**INTRODUCTION**

Nursing education requires development of awareness and ethical sensitivity in appropriate decision making for quality care of the patient, helping professionals to understand their role and responsibilities. However, in México were not located studies about factors that influence ethical sensitivity in nursing students and professors. Social representations of nurses may be a factor explaining ethical sensitivity. Since beliefs, attitudes, emotions, knowledge and values give a particular way in the acting of the nurses with their patients.

**METHODOLOGY**

**DESIGN:** A qualitative method was used with social representations approach (Moscovici; 1983; Jodelet, 2002).

**Sample:** The sample was composed of 23 nursing students and 10 clinical nursing professors from a public nursing school in Monterrey, México. The total sample was 33 participants in 3 focal groups.

**OBJECTIVES**

1. - Explain ethical sensitivity from social representations constructed during patient care provided by nursing students and clinical nursing professors.
2. - Define the meaning and modeling of ethical sensitivity from the perspective of nursing students and professors.

**RESULTS**

**Social Representations : Beliefs about Ethical Sensitivity**

<table>
<thead>
<tr>
<th>Category</th>
<th>Sub category</th>
<th>Live Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beliefs about factors that are obstacles for quality care</td>
<td>Not getting a good salary “EE13,EE 14,EE 18”</td>
<td>“You learn from the people around you and from your family ” (EE08, EE21, EE20, EE13, PE02).</td>
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<tr>
<td>Beliefs about factors that favor quality care</td>
<td>If the nurse is sensitive, this influences patient recovery. The patient does not feel lonely, isolated and recovers faster” (PE02, EE02)</td>
<td>“Is something that you may learn and develop: having contact with patients and their families in the hospital” (EE16, EE10)</td>
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**Social Representations : Emotions about Ethical Sensitivity**

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<th>Sub category</th>
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<tr>
<td>Emotions are affective states triggered by ethical sensitivity</td>
<td>The nurse may feel anguish, depression, or the happiness of the patient... the patients feel happy because you listen to them... and understand their suffering (EE16,PE07)</td>
<td>“A nurse that shows sensitivity is a professional, and it well recognized by the staff” (EE09,EE10, EE 17, PE01).</td>
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**Social Representations : Values in Ethical Sensitivity**

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<td>Values are ideals or independent abstracts of any specific object or concrete situation or attitude, that represent the beliefs of a person about ideal behavior models. Roehe (1973,1979) defines value as a belief for a specific behavior.</td>
<td>Equity is important in quality care” (PE03,PE01)</td>
<td>“The patients values a nurse that shows sensitivity in care” (EE13, EE 20).</td>
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<td>Absence of values in care</td>
<td>Lack of values means not loving your profession “. Some nurse just work for the salary and do not care about giving a good care” (EE18, EE20, PE10).</td>
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**CONCLUSIONS**

- Beliefs about factors that are obstacles for quality care as: Resources, professional skills, work routines, patient behavior because of their disease.
- Factors that promote quality care as: Patient trust, nurse’s ethical sensitivity in care and follow quality care guides and protocols.
- Beliefs about ethical sensitivity were narrated as: Nurse recognition by the patient and the importance of modeling role in nursing profession.
- The participants defined ethical sensitivity, its components and characteristics as a skill with which one is born but it may also be developed.
- The participants identified empathy as an essential component of ethical sensitivity.
- Positive and Negative emotional states present in ethical sensitivity were defined. As feeling the anguish but also the happiness of patients.
- Positive attitudes to ethical sensitivity were identified like being well accepted by the patient and faster patient recovery. Negative attitudes like envy and competition from colleagues.
- The participants narrated present values in quality care as: Responsibility, respect and equality and the consequences of Bioethics and values ignorance in nursing practice.

**REFERENCES**