Qualitative Analysis of Empathic Behavior Process Among Home–Visiting Nurses in Japan

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Purpose

Empathic Support Behavior Scale ver.2 (Ueno, et al.,2013) consists of two factors; Sense of responsibility and Automatization of understanding and action. According to averages of both of factors, home-visiting nurses were the highest in the following four groups; internal medicine, surgery, psychiatry and home-visiting nursing stations. This study attempted to clarify the structure and process of home-visiting nurses' empathic behavior to patients.

Methods

We used the Modified Grounded Theory Approach to conduct semi-structured interviews with 10 home-visiting nurses at six home-visiting nursing stations in Japan.

Subjects' gender; all females Age, M=47.6 years, SD=6.6Nursing experience, M=24.4years, SD=7.9Home-visit nursing experience, M=11.8years, SD=4.3

Conclusion

Home-visiting nurses' empathic behavior was a process during which the nurses were spending time with patients and consciously getting close to patients' minds. The nurses gained an understanding of the patients' suffering during their close relationship with the patients by using these nine skills.

Results Creating a calm attitude and atmosphere Getting close to patients' minds ■ Making a good first impression □ Talking with patients until fully understanding the situation □ Skillfully communicating the nurses' thoughts and feelings to patients □ Recognizing that suffering is shared, but patient and nurse are distinct individuals **Empathic** behavior Being with patients □ Do not deny, but respect patients' thoughts, wishes and habits □ Talking to patients casually □ Adjust one's behavior to the patients' current mood and situation ☐ Making patients feel at ease ☐ Avoid feelings of loneliness To became a familiar person to the patient Being free from pressure ☐ Gaining acceptance from coworkers

Fundamental attitudes of nursing

- □ Concerning nurses' relationship with patients as individuals □
- Helping to make patients' live their own lives peacefully

 Always mosting each patient as if it could be the last time

■ Always meeting each patient as if it could be the last time

Imagining patients' suffering

- Noticing anything unusual and imaging the possible reasons
- Becoming part of a patients' daily life
- Simulated experience through nurses' imagination