

Comparing the Perspectives of Patients with Those of Nurses: Information Received and Information Provided

Yu-Chen Hsu¹ Shu-Hui Yeh² Fan-Hao Chou³ Mei-Hsing Chen⁴

Abstract

Using patient and nurse perspectives, this survey study examined whether patients received adequate preoperative information. At issues were whether information was received or provided before surgery, and whether the information was received or provided in a timely manner. Additionally, this study examined why nurses hesitate to provide adequate preoperative information to patients. The study sample consisted of patients who had undergone surgery and their primary nurse at one medical center and two community hospitals in Kaohsiung. In total, 296 questionnaires were returned complete by 148 patients and 148 nurses. The structured questionnaire was the Preoperative Information Scale (patient and nurse versions). For information received and provided, seventy percent of the answers by nurses and patients for questions measuring “psychosocial support” and “postoperative situations” differed. Most patients and nurses agree that the period between hospital admission and surgery was the most suitable for providing information. The major reason nurses do not provide preoperative information to patients was a worry that such information would increase patient anxiety. Analytical results highlight the importance of providing psychosocial support. Furthermore, discussing postoperative recovery with patients prior to surgery can increase patient satisfaction.

Key words: Preoperative information, information needs, providing information

¹ Clinical Instructor, Fooying University.

² Associate professor, Chang-Gung institute of technology.

³ Associate professor, Kaohsiung Medical University College of Nursing.

⁴ Chung-Ho Memorial Hospital, Kaohsiung Medical University.

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Address Correspondence to: Fan-Hao Chou No.100, Shih-Chuan 1st Road, Kaohsiung 807, Taiwan (R.O.C)