

The Communicational Behaviors of the Nurses Towards 'Crying Patient'

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Abstract : Introduction: As an expression of an emotion which always exists in life, crying is regarded as one of the problematic behaviors of patients by nurses. Towards such patients, nurses may exhibit emotional and behavioral reactions such as feeling helpless, anger, indifferent, defense, and opposition. However crying either meets a need, reduces the tension to cope with problems or helps patient to gain strength. Therefore, nurses must accept that crying is a normal mechanism that reduces emotional tension and should approach a crying patient accordingly. Objective: This study was carried out to evaluate the communicational behaviors of the nurses towards 'crying patient'. Methods: This descriptive study was conducted with the nurses working at a university hospital in a city in the Eastern Black Sea in June-September 2015. The entire universe was tried to be reached without sampling. 90% of the population was reached and the study was completed with 309 nurses who volunteered to participate in the study. Data were collected through a questionnaire which was prepared reviewing the literature by researchers. Data were evaluated in SPSS analysis program using percentages, numbers and chi-square test with the 95% confidence interval and $p < 0.05$ significance level. Findings: The findings showed that the average age of nurses was 31.52 ± 7.96 , work experience was $10:09 \pm 7.69$ and only 22.7% had training about 'approach to crying patient' during their education. 97.1% of the nurses often faced with crying patients in their professional lives, 62.8% stated that they faced crying women patients. When they see crying patients, 84.8% of the nurses 'do not want the patient to cry', 80.9% wonder 'why they are crying', % 79.6 'feel uneasiness', % 79.3 'feel sorry' and 41.4% 'feel helpless'. The question 'Why do you think the patient is crying?' was answered by 93.5% nurses as 'they are suffering', by 86.1% 'they are helpless', 80.9% 'they are sad', 79.6% 'they need help', 54.4% 'because they feel inadequate,' and 44.7% 'they fail to control their crying behavior'. 'How do you approach to your patient when she/he is crying?' question was answered by 82.5% of nurses as 'I would console', 77.3% as 'I would ask the reason', 63.1% as 'I would try to stop her from crying' all of which are actually inappropriate nursing approaches. However, 92.2% of the nurses stated that 'I do not judge the crying patient', '87.1% said 'I allocate time to crying patients' and 85.8% said 'I ask patient whether they want to cry alone'. The study showed that educational background and work experience of the nurses affected the appropriate approach to crying patients ($P < 0.05$). Conclusion: As a result of the study, it was found out that nurses do not want patients to cry, so they exhibit inappropriate approach such as consoling the patients and they have difficulty in approaching crying patients.

Keywords : approach to patient, communication, crying patient, nurse, Turkey

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