



# A Descriptive Study on Patients' Experience of Nurses' Practicing Anticipatory Caring Behaviours

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## Background

The specific aim of this study is to evaluate the effectiveness of the application of the four anticipatory caring behaviours (ACBs) on improving nurse-patient interaction and enhancing patients' experiences. The hypothesis of this study is the post course anticipatory caring behaviour survey scores will be more favourable than the pre course survey.

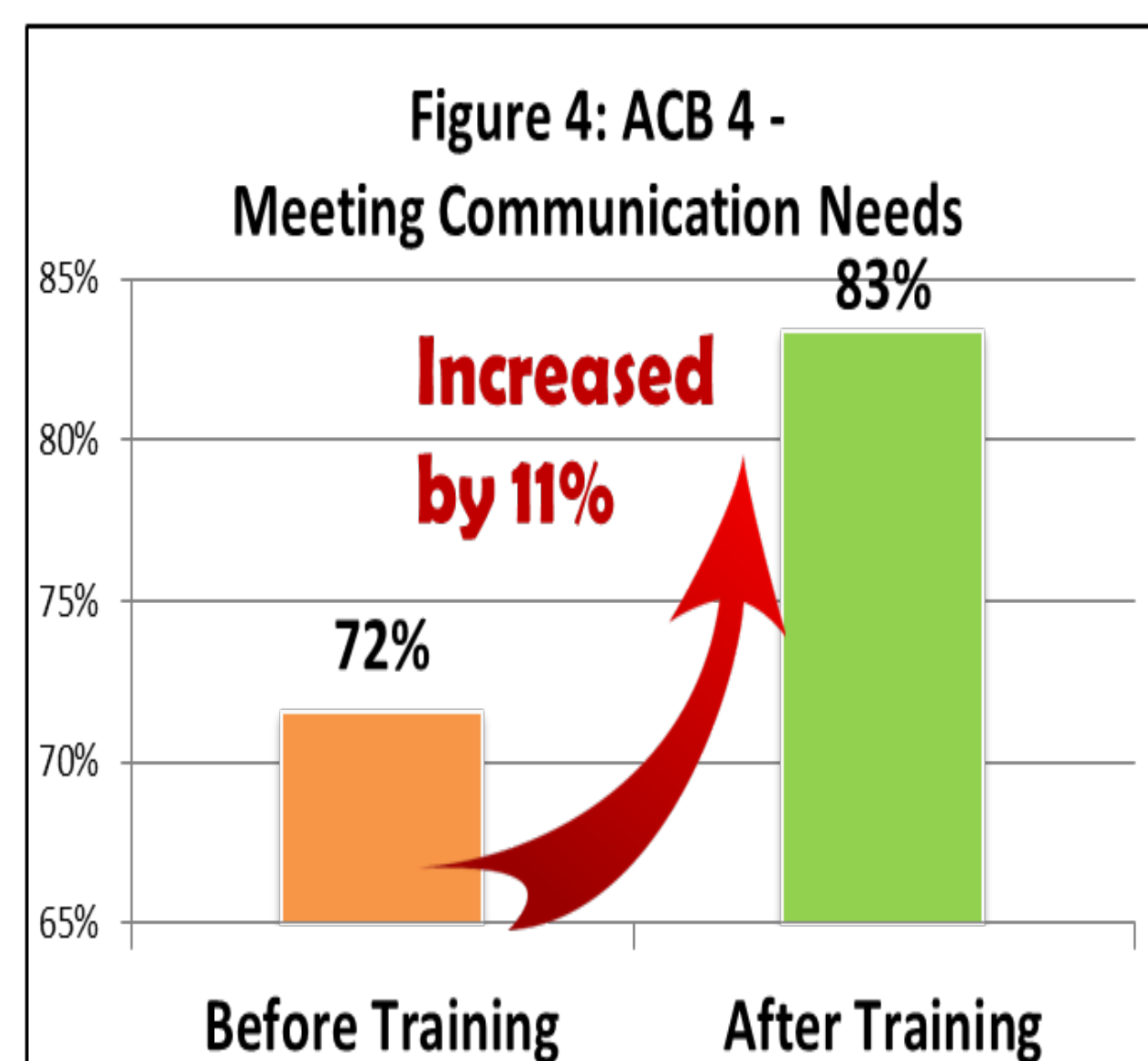
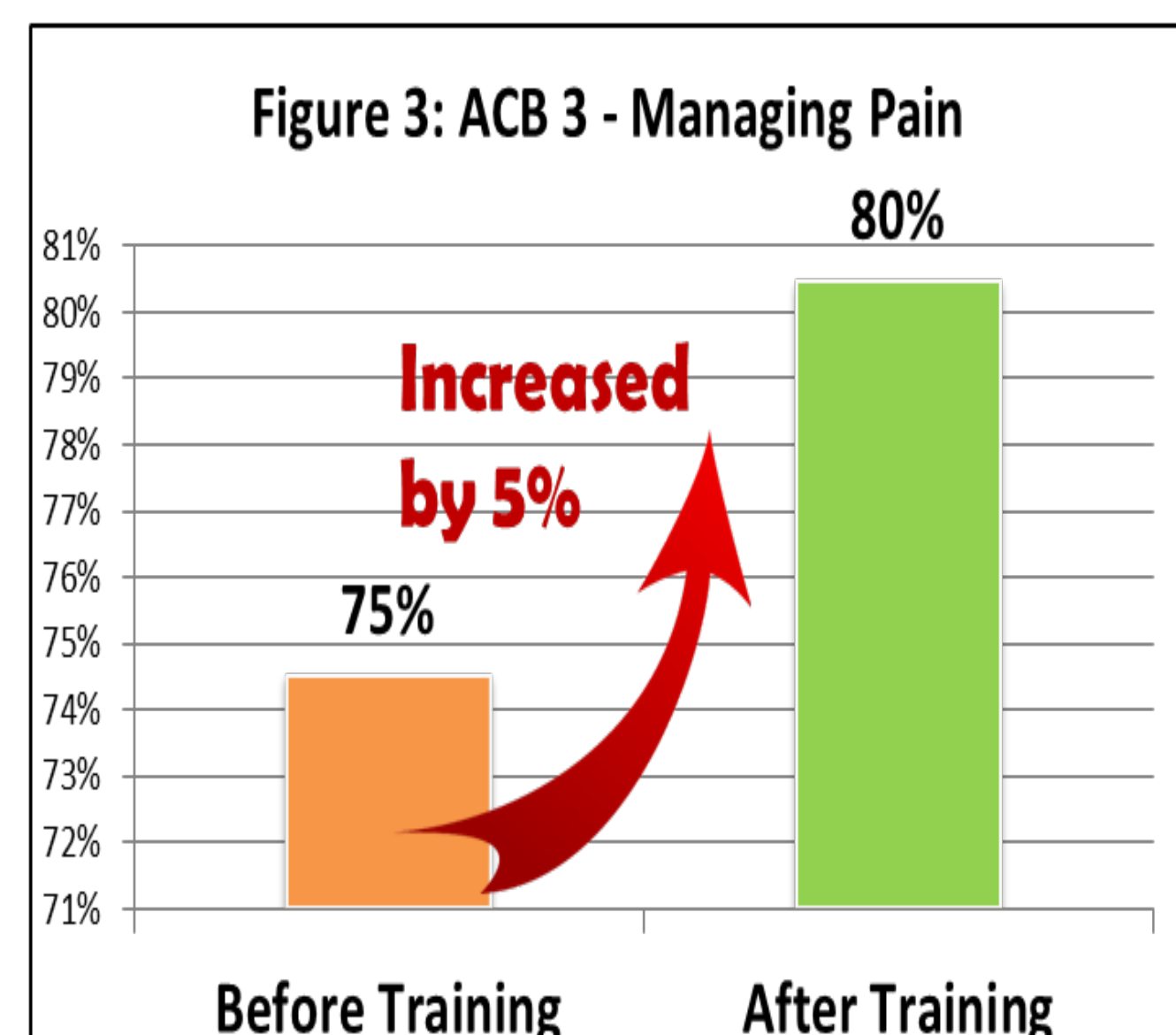
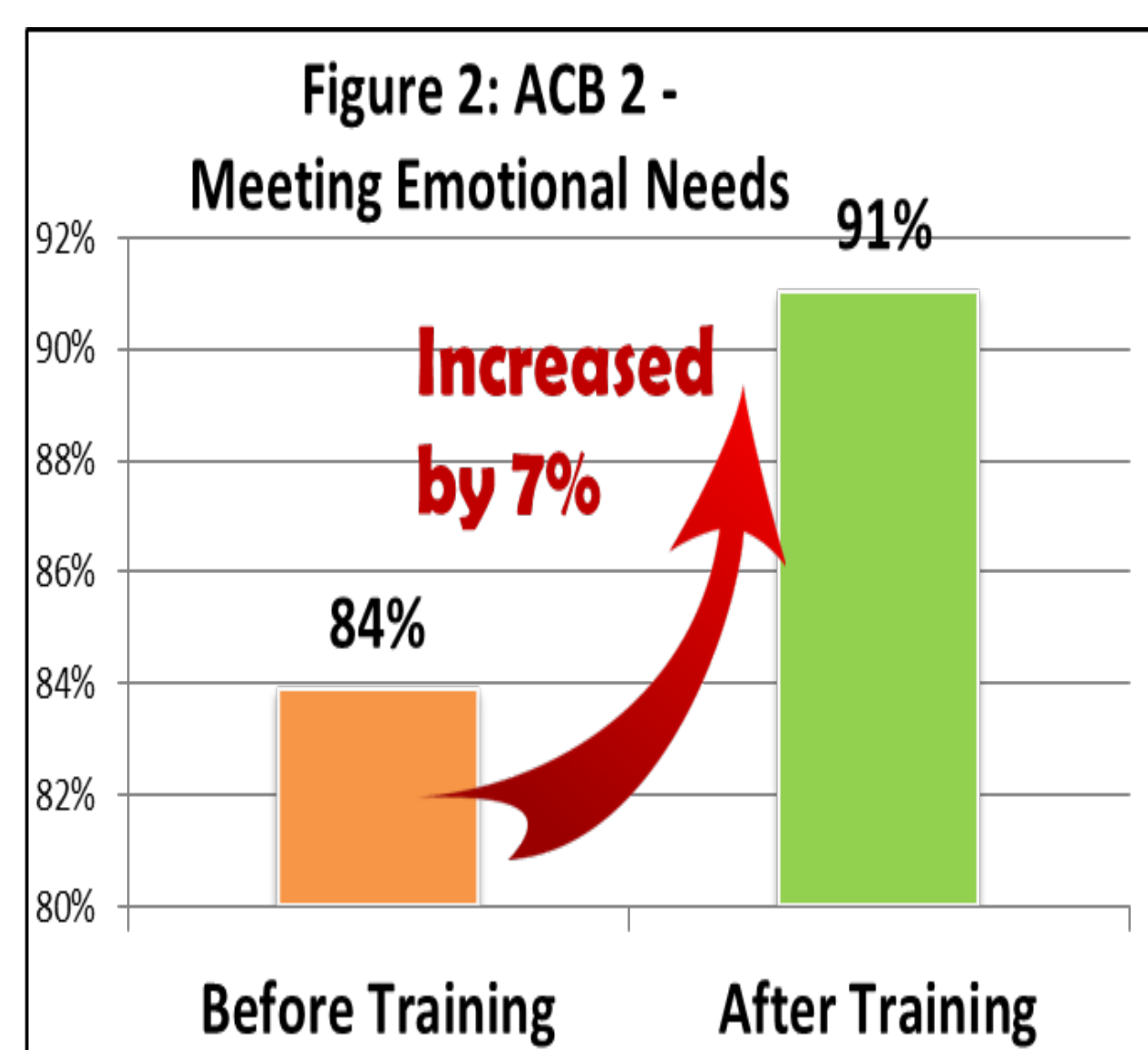
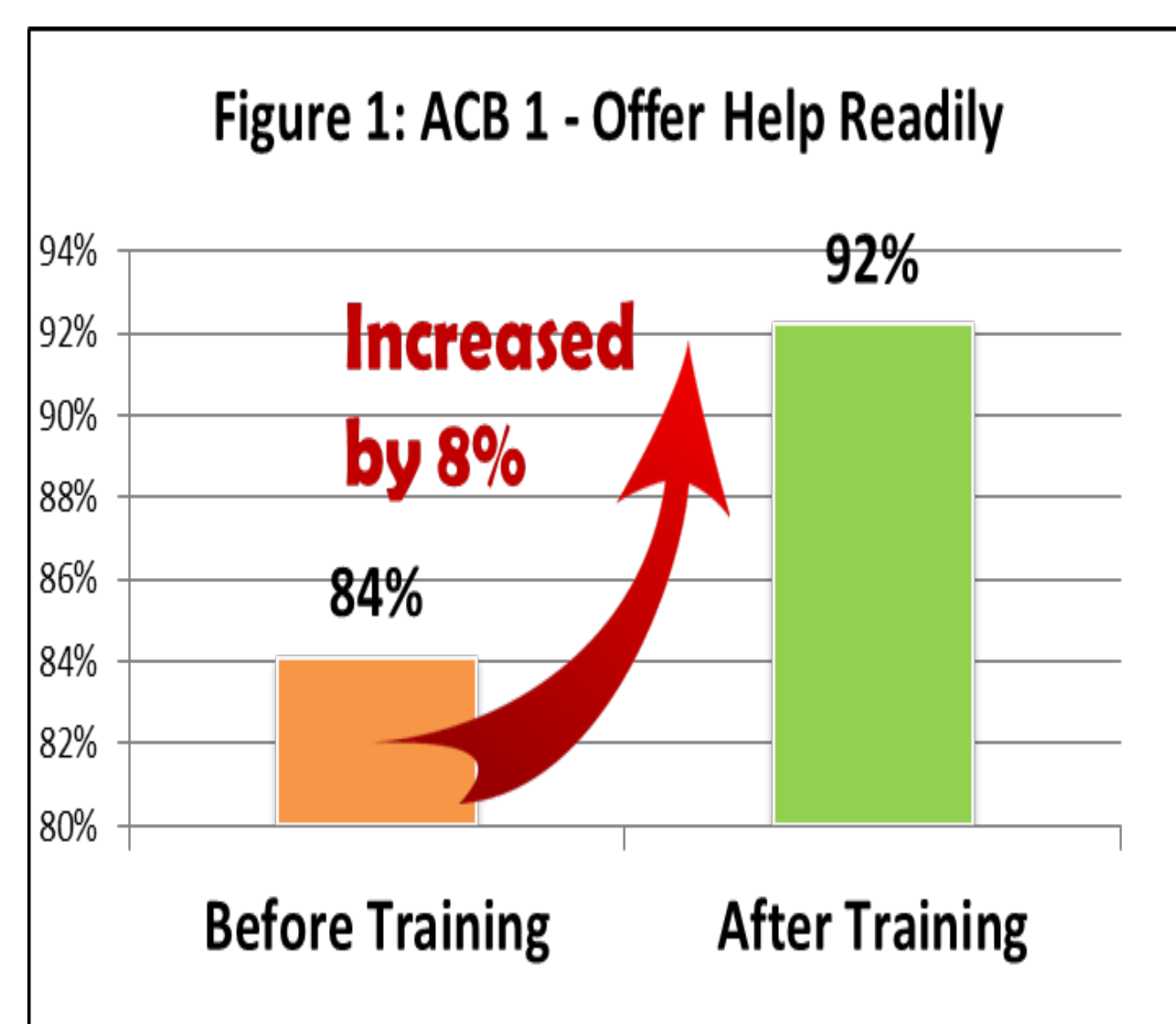
## Methodology

Based on the four ACBs: offering help readily, meeting emotional needs, managing pain and meeting communication needs, a self-administered questionnaire on a 5 point Likert scale was developed. Content expert was consulted followed by piloting the questionnaire with a few patients. Refinements were done based on their feedback.

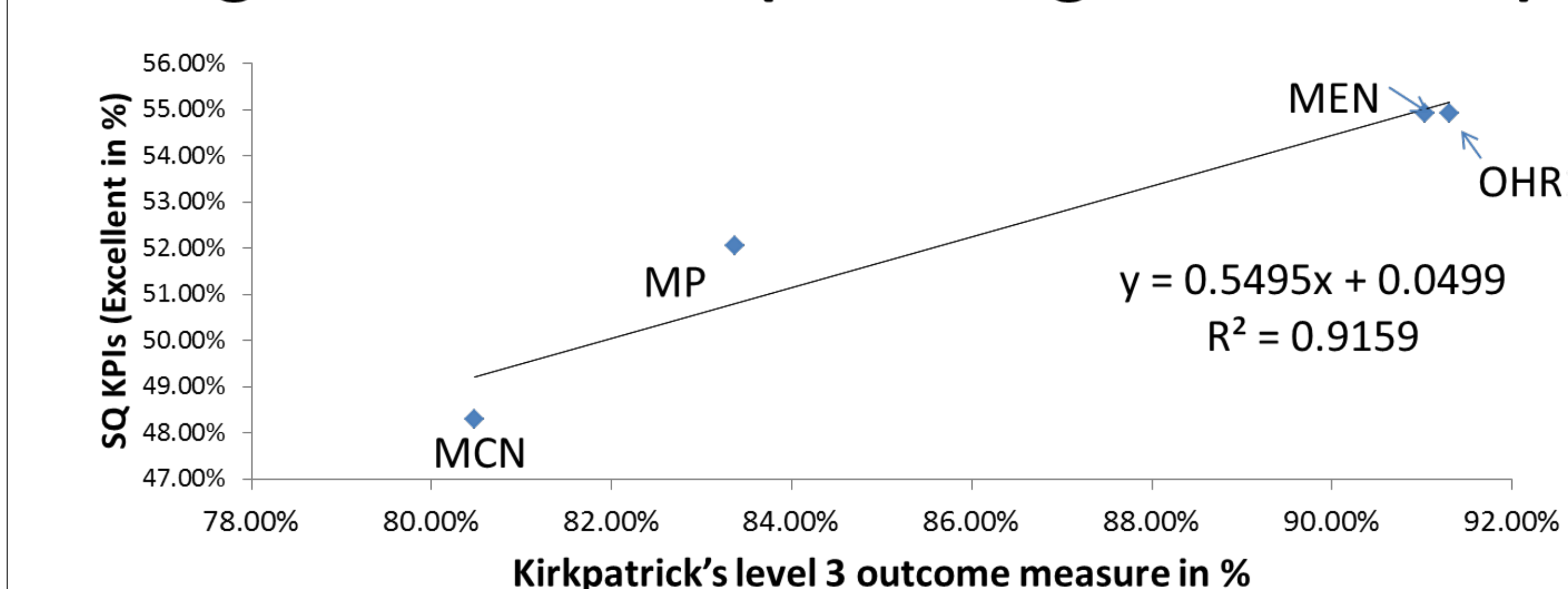
Six targeted wards were selected in this study. With the Centralised Institutional Review Board approval, a team of independent surveyors conducted the survey. A baseline ACBs surveys was conducted in March 2015 to obtain feedback directly from 180 patients and their caregivers on their observation of these behaviours amongst our nurses. Completed and returned questionnaires implied their voluntary participation with 100% response rate. Anticipatory Caring Power Station (ACPS) training was conducted for staff from these 6 targeted wards between April to July 2015. After a critical mass of nurses had undergone the ACPS, a post training survey was conducted from 180 patients and their caregivers from August to Nov 2015.

## Results

The Statistical Package for Social Sciences (SPSS) version 19 was used to assist with analysis. The findings showed that post course anticipatory caring behaviour survey scores were significantly higher than pre-course survey on the four ACBs (see figure 1 to 4). The regression model, with a coefficient of > 0.9 proven that ACBs had impacted significantly to positive patient experience (see figure 5).



## Figure 5 Regression Model (from Aug to Nov 2015)



Legend	ACBs	Kirkpatrick's level 3 outcome measure in %	SQ KPIs (Excellent in %)	SQ KPIs that are measured
OHR	Offer Help Readily	91.30%	54.92%	Care and Concern
MEN	Meeting Emotional Needs	91.03%	54.92%	Care and Concern
MP	Managing Pain	80.48%	48.30%	Managing Pain
MCN	Meeting Communication Needs	83.37%	52.06%	Explain and Updates Care and Treatment

## Conclusion

The practice of the 4 ACBs has generated impactful favourable patient and caregiver experiences.

## Acknowledgement

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