

CLINICAL SCHOLARSHIP

Nurse Perspectives of Maintaining Patient Dignity in Indonesian Clinical Care Settings: A Multicenter Qualitative Study

Nurfika Asmaningrum, MN, RN¹  & Yun-Fang Tsai, PhD, RN² 

1 Lecturer, School of Nursing, The University of Jember, East Java Indonesia, PhD Candidate, The Graduate Institute of Clinical Medicine Sciences, College of Medicine, Chang Gung University, Tao-Yuan, Taiwan

2 Professor, School of Nursing, College of Medicine, Chang Gung University, Tao-Yuan, Taiwan, and Department of Nursing, Chang Gung University of Science and Technology, Tao-Yuan, Taiwan, and Department of Psychiatry, Chang Gung Memorial Hospital at Keelung, Keelung, Taiwan

Key words

Clinical care, content analysis, dignity, nurse perspective, nursing, patient dignity, qualitative, respect, cross-cultural

Correspondence

Dr. Yun-Fang Tsai, School of Nursing, College of Medicine, Chang Gung University, 259, Wen-Hwa 1st Road, Tao-Yuan, Taiwan, 333.
E-mail: yftsai@mail.cgu.edu.tw

Accepted March 25, 2018

doi:10.1111/jnu.12410

Abstract

Purpose: Nurses have a professional obligation to maintain patient dignity when providing nursing care. The concept of dignity, however, is dependent on cultural context. The aim of this study was to elicit nurses' perspectives for maintaining patient dignity in Indonesian clinical care settings.

Design: A qualitative descriptive study was performed.

Methods: A total of 40 clinical nurse participants were recruited by purposive sampling from six general public hospitals in Eastern Java, Indonesia, including six medical and six surgical units. Data were collected in 2017 using individual face-to-face semistructured interviews. Inductive content analysis was employed.

Findings: The interview data revealed nurses considered three main elements were necessary to maintain patient dignity in clinical care: personalized care, which included prioritizing patients and treating as individuals; compassionate care, which included empathizing and providing emotional support; and patient care advocacy, which included protecting patient rights and being a representative for the patient.

Conclusions: This study provided knowledge on how to maintain patient dignity from the cultural perspective of clinical nurses in Indonesia. Our findings highlight the importance of providing dignified care in a manner that is congruent with culture. The nurses in our study considered compassion and beneficence necessary values for providing dignified patient-centered care, which might be qualities that are culturally sensitive for an Indonesian population.

Clinical Relevance: Strategies should be developed to improve dignity of care for hospitalized patients in Indonesia as well as other cultural settings, which could be incorporated into patient care. These should include improving patients' health literacy to increase patient-centered communication, eliminating mixed-gender wards to enhance patient privacy, and involving family members as partners in health care.

Dignity is an important topic in healthcare research as it informs nurses' perspectives regarding ethical care. The World Health Organization (2015) defined dignity as "an individual's inherent value and worth and is strongly linked to respect, recognition, self-worth and the possibility to

make choices." To treat someone with dignity is to treat them in a way that is respectful of them as valued individuals (Royal College of Nursing, 2008). Therefore, the terms respect and dignity can be utilized interchangeably for exploring the concept of dignity.