”
    - ❖ #8 (healing environment) to three items for body, mind and spirit
    - ❖ #9 (basic needs mind/body/spirit) to “my care givers are knowledgeable” and “my care givers are skillful”





# Use of Caring Theory in Culture and Context, Part I, Scotland



- ❖ Revision of 10 concepts of Watson
- ❖ Added 6 concepts of professional practice within the concept of compassionate care





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Survey Item	Factor (n=381)		
	Skilled Professional	Compassionate Relationship	Healing Environment
Q2 Caregivers treat me with kindness and compassion		.855	
Q3 Caregivers work together to meet my personal needs/requests		.913	
Q4 My request for information are responded to with respect			
Q5 My caregivers talk in a way I can understand	.447		
Q6 My caregivers encourage me to practice my own individual spiritual beliefs			.545
Q7 My caregivers are knowledgeable	.794		
Q8 My caregivers are skillful	.896		
Q9 My caregivers have established a helping and trusting relationship with me		.591	
Q10 The environment around me helps me feel better physically			.694
Q11 The environment around me helps me feel better mentally			.714
Q12 The environment around me helps me feel better spiritually			.674
Q13 My caregivers value my feelings			
Q14 My caregivers encourage me to make decisions			
Q15 My caregivers treat me with dignity and respect			
Q16 My caregivers take responsibility to do their jobs well.	.717		
Q17 My caregivers demonstrate their commitment to quality	.568		
Q18 My caregivers work effectively with others in teams	.557		
Q19 My caregivers display a "can do" attitude at every opportunity		.555	

Extraction Method: Principal Axis Factoring.

Rotation Method: Promax with Kaiser Normalization.

a. Rotation converged in 5 iterations.

CFS #	Caring Factor	HCA #	Healing Compassion Assessment (HCA) Statement, Survey 123	Factor Loading (n=504)
1	Loving Kindness	2	My caregivers treat me with kindness and compassion.	.764
2	Decision Making	3	My caregivers work together to meet my personal needs/requests.	.785
4	Teaching and Learning	5	When my caregivers talk to me about my care, condition or treatment, they talk in a way that I can understand.	.565
8	Healing Environment	(item 10-12)	The environment around me helps me feel better physically; mentally; spiritually	Did not load
7	Relationship	9	My caregivers have established a helping and trusting relationship with me during my time here.	.713
6	Holistic Care	7	My caregivers are knowledgeable	.628
		8	My caregivers are skillful	.714
3	Instill Faith and Hope	4	My requests for information are treated, and responded to, with respect by my caregivers.	.612
5	Spiritual Practices	6	My caregivers encourage me to practice my own individual spiritual beliefs whilst in their care.	Did not load
10	Miracles	Omit	Miracles	-
9	Promote Expression of Feelings	13	My caregivers value my feelings (whatever they are) so I can talk openly and honestly about what I am thinking.	.642
-	-	14	My caregivers encourage me to make decisions about my care/treatment.	.415
-	-	15	My caregivers treat me with dignity and respect.	-
-	-	16	My caregivers take responsibility to do their job well.	-
-	-	17	My caregivers demonstrate their commitment to quality.	-
-	-	18	My caregivers work effectively with others in teams.	-
-	-	19	My caregivers display a 'can do' attitude at every opportunity.	.621



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Item	Behavior of caregiver	Frequency Missing	Percent
2	Kindness and compassion	0	0
3	Meet my personal needs/requests	2	.4
4	Request for information responded to	3	.6
5	Talk in a way I can understand	3	.6
6	Encourage me to practice my spiritual beliefs	64	12.1
7	Are knowledgeable	1	.2
8	Are skillful	6	1.1
9	Establish a relationship with me	3	.6
10	Environment helps me heal physically	0	0
11	Environment helps me heal mentally	4	.8
12	Environment helps me heal spiritually	42	8.0
13	Value my feelings	3	.6
14	Encourage me to make decisions	6	1.1
15	Treat me with dignity	1	.2
16	Takes responsibility to do job well	2	.4
17	Demonstrate commitment to quality	2	.4
18	Work effectively with others in teams	1	.2
19	Display a "can do" attitude	1	.2





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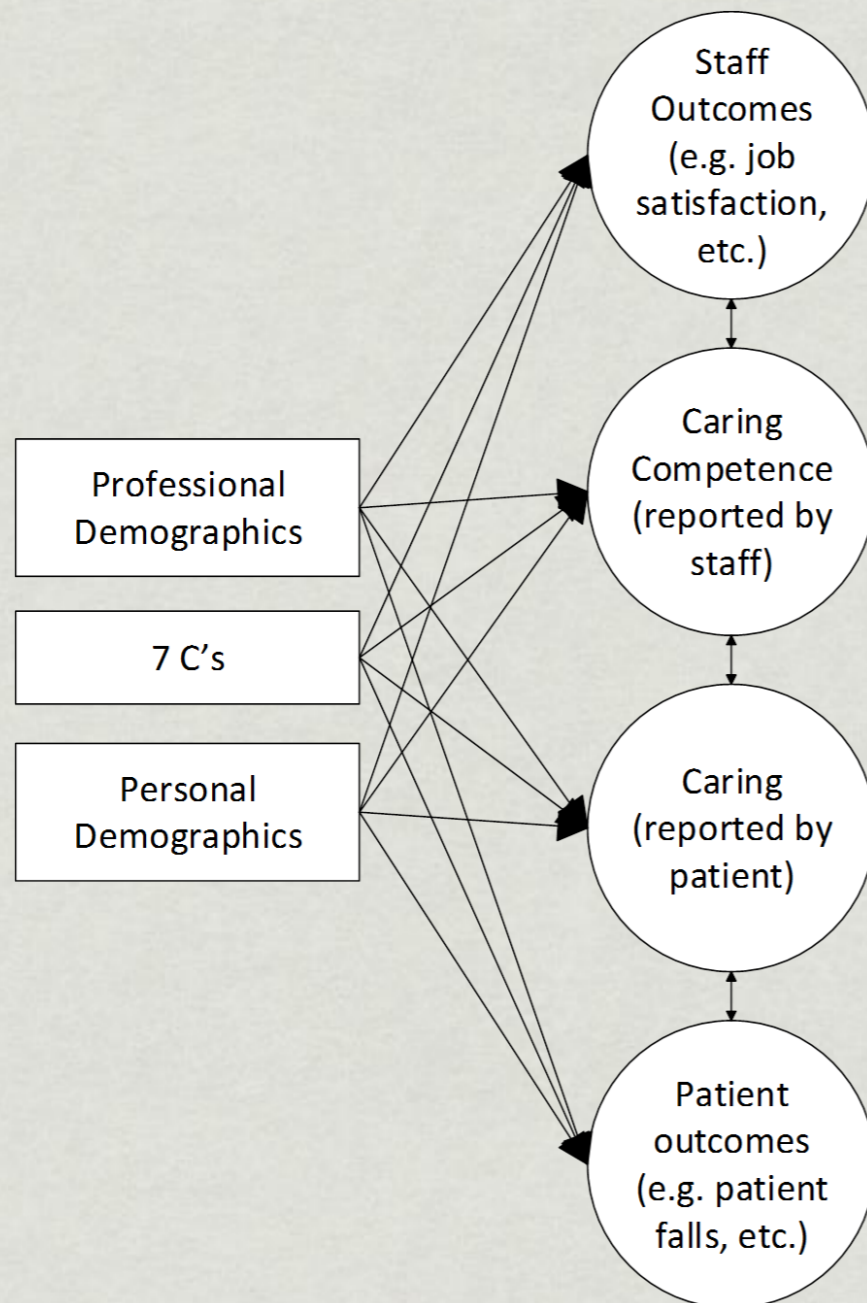
## ❖ Swanson Theory of Caring

1. Knowing (e.g. listening and seeking to understand)
2. Maintaining belief (e.g. supporting patient as they act on strength)
3. Being with (e.g. acting with thought, not reacting)
4. Doing for (e.g. providing resources)
5. Enabling (e.g. teaching self-care strategies)

Dimension	HCA Wording	CPS Wording “Did you feel that the member of staff who just looked after you...	r	p	n
Spirituality	“My caregivers encourage me to practice my own individual spiritual beliefs.” (item #6)	...was able to ensure that your faith or belief needs were met.” (item #17)	-.145	.567	18
Caring	“My Caregivers treat me with kindness and compassion.” (item #2)	...was caring.”	-.361	.001	78
Information	“My requests for information are responded to with respect.” (item #4)	...was informative.” (item #4)	-.213	.065	76
Feelings	“My caregivers value my feelings.” (item #13)	...was aware of your feelings.” (item #13)	-.351	.002	73
Decision making	“My caregivers encourage me to make decisions.” (item #14)	...was encouraged me to make decisions about my care/treatment.” (item #18)	-.106	.384	69
Respect	“My caregivers treat me with dignity and respect.” (item #15)	...was respectful of you.” (item #16)	-.242	.033	78
Responsible to do job well	“My caregivers take responsibility to do their jobs well.” (item #16)	...took responsibility to do their job well.”	-.185	.104	78
Commitment to quality	“My caregivers demonstrate their commitment to quality.” (item #17)	...demonstrated commitment to quality.” (item #20)	-.169	.139	78
Teamwork	“My caregivers work effectively with others in teams.” (item #18)	...worked effectively with others in teams.” (item #21)	-.169	.143	77
‘Can do’ attitude	“My caregivers display a ‘can do’ attitude at every opportunity.” (item #19)	...displayed a ‘can do’ attitude at every opportunity.” (item #22)	-.048	.681	77

	“Did you feel that the member of staff who just looked after you was:			Factor
Item	Factor 1	Factor 2	Did not load	Loading
2	Comforting			.933
3		Positive		.313.
4		Informative		.323
5		Clinically competent		.540
6	Understanding			.886
7	Personal			.942
8	Caring			.969
9	Supportive			.954
10	An attentive listener			.889
11	Centered on you			.896
12		Technically skilled		.469
13			Aware of your feelings	-
14			Visibly touched by your experience	-
15	Able to offer you hope			.640
16			Respectful of you	-

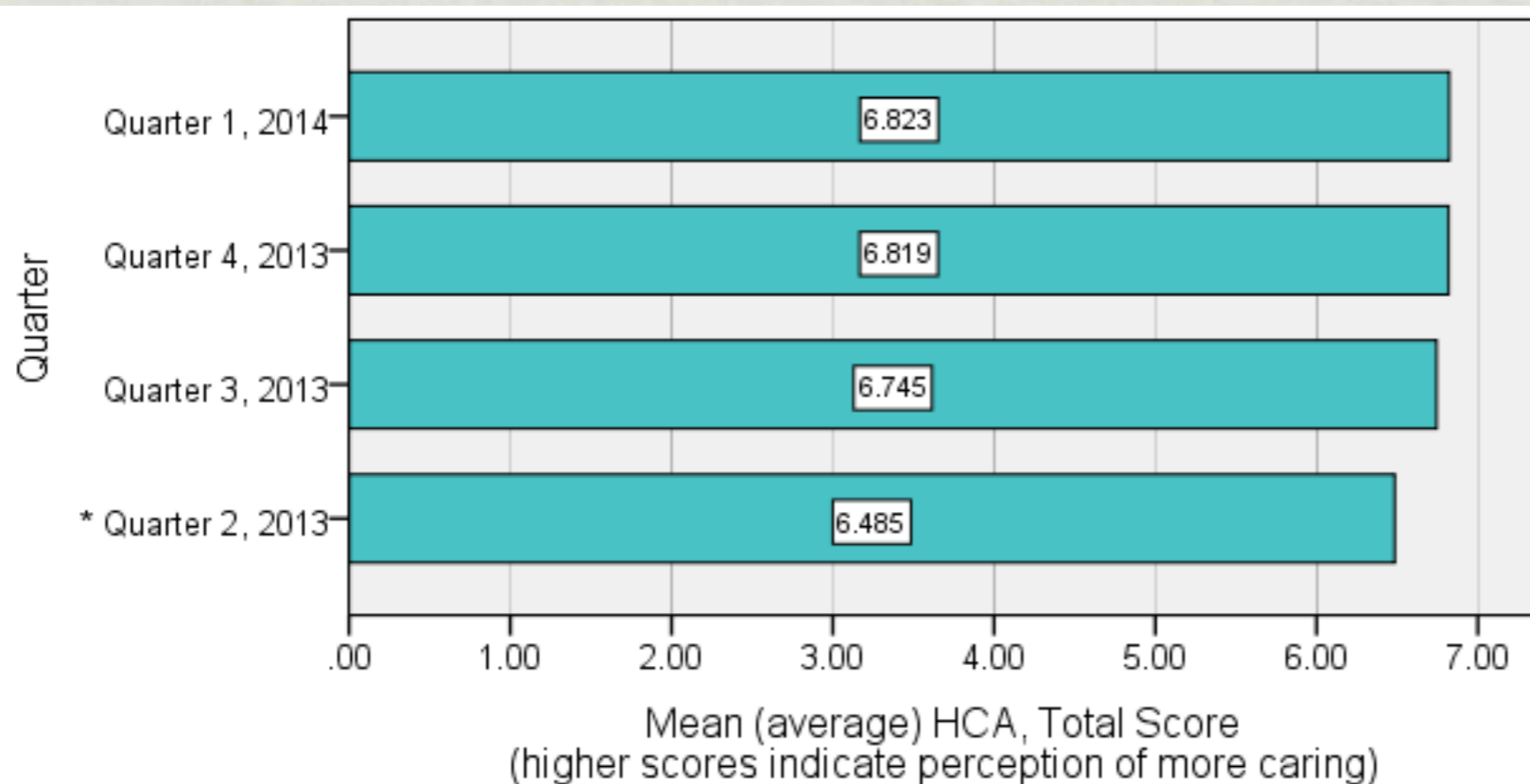
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❖ Compassionate Behaviours Assurance System (CBAS), Scotland



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\* Statistically significant difference using an alpha of .05

❖ Compassionate Behaviours Assurance System (CBAS), Scotland





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Thank you for listening to  
Part I of:  
Use of Caring Theory in  
Culture and Context

