



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Care delivery of nursing students in Hong Kong**

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**Introduction**

Delivery of bed side care is a crucial determinant on the quality of health care service. Nursing students contribute to daily duty in the front line position during field practice. Their performance exerts influences on the service quality.

**Objectives**

This was a study on the students of the Higher Diploma of Nursing on the frequency of caring behaviors. Their caring expression would shed light to the quality of caring.

**Methodology**

This study adopted Caring Behaviors Inventory consisting of 42 nurse caring behavioral items in five dimensions - 'Assurance of human presence', 'Professional knowledge and skill', 'Respectful deference to other', 'Positive connectedness', and 'Attentiveness to the other's experience'. With explanation and implied consent, the questionnaire was distributed to students during their third year education in the School of General Nursing in Hong Kong. The extent to which the caring behaviors made visible in their field practice was graded by 6 levels from 1=never to 6=always. Data was then analyzed by SPSS descriptive statistics.

**Result**

Ninety two nursing students (response rate 100%) responded to the questionnaire. The five most frequent caring behaviors were 'Treating patient information confidentially' (mean=5.11, SD=0.92), 'Showing respect for the patient' (mean=5.07, SD=0.75), 'Helping the patient' (mean=4.96, SD=0.75), 'Appreciating the patient as a human being' (mean=4.90, SD=0.95) and 'Being cheerful with the patient' (mean=4.86, SD=0.79). The least frequent caring behaviors were 'Calling the patient by his / her preferred name' (mean=3.75, SD=1.14), 'Giving the patient information so that he or she can make a decision' (mean=3.77, SD=0.84), 'Including the patient in planning his / her care' (mean=3.83, SD=1.10), 'Touching the patient to communicate caring' (mean=3.84, SD=0.97) and 'Helping the patient grow' (mean=3.91, SD=0.81). Findings revealed the powerful effect of culture in determining the quality service provided by students. Aligned with the hospital system, the mandatory training in the

hospital-based Nursing School reinforced students on the issue of data privacy even prioritizing above caring attitude. At the most junior level in the hospital system with minimal decision-making power, students respected patients by the titles of uncle and aunty in Chinese culture without trespassing touch and spiritual emphasis. Nevertheless, caring elements were regarded as significant in this helping profession.