

Abstract

Background and Aim: Understanding nurses perceptions of care behaviors and determining the factors affecting it is the first step in correcting inappropriate behaviors and improving the quality of nursing care. Therefore, this study was conducted with the aim of "determining care behaviors and its determinants from nurses' point of view in Ardabil educational hospitals".

Methods: This was a descriptive cross-sectional study with 450 nurses working in Ardabil educational-therapeutic hospitals in 2017. Sampling method was stratified random. Data were collected using a standard three-part questionnaire on demographic characteristics, Wolf caring behaviors and the determinants of nursing care behaviors. Data were analyzed using descriptive statistics (mean and standard deviation) and analytical (Mann-Whitney, Kruskal-Wallis, Anova and Multivariate Regression Analysis) statistics in SPSS v21 software.

Results: Nurses' caring behaviors with a mean and standard deviation of (5.27 ± 0.24) were at the optimum level. From nurses' point of view, physical dimension of care (5.43 ± 0.7) was more important than psychosocial dimension (5.17 ± 0.6) ($p = 0.001$). The most important caring behaviors for nurses were medication (5.58 ± 0.44) and the least important caring behaviors were the patient's calling with her favorite name (4.02 ± 0.86) . Mean scores of caring behaviors in female nurses (5.26 ± 0.7) were more than males (4.97 ± 0.54) ($p = 0.001$). The most important factor influencing nurses' caring behaviors was the responsibility (4.49 ± 1.01) and the least important factor related to the patient's characteristics (3.50 ± 1.1) .

Conclusion: The results showed that nurses' care behaviors were in the desired and focused on the physical aspect of care. Therefore, in order to provide patient satisfaction, nurses should pay attention to both dimensions of caring behaviors (physical and psychosocial). It is suggested that psychosocial care should be emphasized in nursing in-service training.

Keywords: Nurse, Care Behaviors, Effective factors