



Testing the Causal Model of Empathy with the Patient Based on the Culture of Ethical Behavior and Daily Spiritual Experiences with the Mediation of Patience in Female Nurses

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Abstract

The aim of the current research was to examine the causal model of empathy with the patient based on the culture of ethical behavior and daily spiritual experiences with the mediation of patience in female nurses of Sanandaj city. In this study, the population included all the female nurses of Sanandaj who were working in public hospitals in 2021. The sample embraced 200 female nurses from the mentioned group whom were selected by convenience sampling method. The current research was a correlational study and path analysis type. To collect data, the Jefferson Patient Empathy Scale (1995), Trevino and Butterfield's Ethical Behavior Culture Questionnaire (1998), Mohammad Alipour et al.'s Daily Spiritual Experiences Scale (2016) and Khormai et al. (2015) Patience Scale were implemented. The data were analyzed through applying path analysis, by using SPSS version 22 and Amos 23. The results of the analysis showed that the proposed model had an optimum goodness of fit and there was a significant direct path between daily spiritual experiences, the culture of ethical behavior and empathy with the patient in female nurses ($p < 0.05$). Also, daily spiritual experiences and the culture of ethical behavior through patience had an indirect significant relationship with the sense of empathy with the patient in nurses ($p < 0.05$). It could be concluded that the female nurses based on the culture of ethical behavior and daily spiritual experiences with the mediation of patience should accomplish empathy with patients and play significant role to promote patients cure.



Extended abstract

Introduction: Today, the effective communication of empathy with the patient is the first step to start the treatment process in the clinic. Therefore, nurses are considered an important factor in the treatment process by showing empathy with the patient. In the field of medicine, empathy with the patient is the ability to put oneself in the patient's place, which includes understanding her /his experiences, pains and unpleasant memories and trying to communicate according to what she has learned with the aim of helping patients. In addition to empathy with the patient in female nurses, considering the significant impact of ethics-based behavior culture on the degree of achievement of goals, formulation of strategies, individual behaviors, organizational performance, job satisfaction, creativity and the way of decision-making and monitoring. Yes, it can be reported that there is no phenomenon far from the role and impact of this concept in the organization. Among the factors affecting empathy are daily spiritual experiences (Daily Spiritual Experiences), which include trying to understand stressful situations and coping with stress. Another factor that facilitates nurses' empathy with patients is patience, which as a desire in a person makes her/ his calm in the face of failures, bitterness or suffering. Accordingly the aim of the current research was to examine the causal model of empathy with the patient based on the culture of ethic behavior and daily spiritual experiences with the mediation of patience in female nurses of Sanandaj city.

Method: In this study, the population included all the female nurses of Sanandaj who were working in public hospitals in 2021. The sample embraced 200 female nurses from the mentioned group whom were selected by convenience sampling method. The current research was a correlational study and path analysis type. To collect data, the Jefferson Patient Empathy Scale (1995), Trevino and Butterfield's Ethical Behavior Culture Questionnaire (1998), Mohammad Alipour et al.'s Daily Spiritual Experiences Scale (2016) and Khormai et al. (2015) Patience Scale were implemented. The data were analyzed through applying path analysis, by using SPSS version 22 and Amos 23.

Results: The results of the analysis showed that the proposed model had an optimum goodness of fit and there was a significant direct path between daily spiritual experiences, the culture of ethical behavior and empathy with the patient in female nurses ($p < 0.05$). Also, daily spiritual experiences and the culture of ethical behavior through patience had an indirect significant relationship with the sense of empathy with the patient in nurses ($p < 0.05$).

Conclusions: To suggest an explanation, it could be concluded that the most basic effort in healthcare organizations is to increase the health of their active and efficient workforce, especially nurses as the main body providing services to patients. It should be reported that the understanding of the daily spiritual experiences of nurses in the hospital environment, which is one of the factors related to helping others when faced with a critical situation, and a sign of religious belief and interpretation of the spiritual events and how to adapt to it; could be a predictor of nurses' empathic behavior. It could be concluded that the female nurses based on the culture of ethic behavior and daily spiritual experiences with the mediation of patience should accomplish empathy with patients and play significant role to promote patients cure.



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