

Key Word : Nurses' Behaviors/Nurse-patient interaction

RAEWADEE LUEPONGLUCKKANA : AN ANALYSIS OF NURSES' BEHAVIORS DURING NURSE-PATIENT INTERACTION IN THE HOSPITALS UNDER THE JURISDICTION OF DEPARTMENT OF MEDICAL SERVICES, BANGKOK METROPOLITAN ADMINISTRATION.

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The purpose of this research was to analyze nurses' behaviors during the nurse-patient interaction in medical units, hospitals under jurisdiction of Bangkok Metropolitan Administration. Research samples were thirty professional nurses, in which nurse-patient interactions in nursing situations related to asking patients about their symptoms and progress, providing medical care, providing personal hygiene care, and providing health education were analyzed. The research instrument, developed by the researcher and content validated by the nurse experts, was nurses' behaviors observation form. The observation reliability was .91. Research data were gathered through participative observation by the researcher.

The major findings were as followed :

1. The majority of nurses' behaviors during nurse-patient interaction in nursing situation related to asking patients about their symptoms and progress, providing medical care, providing personal hygiene care were the behaviors in the nurturing parent ego state.

2. The majority of nurses' behaviors during nurse-patient interaction in nursing situation related to providing health education were the behaviors in adult ego state.

3. The nurses' behaviors during nurse-patient interaction were statistically significant related at the .05 level to the nursing situations. Therefore, the nurses' behaviors in nursing situation related to asking patients about their symptoms and progress, providing medical care, providing personal hygiene care were the behaviors in the nurturing parent ego state, and the nurses' behaviors in situation related to providing health education were the behaviors in adult ego state.