


**ORIGINAL RESEARCH:
EMPIRICAL RESEARCH - QUALITATIVE**

Patient perspectives of maintaining dignity in Indonesian clinical care settings: A qualitative descriptive study

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Abstract

Aim: To gain an understanding towards the perspectives of hospitalized inpatients in Indonesia regarding maintaining dignity during clinical care.

Background: Dignity is a basic human right that is crucial for an individual's well-being. Respect for a person as a valuable human is a concept that is comparable to treating a person with dignity. Maintaining patient's dignity is an ethical goal of nursing care. Nevertheless, the concept is highly dependent on cultural context. This issue has not been well studied in Indonesia.

Design: This study used a qualitative descriptive design.

Methods: Thirty-five participants were recruited by purposive sampling from medical to surgical wards of six public hospitals in Eastern Java, Indonesia. Data were collected in 2016 through individual face-to-face semi-structured interviews. Inductive content analysis was applied to the data.

Findings: Four major categories which described qualities of nursing care essential for maintaining a patient's dignity in clinical care settings were revealed: (1) responsiveness; (2) respectful nurse-patient relationships; (3) caring characteristics and (4) personalized service.

Conclusions: Our findings provide a cultural viewpoint of dignity for care recipients in Indonesia. The findings provide empirical support for linking dignified care and person-centred care principles with regards to cultural sensitivity. Nurses must not only be clinically competent but also culturally competent. The ability to provide culturally competent care is important for nurses as a strategy to maintain patient dignity during hospitalized care.

KEYWORDS

clinical care, content analysis, cross-culture, dignity in care, maintaining dignity, nursing, patient dignity, patient perspectives, qualitative descriptive, respect

1 | INTRODUCTION

Dignity is a basic human right crucial to an individual's well-being. However, the term 'dignity' is a multidimensional concept whose meaning is complex and ambiguous (Adib-hajbaghery & Aghajani, 2015). Consequently, the abstraction of dignity is difficult to apply

directly to the concrete setting of health care (Barclay, 2016). Thus, an interpretation of dignity is required that influences sociocultural environments and personal narratives (Franklin, Ternstedt, & Nordenfelt, 2006). As the diversity of countries escalates, assessing the phenomenon of dignity in a cross-cultural nursing setting brings increasing challenges to healthcare research.