

Original Article

Assessment of Nurses' Knowledge and Attitude about Professional Nursing Etiquette at Elmek Nimer University Hospital, Shandi .Sudan 2019

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Abstract

Background: Nursing etiquette used in clinical practice worldwide to deliver quality-individualized care to patients who lead to strengthen relationships with patient and present a positive professional image. The study aimed to assess nurse's knowledge and attitude regarding professional nursing etiquette. **Methods:** Descriptive cross-sectional hospital-based study was carried out in Elmek Nimer university hospital. The study includes 120 nurses. The data was collected by structured interview sheet, designed by researcher based on reviewing of literature. The data is analyzed by using statistical package of social science version 20. **Result:** The study showed that majority of nurses applied professional nursing etiquette in the hospital. More than two third (75%) of nurses mentioned that characteristic of shoes should be white in color. while, more than third (36.7%) reveled that heel should be less than 2.5 cm without heel. More than half (53.3%) of nurses had acceptable knowledge about dress. Near to two third (61.2%) of nurses they smile in patient face. Majority of nurses have acceptable knowledge about walking, sitting in chair, squatting to pick up something from the floor and pushing the treatment chart in nursing work place. More than two third of nurses had acceptable knowledge about carrying treatment

tray. While (83.3%) knocked the door first and use their hands to open room.

Conclusion and recommendation: The study concluded that nurses had acceptable knowledge about nursing etiquette with positive attitude. The study recommended regular training and further studies in the Sudan.

Key words: Nursing, Etiquette, Dress, Medication, Attitude, Professional

Introduction

The professional image of nurses is shaped by many determinants for eg. the style of professional attire. The external appearance is directly related to the concept of comfort, occupational health and safety, as well as the issue of identifying nurses against the background of other members of the therapeutic team or administrative staff of a given medical facility. The external appearance also shapes a positive or negative image of the representatives of a given profession, thus affecting the professional prestige of a group of professionals in question(1). Over the years, the nursing dress code has changed. In the 20th century, the nurse was obliged to wear a white coat, and above all a nurse's cap, as a symbol of nursing profession(2).

Etiquette is simply a socially acceptable way of interacting in a manner that conveys respect and makes others feel comfortable. Rules of

etiquette govern both formal and informal settings, and each situation has spoken and unspoken rules. Cultural differences may alter these guidelines somewhat, but most that apply to common behaviors are widely accepted. Adherence to these simple rules of conduct influence whether or not a nurse is viewed as trustworthy by others(3).

The trust engendered by professional appearance and behavior creates an emotional connection between the patient and nurse for the duration of the relationship and shouldn't be taken lightly(4). Poor nurse-to-patient etiquette undermines the public's trust in the nursing profession. so there are other interactions that demonstrated a lack of professional nurse-to-patient etiquette(5).

Methods: Descriptive, cross-sectional hospital-based

Study area: The study Elmek Nimer university hospital at Shendi city, River Nile State, Sudan, Shendi town is located north of Khartoum, about 176 km. and 110 km south to Elddamer, the capital of River Nile State, and Shendi town is lies on the eastern bank of the River Nile with a total area about 14596 Km². The total population of Shendi locality is estimated at about 197589 of whom 116713 live in rural areas and 80876 in urban centers, most of them are farmers. Shendi University was established in the early 1990s and stands as a landmark institution in Higher Education.

Study Setting:

This study was carried out at Elmak Nemir University hospital. This hospital was established since 2002. It's the second university hospital in Sudan. The hospital provides most types of medical services (medicine, surgery, Obs/Gyne, and pediatric). Beside these there are cardiac, renal, and oncology centers). In the hospital there is a big

theater complex in which most type of general operations can be done (caesarean, GIT surgery and orthopedic surgery ...etc.). There was two diabetic outpatient clinics in the hospital established since 2009, one for adult and other for children, which composed of three rooms, laboratory, doctor and nursing follow-up care room which provide care, follow up and teaching for the diabetic patients. In this clinic there are nurses rotate the duty among them, doctors and physician, the clinic work every Thursday from eight o'clock to mid-day. The hospital system to the work of the nurses three shifts per day. Morning shift (eight hours) for five days a week and two days' rest. Afternoon and evening shift (16 hours) and two days' rest. The distribution of nursing staff according to need of hospital departments, nurses they will have rotated frequently without fixed intervals according to the need. There is also extra work (on call) mandatory 3 days in the month to each member of the nursing staff.

Study population:

The target population in this study was identified as being all nursing staff member (males and females) during the time of the study. they were (120) nurse, they have various certificates of bachelor, diploma, and master's degree in nursing science.

Data collection tool:

The data was collected by structured interview questionnaire with closed ended questions, designed by researcher based on reviewing of literature. It consists of four sections, the first section contains questions designed to collect demographic data, the second section questions designed to evaluate the etiquette of nursing appearance in the work environment, the third section questions designed to address behavior of nursing in the work environment and the

fourth section questions designed to evaluate the attitude of the nurse during work.

Data collection technique:

The data was collected by researcher himself. All nurses who satisfied the inclusion criteria and were accessible received a questionnaire containing the 'a closed ended question. The collection plan involved accessing the population of nurses while they in hospital.

Data analysis:

The data was analyzed by using computer software "statistical package for social

sciences" SPSS program version (20) and presented in forms of tables and figures.

Ethical consideration: -

The study was approved by faculty committee research board then a permission was taken by Agree written consent from Elmek Nemir hospital administration and the nursing director. The purpose of the study was verbally explained clearly and in easy way for every nurse and have a chance to participate in the study or rejection.

Results

TABLE (1): Distribution of nurse's knowledge about characteristic of nurses' shoes

Color			Total
Item	Frequency	Percent	(120),100%
White	90	75%	
Black	23	19.2%	
Pink	1	0.8%	
Other	6	5%	
Heel			
Less than 2.5cm	44	36.7%	
2.5cm	15	12.5%	
More than 2.5cm	13	10.8%	
Without heel	39	32.5%	
I don't know	9	7.5%	
Shape			
Open	9	7.5%	
Closed	104	86.7%	
Poot	5	4.2%	
I don't know	2	1.7%	

Table (2) Distribution of nurse's knowledge about nurse posture:

Item	Frequency	Percent
Legs open & head straight	48	40%
Legs closed & head straight	62	51.7%
I don't know	10	8.3%
Total	120	100%

Table (3): Distribution of nurse's knowledge about nurse sitting

Item	Frequency	Percent
Good knowledge	17	14.2%
acceptable knowledge	91	75.8%
Poor knowledge	12	10%
Total	120	100%

Table (4): Distribution of nurse's knowledge about squatting:

Item	Frequency	Percent
Good knowledge	16	14.0%
acceptable knowledge	104	86.0%
Total	120	100%

Table (5): Nurse's attitude before entering and open the patient room

Before entering			TOTAL
	Frequency	Percent	(120),100%
Knocked first	89	74.2%	
Open the door and enter	28	23.3%	
Others	3	2.5%	
When open the close door			
Her/his hands	100	83.3%	
Her/his foot	8	6.7%	
Hand &foot both	10	8.3%	
Others	2	1.7%	

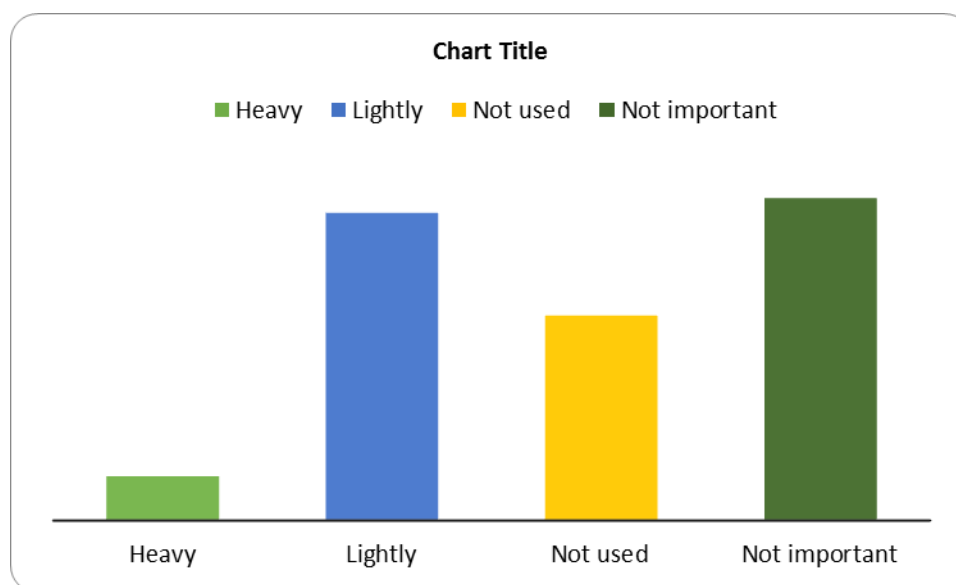


Fig (1): Distribution of nurse's knowledge about make up

Table (6): Nurse's attitude about professional nursing etiquette.

Attitude	Strongly agree		Agree		Neither		Disagree		Strongly disagree		TOTAL
	NO	%	NO	%	N O	%	N O	%	NO	%	
Nursing etiquette is very importance in clinical	97	80.8 %	21	17.5%	1	0.8%	0	0.0%	1	0.8%	
Etiquette will improve nursing image for patient.	68	56.7 %	48	40%	3	2.5%	0	0.0%	1	0.8%	
There is difficult to apply nursing etiquette	36	30%	37	30.8%	14	11.7%	27	22.5%	6	5%	
Sometime nursing etiquette is against Islamic religious	42	35%	25	20.8%	13	10.8%	22	18.3%	18	15%	
Nursing etiquette increase nursing-patient relationship.	65	54.2 %	38	31.7%	9	7.5%	6	5%	2	1.7%	
Shoes in good ,clean condition appropriate to the hospital environment	63	52.5 %	40	33.3%	11	9.2%	6	5%	0	0.0%	

Personal uniforms for work members have a direct patient value and not authorized.	34	28.3 %	49	40.8%	23	19.2%	12	10%	2	1.7%	(120) 100%
Glasses worn in work is necessary.	30	25%	29	24.2%	29	24.2%	27	22.5%	5	4.2%	
Jewerally that does not interfere with patient care and job	36	30%	44	36.7%	18	15%	17	14.2%	5	4.2%	
Maintain professional appearance with patient family.	34	28.3 %	58	48.3%	19	15.8%	5	4.2%	4	3.3%	

Discussion

In current study majority of nurses hearing about nursing etiquette and they applied nursing etiquette in their hospital. Concerning the appearance. More than two third (75%) of nurses mentioned that the characteristic of shoes should be white in color with (36.7%) reveled that heel should be less than 2.5 cm or without heel and the shape should be closed. This finding reflect that nurses have good knowledge about characteristic of appearance etiquette regarding nursing shoes consistent with study done in USA concluded that adults create perceptions of nurse professionalism based on uniform color and style. Traits of nurse professionalism were highest in white uniforms(6). There is a relationship between the external appearance of nurses at work and their professional image. What matters, is the style of the attire, its color scheme, aesthetics and uniformity in a health care facility(1).

Regarding the nursing appearance more than half of nurses (53.3%) knowledgeable about dress, meanwhile Near to two third (65%) of nurses had acceptable knowledge about hair tie. They mentioned that wearing of the rings allowed if the nurse is marriage, more than third (36.7%) mentioned that the makeup is not

important to indicate nursing appearance. these results agree with study done in northwest Ethiopia wearing uniforms help in the formation of professional identity in healthcare. It fosters a strong self-image and professional identity which can lead to good confidence and better performance in nursing practice(7).

According to study done by (J.N. Hodder et al.) The standing category included walking, pushing empty floor lifts and linen carts, gathering housekeeping supplies and other generic unloaded movements comprised almost 38% of the shift duration(8). The current study revealed that more than two third of nurses have acceptable knowledge about standing and squatting to pick up something from the floor. While nurses mentioned that the posture of standing the legs should be closed & head straight. On the other hand, nurses have acceptable knowledge about walking, sitting in work place from these results we emphasis the nurses training about behavior in nursing etiquette.

More than two third (74.2%) of study group knocked first and use their hands to open the close doors this finding reflect that it based on teaching of our Islamic religious. The majority

of study group have good knowledge about the nine-voice rule in nursing.

Conclusions

The study concluded that the nurse had acceptable knowledge about professional nursing etiquette in sitting, standing, walking, in work place. while the nurses have positive attitude regarding knocked before entering and open the patient room.

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