Self-compassion: Basis of Quality Nursing Care

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ABSTRACT:
Quality health care and service excellence are of critical and fundamental importance and are major differentiating features between health care providers. Patient satisfaction is a widely recognized measure of medical care quality and a predictor of several positive consequences for organizations and patients. Patient attending a hospital is responsible for spreading the good image of the hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management. Feedbacks of patients are vital in quality improvement. Nurses are the leading part of health care team in providing quality care to patients. Emotionally intelligent nursing staffs deliver more qualified services. Nurses, in hospital settings, often provide care for patients and families who are suffering. Compassion is an essential component of the care that nurses provide. Self-compassion is the ability to be compassionate to oneself, without this ability nurses might not be prepared to be compassionate to patients. Compassionate care benefits patients with regard to elected treatment adherence, wound healing, satisfaction and well-being; it benefits physicians with regard to lowered depression rates, elevated meaning, lower burnout, and more diligent technical care; it benefits healthcare systems that establish reputational gains at no greater use of time or resources; it benefits medical students with regard to their diminished complaints of abusive clinical environments and maladaptive team interactions.

KEYWORDS:

INTRODUCTION:
Nurses’ being an important part of health care team has a major responsibility in providing quality care services to patients because the Nursing profession has always placed quality as a priority on its agenda for nursing care, monitoring and evaluation. In providing quality health care service nurses’ has to be emotionally intelligent, self-compassionate and should have good communication skills, because these parameters are inter-related and strongly influence the nurses’ in delivering services. (Henderson A, 2001).

In this regard Mohammad R.E. (2012) revealed that nursing staffs’ emotional intelligence has a direct effect on the offered services quality. Emotionally intelligent nursing staffs deliver more qualified services and perform beyond the patients’ expectations from service quality that, in turn leads to patients’ loyalty, guarantees their purchases and affects consumer behaviour positively. Similarly, Von Dietze E (2000) conclude that it is important for the nurses to experience compassion, because it affects their decision making and actions contributing to excellence in the practice of nursing and Neff KD (2003) reported that without ability of self-compassion, nurses might be ill prepared to show compassion to those for whom they care. It is also important for the nurses’ to have good communication skills with the personals they work with because effective communication is a fundamental element of nursing and serves as integral to the provision of quality patient care. Effective communication plays a crucial role in meeting the cognitive and affective needs of