

# **Self-awareness, Empathy, and Patient-centered Care among Critical Care Nurses in Jordan**

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## **Abstract**

Self-awareness, empathy, and patient-centered care are essential components for nurses for improving nurse-patient relationship and providing high quality care for the patients. There is a limited research regarding these components among critical care nurses in Arab countries, including Jordan. Thus, this study purposed to evaluate the self-awareness, empathy, and patient-centered care among critical care nurses in Jordan. A cross-sectional, descriptive correlational design was applied. Data were collected from 140 registered nurses from six hospitals at different health sectors. Findings showed that the mean scores of self-awareness, empathy, and patient-centered care was as follows: 1.92 (SD=0.27), 4.87 (SD=0.88), and 3.71 (SD=0.80), respectively. These results indicate that nurses had a high level of self-awareness and empathy and a low level of patient-centered care. There was no any relationship between self-awareness and socio-demographic variables, perceived stress, and social support. Also, there was a positive relationship between empathy and social support ( $r = 0.310$ ,  $p < 0.001$ ). Patient-centered care had a positive relationship with social support ( $r = 0.202$ ,  $p < 0.05$ ) and perceived stress ( $r = 0.175$ ,  $p < 0.05$ ), also, male nurses had higher patient-centered care than female encounters. Social support was a

predictor for empathy, while social support and perceived stress were the main predictors for patient-centered care. The results of the study reflect the need for educational programs to promote the self-awareness and empathy in order to enhance patient-centered care and achieve high-quality patient care. Additionally, correlating factors should be taken into consideration upon implementing these educational programs.

**Keywords:** Critical care nurses, empathy, patient-centered care, self-awareness