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The Effect of Nurse Empathy in the Assessment Process and Nursing Actions

¹ Muhammad Basirun, ² Dadi Santoso, ³ Sarjono Suwarti, ⁴ Umi Aminatul, ⁵ Ela Nurlaila

^{1, 2, 5} Universitas Muhammadiyah Gombong, Indonesia

³ Politeknik Semarang, Indonesia

⁴ Hospital PKU Muhammadiyah Gombong, Indonesia

Corresponding Author: **Muhammad Basirun**

Abstract

Background: Empathy in nursing care is shown by the existence of cognitive, affective and psychomotor empathy. The cognitive component is the ability of health workers to understand patients from a patient perspective. Second, the emotional component is the ability to feel the patient's anxiety and anxiety. And third, the clinical action component is the ability to take part as a patient for the actions taken. This study describes in detail cognitive, affective and psychomotor empathy in the stages of the assessment process and nursing actions.

Methods: Systematic literature review, following database: Google search, NCBI, ResearchGate, PubMed, between 2010- 2022. Qualitative assessment was applied using Giacomini and Cook's criteria.

Results: It was found that there were 39 articles discussing the effect of empathy on the process of improving and facilitating nursing assessments and actions that lead to patient recovery.

Conclusions: An empathetic approach will facilitate the assessment process and nursing actions.

Keywords: Effect, Benefit, Empathy, Care, Nursing, Patient

1. Introduction

Nursing empathy is an action that is built collaboratively with the action of a nurse's commitment, which is produced by certain interactions ^[1]. Empathy is the feeling of feeling what others feel. The results of Kahriman's research, ^[2] at the Hospital's Children's Clinic it was conveyed that with empathy you will be able to understand patients well, build interpersonal relationships and increase patient satisfaction. Rosulullah SAW taught that fellow Muslims must love each other, just as one body has a sick limb, the other limb feels pain, as soon as the right-hand hurts, the left hand takes its role and tries to protect it and vice versa and the head and brain think about treating it. Someone who is walking then trips over his toes, then quickly his mouth will say ouch and "Innalillahi wa innailaihi roji'un", his eyes quickly see his toes and his fingers immediately hold him. This is an illustration of the empathetic relationship between Muslims and other Muslims.

Rasulullah saw. said which means: "From Abi Musa r.a. he said, Rasulullah saw. said, "A believer who is one with another is like a building whose parts strengthen one another" (HR Bukhari). Rasûlullâh Shallallahu 'alaihi wa sallam said: A Muslim is the brother of another Muslim. He may not wrong him and may not allow other people to disturb him (even he is obliged to help and defend him).

Empathy is a cognitive process as an effort to think, understand the patient ^[3]. Empathy in the clinical context always experiences differences in the reciprocal relationship with the patient ^[4]. Empathy in patients and caregivers has, mutual adjustment, movement, and psychophysiological processes ^[5].

Empathy in nursing care is shown by the existence of cognitive, affective and psychomotor empathy. The three components in this empathy ^[6], explained as follows; First, the cognitive component is the ability of health workers to understand patients from the patient's perspective. Second, the emotional component is the ability to feel the patient's anxiety and anxiety. And third, the clinical action component is the ability to take part as a patient for the actions taken. This study describes in detail cognitive, affective and psychomotor empathy in the stages of the assessment process and nursing actions.

2. Method

Systematic literature research, Basis data berikut: Google search, researchgate dan PubMed antara tahun 2010- 2022. Selected manuscripts are assessed using Giacomini and Cook's criteria.

Table 1: Results of research selection based on Giacomini and Cook's criteria on conventional clinical care empathy

S. No	Sumber/ peneliti	Empathy research results
1	Kahriman <i>et al.</i> , 2016	A good relationship between nurses and patients is also shown by the nurse's empathy with a husnudhan or kind attitude, building a positive attitude in interpersonal relationships ^[2] .
2	Jeffrey, 2016	Empathy depends on the patient's clinical context and will make it easier to gather patient data ^[4] .
3	Finset & Ørnes, 2017	Empathy is characterized by an individual's informal interaction with psychophysiological processes ^[5] .
4	Holmes, Jeremy & Slade, 2018	Theorists define empathy as the patient's healing process ^[7] .
5	Tan <i>et al.</i> , 2021	Clinical empathy as a result of imaginative, affective, and cognitive processes shown through behavior, communication, and attention ^[8] .
6	Schliesman, 2018a	Empathy improves the quality and quantity of data obtained from patients to facilitate doctor's diagnosis ^[9] .
7	Jani <i>et al.</i> , 2012	doctor's empathy supports health with better clinical therapy results ^[10] .
8	Derksen <i>et al.</i> , 2013	Empathy can reduce the patient's anxiety and sadness ^[11] .
9	Decety & Fotopoulou, 2015	Empathy can affect the patient's beliefs and health ^[12] .
10	Mercer & Reynolds, 2017	Empathic care increases patient satisfaction and recovery ^[13] .
11	Robert Elliott, Arthur C. Bohart, 2018	Empathy is a fairly strong predictor of patient recovery ^[14] .
12	Howick <i>et al.</i> , 2018	Empathy is beneficial in growth and development, reducing patient anxiety and doubts ^[15] .
13	Sperandeo <i>et al.</i> , 2021	Empathy can help with good treatment outcomes ^[16] .
14	Guidi & Traversa, 2021a	Empathy brings a cognitive perspective and an emotional dimension and is very important for healing patients ^[17] .
15	Brouzos <i>et al.</i> , 2015	Group leaders who show empathy are liked by children and reduce anxiety ^[18] .
16	Naji <i>et al.</i> , 2020	Empathy as a factor that can help reduce anxiety during and after treatment ^[19] .
17	Shah <i>et al.</i> , 2021	Brief empathetic phone calls during the waiting period by the doctor result in lower levels of patient anxiety and distress ^[20] .
18	Moon <i>et al.</i> , 2017	Verbal empathy and touch given before bronchoscopy reduces patient anxiety ^[21] .
19	Weiss <i>et al.</i> , 2017	Responding empathetically when patients express negative emotions is associated with decreased anxiety ^[22] .
20	Terezam <i>et al.</i> , 2017	The nurse's empathic approach will make it easier to assess and treat patients ^[23] .
21	Moudatsou <i>et al.</i> , 2020	On the other hand, it has been shown that healthcare professionals with high levels of empathy operate more efficiently to fulfill their role in eliciting therapeutic change ^[24] .
22	Sanchez, 2021	An important capacity for cooperation depends on the ability to understand others through representations of their mental and emotional states and without empathy, we lose the ability to be compassionate. ^[25] .
23	Gleichgerrcht & Decety, 201	The ability to engage in awareness of others and regulate one's emotions and inclinations to help others, contributes to compassion in helping patients in clinical practice ^[26] .
24	Guidi & Traversa, 2021b	Clinical empathy has a positive impact on multiple levels to foster trust, communication, and mutual understanding ^[27] .
25	Schliesman, 2018	Empathy makes it easy to communicate with patients ^[28] .
26	Weiss, Rachel Vittinghoff, Eric Anderson, 2016	Responding emphatically when patients express negative emotions is associated with higher communication ratings ^[29] .
27	Walsh <i>et al.</i> , 2019	The empathy of doctors who are assessed by patients is highly correlated with patient satisfaction in pain clinic consultations ^[30] .
28	Basirun, 2021	The patient nursing care approach with empathy will provide satisfaction to the patient ^[31] .
29	Derksen, Bensing, & Lagro-janssen, 2013	There is a good correlation between physician empathy and patient satisfaction with a direct positive relationship ^[32] .
30	Ayuso-murillo <i>et al.</i> , 2020	Empathy reduces patient anxiety ^[33] .
31	Hojat <i>et al.</i> , 2017	Physician empathy has an important role in assessing the patient-doctor relationship ^[34] .
32	Huda <i>et al.</i> , 2017	Empathy increases awareness with the ability to interact and care ^[35] .
33	Atzil-Slonim <i>et al.</i> , 2019	empathic accuracy (EA) facilitates the client's emotional well-being ^[36] .
34	Wu, 2021	Conversation or communication with empathy is a very useful method for describing and analyzing nurse-patient interactions ^[1] .
35	Xiao <i>et al.</i> , 2021	Xiao <i>et al.</i> suggested that both emotion (ie, sadness) and empathy (ie, high-trait empathy) are vital motivators that impact prosocial assistance decisions ^[37] .
36	Sinclair <i>et al.</i> , 2017	Empathy is experienced as an affective response that acknowledges and seeks to understand individual suffering through emotional resonance of compassion ^[38] .
37	Gilbert <i>et al.</i> , 2017	compassion (eg, being sensitive to, and moved by one's suffering) has complex relationships with other attributes of compassion ^[39] .
38	Singer & Klimecki, 2014	Empathy increases positive feelings, good emotional connection and compassion ^[40] .
39	Rachel <i>et al.</i> , 2018	Empathy increases self-compassion for others ^[41] .

3. Ethical Clearance

This research has passed the research ethics test.

4. Result

The results of a literature search of more than 10,000 articles were then carried out by selecting suitability in patient care, then a final selection was carried out with Giacomini and Cook's criteria presented in the Table 1.

5. Discussion

1. Empathy in nursing assessment

The nursing assessment process is the initial stage of implementing nursing care which functions in extracting data, seeking information on patient data and problems. The process of extracting this data becomes very important related to nursing actions and the patient's healing process. Ease of extracting data is supported by building a positive attitude, communication with empathy, the collaboration of nurses and patients, the openness of patients, patients feel valued.

The nurse's empathic approach will make it easier to assess and treat patients [23]. Data problems and patient problems are something that is private, so a formula is needed to be able to make it easier to do that, namely with an empathetic approach, a gentle attitude and feeling what the patient feels. The results of the study showed that with the application of nurse empathy in assessing and caring for patients it would be easier [23], because they can better understand their patients [2] also because empathy will build a positive attitude in interpersonal relationships [2]. High nurse empathy will also make it easier to dig up patient data such as; to gain insight into the patient's concerns, feelings, and distress [4]. On the other hand, it has been shown that healthcare professionals with high levels of empathy operate more efficiently to fulfill their role in eliciting therapeutic change [24]. Empathy, improving the quality and quantity of data obtained from patients, which helps improve the diagnostic ability of doctors [9]. The results of research on nurses working in the ICU show that empathy increases the quality and quantity of health services [42]. Empathy in consulting improves outcomes [13]. Conversation or communication with empathy is a very useful method for describing and analyzing nurse-patient interactions [1].

Collaboration between nurse and patient.

An important capacity for cooperation depends on the ability to understand other people through representations of their mental and emotional states [25]. Good cooperation between nurses and patients during the data mining process will be able to produce comprehensive data; starting from the patient wanting to state their identity, allowing the nurse to do a physical assessment even including vital areas. Collaboration by building empathy, the patient will also allow the nurse to examine the emotional, psychological and even religious problems. The results of the study show that informal human interaction is characterized by mutuality of lexical harmony, reciprocal adjustment, movement synchrony, and psychophysiological processes [5].

Patients feel valued, increased rapport and warmth

With empathy will provide warmth and give patients a feeling that they are important and feel respected [4]. This feeling of warmth, fun and feeling valued is very important to facilitate the process of assessing patients. A good

relationship between nurses and patients is also shown by the nurse's empathy with a husnudhan or kind attitude, building a positive attitude in interpersonal relationships [2]. Because of the patient's perception of the doctor's empathy has an important role in the assessment of the patient-doctor relationship [34]. Likewise, the pattern of reciprocal relationships between doctors and patients provides quality relationships with vocal synchronization, as well as movement synchronization and psychophysiological processes [5]. which in turn will make it easier for nurses to extract patient data and problems [2]. Physician empathy has an important role in assessing the patient-doctor relationship [34]. Although this is a doctor-patient study, it can be applied to the nurse-patient relationship, that empathy increases awareness with the ability to interact and care [35]. It can be emphasized again that with nurse empathy, the assessment process in care will be better, because the interaction between nurses and patients becomes good and cares for each other which leads to strength and hope for patients in recovery. This is also confirmed in other research that empathy is very important to strengthen individual bonds [43], means the strength of the relationship between nurse and patient.

2. Empathy in nursing actions

Clinical empathy as a sense of connection between health workers and patients as a result of imaginative, affective and cognitive processes, which is expressed through behavior and communication skills, genuine concern [8]. The action process in nursing care is successful if there is a process of building a positive attitude, communication with empathy, cooperation between nurses and patients, patient openness, and patients feel valued. The nurse's empathic approach will make it easier to treat patients [23]. Empathy can increase behavior and kindness [8]. The application of empathy in nursing actions is shown in table 2.

Table 2: Empathy in the Application of Nursing Actions

S. No	Masalah pasien	Jenis tindakan	Penerapan empati
1	The need for intravenous fluids.	Infusion measures.	Provide care for patients carefully and try not to cause pain
2	Occasional needs.	Fulfillment of nutritional needs and needs at any time.	Trying to help not to burden patients and families
3	Nursing actions	Explanation of nursing actions	Explaining to patients regarding medical/nursing actions and accepting what is the patient's decision.
4	Purification and prayer	Help purify and pray.	Professionals know that a patient's illness is a test of life, so they try to help purify and pray.
5	Brooding and looking confused	Approaching, holding back, stroking head (patient of the same sex as staff) and helping	When a member of the patient seems to be contemplating and looks confused, professionals feel what they are feeling and immediately approach by saying what we can help.
6	Patients with Covid 19 cases	Approach and provide information	When there are patients with Covid 19 cases, professionals also feel sad, there is a sense

			of fear and a feeling that they are close to death.
7	The patient will undergo surgery	Approaching and providing information	When a patient is about to be operated on; the patient is stressed-- the patient is wondering; about the pain of being operated on, about the consequences and others, I feel what the patient feels.

An important capacity for cooperation depends on the ability to understand other people through representations of their mental and emotional states ^[25]. The results of the study show that informal human interaction is characterized by mutuality of lexical harmony, reciprocal adjustment, movement synchrony, and psychophysiological processes ^[5]. Patient openness in providing information occurs when there is a good relationship between the nurse and the patient and the patient's family.

Effectiveness in care

With empathy will provide warmth and give patients a feeling that they are important and feel valued ^[4], Empathy is also able to build a positive attitude in interpersonal relationships ^[2]. Persepsi pasien tentang empati dokter memiliki peran penting dalam penilaian hubungan pasien-dokter ^[34]. With this good relationship, nurses will be facilitated in taking action, even if the action is private. The doctor-patient's reciprocal patterns provide quality relationships with vocal synchronization, as well as synchronization of movements and psychophysiological processes ^[5].

The patient's perception of the doctor's empathy has an important role in the assessment of the patient-doctor relationship ^[34]. The establishment of a good relationship between the nurse and the patient will facilitate the act of nursing care, even the patient's role also helps and facilitates the action being carried out. Because empathy increases awareness with the ability to interact and care ^[35]. Empathy is very important for strengthening individual bonds ^[43].

Compassionate Empathy

Without empathy, we lose our ability to be compassionate ^[25]. Having deep affection for nurses will show concern and in carrying out nursing actions it is carried out seriously, carefully and truthfully. The nurse's compassion also raises awareness of the need to help others. The results show that the ability to engage in awareness of others and regulate one's emotions and inclinations to help others, appears to contribute to the compassion that comes from helping patients in clinical practice ^[26].

Xiao *et al*, suggested that both emotion (i.e., sadness) and empathy (i.e., high-trait empathy) are vital motivators that impact prosocial assistance decisions ^[37]. Empathy is experienced as an affective response that acknowledges and seeks to understand individual suffering through emotional resonance of compassion ^[38]. The results also found that some elements of compassion (e.g., being sensitive to, and moved by one's suffering) have complex relationships with other attributes of compassion ^[39]. Empathy increases positive feelings, emotional connection and compassion with others ^[40]. There is an important relationship between empathy and self-compassion for others ^[41]. As an example, in practice acting with compassionate empathy is;

1. When a patient is moaning in pain, with compassion

and empathy, the nurse immediately approaches, provides immediate and careful care about the pain and then tries to console him.

2. Help position the patient to sleep properly and comfortably, in an empathetic and compassionate nurse, the nurse does this carefully, slowly and provides the most comfortable position possible.

6. Conclusion

An empathetic approach will facilitate the assessment process and nursing actions.

7. Conflict of Interest

This research there is no conflict of interest.

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