



The Caring Culture in the Emergency Department

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Faculty Disclosure

Faculty Name	Theresa Bucco PhD, RN-BC
Conflicts of Interest	None
Employer	NYU Rory Meyers College of Nursing
Sponsorship/ Commercial Support	None

Purpose

- The purpose of this qualitative descriptive analysis was to examine nurses' perceptions of nurse caring behaviors in the Emergency Department (ED) to provide an insight into the caring culture of the ED.

Learning Objectives

- The learner will be able to describe nurses' perceptions of nurse caring behaviors in the ED.
- The learner will be able to discuss the nurses' perceptions of optimal caring conditions and the barriers to optimal caring conditions.

Background

- Secondary analysis of a parent study
- Qualitative Descriptive Analysis
- “ The Relationships between Patient’s Perceptions of Nurse Caring Behaviors, Nurses’ Perceptions of Nurse Caring Behaviors and Patient Satisfaction in the Emergency Department”

Parent Study Background

- Yearly 134 million people seek care in the ED (<https://www.cdc.gov/nchs/fastats/emergency-department.htm>)
- Caring for these patients is challenging for ED nurses.
- Often these patients are in distress.
- ED nurses must provide emergency care within the context of a caring relationship.
- It is the patients' perceptions of the first caring encounter in the ED that can have a significant impact on the patient experience (Trout, Magnusson, & Hedges, 2000).

Parent Study

- Descriptive cross-sectional design
- Convenience Sample - ***Eighty-six nurse/patient dyads***
- Setting: Mid-Atlantic regional medical center with two ED campuses designated as 911 receiving hospitals
- Background Information Questionnaire
- Caring Behaviors Inventory-24 (CBI-24) Nurse and Patient Version (Wu, Larrabee & Putnam, 2006)
- Patient Satisfaction Instrument (PSI) (Hinshaw & Atwood, 1982)
- Optional Open-Ended question

Nurses' Perceptions of Nurse Caring Behaviors

- Nurses' perceptions of their "acts, conduct, and mannerisms that convey concern, safety, and attention to the patient" in the ED (Greenhalgh, Vanhanen, & Kygas, 1998, p.928).
- The nurse's score obtained on the Caring Behaviors Inventory-24 (CBI-24) Nurse Version. The higher the mean score on the total and individual CBI items, the greater the perception of caring is perceived by the nurses.
 - 1 to 6 point Likert scale
 - never to always
 - CBI Scores Mean 5.58 (SD= .76)

Examples of Nurse Caring Behaviors (CBI-24)

- *Attentively listening to the patient.*
- *Giving instructions or teaching the patient.*
- *Spending time with the patient.*
- *Knowing how to give shots, IVs, etc.*
- *Demonstrating professional knowledge and skill.*
- *Managing equipment skillfully.*
- *Returning to the patient voluntarily*
- *Encouraging the patient to call if there are problems*
- *Helping to reduce the patient's pain*
- *Treating patient information confidentially*

Open Ended Question

- "Are you able to care for your patients in the Emergency Department as you would like to?"
- Yes or No?
- Why or Why not?

Method: Qualitative Descriptive Analysis

- Qualitative description was used to glean a comprehensive description of participants' experiences in a way that utilized their own language to convey their thoughts, ideas, beliefs, and experiences .
- Chunks of data ideas, descriptions of the investigated topic were coded and clustered within transcripts looking for commonalities and differences (Sullivan-Bolyai et al., 2005).
- Second researcher reviewed responses for accuracy of recurring themes.

Descriptive Statistics of RN Sample n=86

Age	Average age 36
Gender	Female 83.7%
Race	White/Caucasian 79.5%
Marital Status	Married 44.2%
Education	Bachelors Degree 48.8%
Experience	New Grad 57.6%
Work Profile	Full time 80.2%

Results

- Data collected and analyzed
- Yes/No question: 81 nurse participant responses
- 20% Yes answers (n=16)
- 80% No answers (n=65)
- Two themes emerged:
 - Optimal Nurse caring behaviors
 - Factors impeding Nurse caring behaviors

Themes

Optimal Nurse Caring Behaviors

- Personal Satisfaction
- Teamwork
- Staffing

Factors Impeding Nurse Caring Behaviors

- ED overcrowding
- Staffing issues
- Equipment issues
- Time
- Privacy

Optimal Nurse Caring Behaviors

Supporting Comments

Personal Satisfaction

6.0% of comments

"We see immediate results- that are very satisfying."

"I love the ED."

"I do my best to meet the needs of all of my patients."

"As an RN you always want to do more for your patients."

Team Work

3.7% of comments

“At night we work as a team, we like each other.”

“We rely on one another.”

Staffing

1.5% of comments

“ When the unit is staffed, I can care for my patients as I would like to.”

Factors Impeding Nurse Caring Behaviors
Supporting Comments

ED Overcrowding

43% of comments

"We have too many patients."

"The nurse patient ratio is very high."

"Patient acuity is too high."

"The ED is overcrowded."

"At any time we can have over 130 patients in the ED."

Staffing Issues

37% of comments

"Not enough RN staff."

"Not enough Patient Care Assistants."

"There are not enough medical providers."

"Lack of support services for timely patient care ex: radiology etc."

Equipment Issues

23% of comments

“Not enough equipment.”

“Equipment is outdated/broken.”

“There are two computer systems.”

Time

23% of comments

"There is not enough time to care for your patients."

"We have to complete tasks that take us away from the bedside."

"There is no actual time to have a conversation with a patient."

Privacy

9% of comments

"There is no privacy."

"We have to talk about personal things in the hallway."

"We have to give bedpans in the hallway."

Conclusions

- Nurses recognize and value the importance of their nurse caring behaviors .
- Nurses value the relationship with their patients.
- Nurses acknowledged that they were often in situations where they were not able to deliver optimal care.
- Nurses provided valuable information for improving the ED environment in support of better care.



Thank You!

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