



RESPECTFUL NURSING PRACTICE: A CONCEPT ANALYSIS USING THE WALKER AND AVANT METHOD

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ABSTRACT

Respectful nursing practice is a critical ethical foundation for preserving patient dignity, fostering trust, and improving health outcomes. Despite its centrality to nursing care, the concept of respectfulness remains variably defined and inconsistently operationalized across diverse clinical and organizational contexts. The present concept analysis used Walker and Avant's method to clarify the concept of respectful nursing. A comprehensive literature review was conducted to identify the concept's uses, defining attributes, antecedents, consequences, and empirical referent. Walker and Avant's iterative eight-step concept analysis method was employed. A comprehensive literature review was conducted. Thematic analysis was used to extract defining attributes, antecedents, consequences, and empirical referents. The analysis identified three core defining attributes: (1) effective communication characterized by clarity and empathy, (2) empathic presence and emotional atonement, and (3) active listening with genuine engagement. Antecedents included nurses' awareness of individual patient needs and preferences, meaningful family involvement, collegial collaboration, and demonstrated professional conduct. Consequences encompassed improved clinical outcomes, elevated patient satisfaction and well-being, strengthened nurse-patient therapeutic relationships, and positive workplace climate for nurses. Four validated instruments were identified: the Respect Scale, Workplace Respect Climate Self-Assessment, the 15-item Respectful Maternity Care Scale, and the Respectful Care Scale. This analysis provides a robust conceptual foundation to guide the development of evidence-based interventions, comprehensive educational strategies, and organizational practice standards that prioritize respect within nursing care. Implementation of these findings can enhance patient-centered care delivery and foster healthy work environments.

KEYWORDS: *active listening, communication, empathy, respectful*

ABSTRAK

Praktik keperawatan yang penuh rasa respectful adalah dasar etika yang penting untuk menjaga martabat pasien, membangun kepercayaan, dan meningkatkan hasil kesehatan. Meskipun konsep respectful sangat penting dalam perawatan keperawatan, konsep tersebut tetap didefinisikan secara bervariasi dan dioperasionalkan secara tidak konsisten di berbagai konteks klinis dan organisasi. Analisis konsep saat ini menggunakan metode Walker dan Avant untuk memperjelas konsep perawatan keperawatan yang respectful. Tinjauan literatur yang komprehensif dilakukan untuk mengidentifikasi penggunaan konsep, atribut definisi, antecedent, konsekuensi, dan referen empirisnya. Metode analisis konsep delapan langkah iteratif Walker dan Avant diterapkan. Sebuah tinjauan pustaka yang komprehensif telah dilakukan. Analisis tematik digunakan untuk mengekstrak atribut definisi, antecedent, konsekuensi, dan referen empiris. Analisis tersebut mengidentifikasi tiga atribut inti yang mendefinisikan: (1) komunikasi efektif yang ditandai dengan kejelasan dan empati, (2) kehadiran empatik dan penyesuaian emosional, dan (3) mendengarkan aktif dengan keterlibatan yang tulus. Antecedent termasuk kesadaran perawat terhadap kebutuhan dan preferensi individu pasien, keterlibatan keluarga yang bermakna, kolaborasi sejawat, dan perilaku profesional yang ditunjukkan. Konsekuensi mencakup hasil klinis yang lebih baik, peningkatan kepuasan dan kesejahteraan pasien, penguatan hubungan terapeutik antara perawat dan pasien, serta iklim tempat kerja yang positif bagi perawat. Empat instrumen yang telah divalidasi diidentifikasi: *Respect Scale, Workplace Respect Climate Self-Assessment, dan Respectful Maternity Care Scale*. Analisis ini memberikan dasar konseptual yang kuat untuk pengembangan intervensi berbasis bukti, strategi pendidikan komprehensif, dan standar praktik organisasi yang memprioritaskan rasa hormat dalam perawatan keperawatan. Implementasi temuan ini dapat meningkatkan penyampaian perawatan yang berpusat pada pasien dan mendorong lingkungan kerja yang sehat.



KATA KUNCI: empati, hormat, komunikasi, mendengarkan aktif

INTRODUCTION

The genetic makeup of every human being is distinct, manifesting a vast array of personality, character, and background traits. Humans exhibit a range of differences in their desires, motivations, goals, ideals, life values, needs and reasons (Adelbertha, 2022; Ferdian, 2020). Additionally, they exhibit a range of physical characteristics, including gait patterns and body odor (Gupta & Jaitly, 2022). Moreover, humans possess the faculties of observation, consciousness, freedom, deduction, innovation and understanding of complexity (Serratos, 2016). The concept of uniqueness is shaped by a multitude of factors, including genetics, environment, life experiences, differences in background, ethnicity, culture, religion, and social status (Adelbertha, 2022; Ferdian, 2020). It is therefore important to appreciate and respect these differences in order to foster harmony within a diverse society.

Respect is a fundamental and vital aspect of nursing practice. It is essential for ensuring human dignity in healthcare settings. Patients should be treated with dignity and respect, and healthcare professionals should uphold this principle in all aspects of care (Nell, 2022). Respectful care is central to ethical codes of practice and optimal patient care, as stated by Nouri et al., (2021). It is evident that respectful relationships among nurses are crucial for a positive work environment and nursing outcomes (Nouri et al., 2019, 2021). It is also clear that respectful behaviour by healthcare providers leads to better patient outcomes and greater patient satisfaction. Furthermore, patients feel cared for as individuals, which enhances their overall experience and leads to improved health outcomes (Stokes, 2019). Lastly, when patients feel respected, heard, and understood by their healthcare providers, it helps build a strong foundation of trust. This trust is crucial for patient engagement and adherence to treatment plans (Cynosystems, 2023; Khalil, 2024). On the contrary, disrespectful behaviours can result in an unpleasant and unhealthy work environment, which in turn can affect both individuals and healthcare outcomes (Nouri et al., 2021). A culture of disrespect and negativity can lead to horizontal violence, where nurses are hostile towards each other, which negatively impacts the work environment and patient care (Galletta et al., 2017).

Respectful practice represents a fundamental principle that is deeply embedded within various nursing theories. It emphasises the importance of acknowledging and valuing the unique characteristics, backgrounds, and preferences of all individuals. The concept of respect is a fundamental tenet of various nursing theories, as espoused by prominent theorists such as Jean Watson (The need for nurses to demonstrate empathy, be genuinely present, and respect the subjective experiences of patients) (Younas & Quennell, 2019), Madeleine Leininger (providing culturally congruent care by understanding and respecting the unique values, beliefs, and practices of diverse individuals and groups) (Lin et al., 2023), Dorothea Orem (recognizes the patient's right to self-care and self-determination. It underscores the need for nurses to respect the patient's autonomy and involve them in the planning and implementation of their care) (Fawcett, 2005). These theorists have emphasised the importance of actively listening to patients, involving them in decision-making processes, maintaining confidentiality, advocating for their rights, demonstrating empathy, and fostering collaborative partnerships. The integration of these theoretical perspectives enables nurses to enhance their capacity to deliver compassionate, ethical, and holistic care, thereby fulfilling their ethical obligations towards patients and establishing a therapeutic environment that fosters dignity, trust, and positive health outcomes (Fawcett, 2005; Lin et al., 2023; Younas & Quennell, 2019).

The fundamental principles of respect in nursing encompass effective communication, empathy, and active listening. Effective communication is an essential element of respect in nursing practice. Respectful communication represents a fundamental tenet of high-quality, patient-centred healthcare. The use of clear and simple language in communication is an effective method of ensuring that patients have a better understanding of their condition, treatment options and care plans. This enables them to assume the role of active participants in their own healthcare (Cynosystems, 2023; Lang, 2012). While



empathy is an essential component of respectful nursing care, it is also a fundamental aspect of nursing practice. Empathy entails self-awareness and the utilization of emotional intelligence in the context of interpersonal understanding (Svenaesus, 2023). Empathy represents a pivotal professional skill and ethical guiding tool in nursing care, enabling nurses to comprehend and act in accordance with the patient's perspective and emotions (McKinnon, 2018). It is essential for the nurse-patient relationship, influencing patient satisfaction, conflict resolution, and overall care outcomes (Gerace et al., 2018; Gosselin et al., 2015). Listening is a crucial aspect of respectful nursing care. Listening is a fundamental aspect of the nurse-client relationship and is regarded as one of the most efficacious therapeutic techniques available to nurses. Effective listening is associated with improved patient safety in complex clinical settings and facilitates the comprehension of patients' well-being (Tracy et al., 2022).

Despite widespread recognition of respect's importance in nursing, the concept remains variably defined and inconsistently operationalized across different settings. While respect is frequently cited in nursing codes of ethics and practice standards, there is significant variation in how it is understood, taught, and measured in nursing education and practice. This conceptual ambiguity creates challenges for curriculum development, research design, intervention implementation, and practice evaluation.

A rigorous concept analysis using an established methodology is therefore essential to provide clarity on the defining attributes, antecedents, consequences, and empirical referents of respectful nursing practice. This analysis will facilitate more consistent definition, operationalization, measurement, and application of respect across diverse nursing contexts, thereby enhancing the quality and effectiveness of nursing interventions and educational programs.

MATERIALS AND METHODS

This concept analysis employs the systematic, eleven-step Walker and Avant method for concept analysis. This method is particularly well-suited for clarifying concepts of interest to nursing practice and theory, providing a structured approach to examining the meaning, attributes, antecedents, consequences, and empirical referents of a concept. The Walker and Avant method is one of the most widely utilized approaches in nursing concept analysis and has been extensively validated for clarifying nursing concepts that require operational definitions and theoretical development. The study employs Walker and Avant (2019) five step concept analysis method

There are 5 objectives of this conceptual analysis

1. To clarify all uses of the concept.
2. To identify its defining characteristics.
3. Constructing model, borderline, related and contrary cases of respectful.
4. Identify the antecedents and consequences.
5. Examine the empirical referents used to measure respectful.

Selection of the Concept

Based on the provided background and the analyst's experience and interest, the selected concept is "respectful" in the context of nursing.

RESULT AND DISCUSSION

All Uses Of The Concept

A comprehensive literature review is conducted to identify all uses of the concept of embracing change. This includes examining various definitions and perspectives from nursing and other fields.

Respect in Nursing

The concept of respectful care in nursing is multifaceted, encompassing a range of dimensions and behaviours that reflect relationships among nurses and members of the healthcare team, as well as nurse-patient relationships. In these relationships, patients are treated with respect for their dignity.



Respect Others

Treat everyone with kindness, empathy and consideration, regardless of their background, beliefs or circumstances. Listen attentively when others are speaking and avoid interrupting. Be mindful of others' personal boundaries and avoid invading their space or privacy. Avoid making assumptions or judgements about people.

Communicate Respectfully

Use polite and courteous language, avoiding profanity, insults or sarcasm. Be mindful of your tone of voice and body language. Provide constructive feedback in a thoughtful, tactful manner. Apologize sincerely if you've said or done something hurtful.

Respect Differences

Appreciate diversity and be open-minded to different perspectives and cultures. Avoid discriminating against or belittling others based on their race, gender, age, religion, etc. Respect others' right to hold different beliefs and opinions.

Respect Authority and Rules

Follow the rules and instructions provided by those in positions of authority. Treat teachers, managers, law enforcement and other officials with respect. Comply with laws and regulations, even if you disagree with them.

Respect Property

Take care of public spaces, facilities and other shared resources. Ask permission before using or borrowing someone else's belongings. Avoid damaging or taking things that don't belong to you.

Defining Characteristics/Attributes

There are 3 attributes of respectful that include in this concept analysis, like communication, empathy and listening

Communication: A two-way dialogue where both nurses and patients speak, listen, ask questions, and ensure mutual understanding, with appreciate and respect the differences.

Empathy: Understanding and sharing the feelings of others, acknowledging their emotions and experiences.

Listening: Active and empathetic listening to patients, their families, and colleagues.

Constructing Model, Borderline, Related And Contrary Cases of Embracing Change

The Model Case: Respectful Behaviour in a Hospital Setting

Michelle, a nurse working in the medical department who cares for Mrs Brown, a 68-year-old woman who has been hospitalised due to complications related to diabetes. Mrs Brown was experiencing anxiety regarding her condition and the forthcoming treatment procedures, and her family was also expressing concern and had numerous queries.

Michelle exhibited empathic behaviour towards Mrs Brown and her family by demonstrating an understanding of their emotional state and expressing this through appropriate nursing attitudes and actions. Furthermore, she actively listened to all complaints and concerns expressed by Mrs Brown and her family. She maintained eye contact, nodded in agreement, and refrained from interrupting. After listening to all complaints and concerns, Michelle proceeded to elucidate the treatment plan, procedures, and potential outcomes in clear and comprehensible terms. She eschewed the use of medical jargon that might perplex or overwhelm Mrs Johnson. She reassured her that the healthcare team was accessible to provide support throughout the process. Michelle ensured that Mrs Johnson's privacy and dignity were upheld at all times, particularly during examinations and procedures. Michelle also engaged her family in discourse, responding to their queries and concerns with the same degree of respect and clarity.



Borderline, Related, and Contrary Cases.

Borderline Case

Michelle, a nurse employed in the medical department, was responsible for the care of Mrs Brown, a 68-year-old woman who had been admitted to the hospital due to complications related to diabetes. Mrs Brown is experiencing anxiety regarding her condition and the treatment procedures she will undergo. Additionally, her family is exhibiting concern and has numerous inquiries.

Michelle exhibited empathetic behaviour towards Mrs Brown and her family by demonstrating an understanding of their situation and conveying this understanding through appropriate nursing attitudes and actions. Furthermore, Michelle demonstrated active listening skills by attentively hearing and acknowledging all the concerns and

grievances expressed by Mrs Brown and her family. She maintained eye contact, nodded in agreement, and refrained from interrupting. However, after listening to the full range of complaints and concerns, Michelle departed from the interaction without providing clear explanations regarding the potential nursing actions that could be taken for the benefit of the patient.

Related Case

Michelle, a nurse employed in the medical department, is responsible for the care of Mrs Brown, a 68-year-old woman who has been hospitalised due to complications related to diabetes. Mrs Brown is experiencing anxiety regarding her condition and forthcoming treatment procedures, and her family is also expressing concern and has numerous questions.

Michelle exhibited empathetic behaviour towards Mrs Brown and her family by demonstrating an understanding of their emotional state and expressing it through

appropriate nursing attitudes and actions. Furthermore, she demonstrated active listening skills by attentively hearing all the complaints and concerns expressed by Mrs Brown and her family. She maintained eye contact, nodded in agreement, and refrained from interrupting. After listening to all complaints and concerns, Michelle proceeded to explain the treatment plan, procedures, and possible outcomes in medical terms. She did not avoid using medical jargon that might confuse or overwhelm Mrs Johnson. Michelle ensured that Mrs Johnson's privacy and dignity were upheld at all times, especially during examinations and procedures.

Contrary Cases

Michelle, a nurse employed in the medical department, is responsible for the care of Mrs Brown, a 68-year-old woman who has been hospitalised due to complications related to diabetes. Mrs Brown was a 68-year-old woman who had been admitted to the hospital as a result of complications related to diabetes. Mrs Brown is experiencing anxiety regarding her condition and forthcoming treatment procedures, and her family is also expressing concern and has numerous questions.

Michelle demonstrated a lack of empathic behaviour towards Mrs Brown and her family, exhibiting an indifference to their concerns. Furthermore, she merely listened to the grievances and concerns expressed by Mrs Brown and her family without offering a response. There was no eye contact, and on several occasions, she interrupted while Mrs Brown and the family were making their complaints. Having listened to the entirety of the patient's and family's grievances, Michelle promptly excused herself from the situation.

Identify the Antecedents and Consequences

Antecedents

Antecedents refer to the factors that need to be in place for respectful conduct to happen. These include the nurse's awareness of the patient's needs, active listening, empathy in patient interaction, involvement of the patient's family, positive colleague interaction, and professionalism.

Consequences

Consequences pertain to the outcomes that arise from respectful conduct. For patients, these include



improved health outcomes, increased satisfaction, built strong foundation of trust and a sense of well-being. For nurses, consequences include positive work environment, professional satisfaction, empowerment, and a strengthened nurse- patient relationship.

Empirical Referents

There are several validated instruments that measure respectful, namely: the respect scale (Koskenniemi et al., 2018), workplace respect climate self- assessment (Taylor, 2014), and the 15-item respectful maternity care (RMC) scale (Sheferaw et al., 2016).

The Respect Scale

The Respect scale is a newly developed instrument that measures older patients' perceptions of respect in hospital nursing care. It has two main dimensions: "Nurses' Being with" patients this evaluates aspects like listening, encouraging, and acknowledging the patient. "Nurses' Doing for" patients this assesses how nurses preserve the patient's dignity and actively engage with them.

The psychometric testing showed the Respect scale has good reliability and validity, making it a promising tool to empirically measure this important element of patient-centered care (Koskenniemi, 2021).

Workplace Respect Climate Self-Assessment

This is a research instrument that assesses the level of respect in the overall nursing workplace climate. It evaluates factors like acknowledgement, trust, and support among nurses (Taylor, 2014).

The 15-item Respectful Maternity Care (RMC) Scale

The 15-item Respectful Maternity Care (RMC) scale is a valid and reliable measure of women's perception of respectful maternity care received in health facilities. It measures friendly care, abuse-free care, timely care, and discrimination-free care (Sheferaw, Mengesha, & Wase, 2016).

Recommendations for Practice Implementation

Organizational Policy: Establish clear organizational policies and standards defining respectful practice and expectations for all staff

Educational Programs: Develop and implement comprehensive educational programs in basic nursing education and continuing education addressing the identified attributes.

Leadership Development: Ensure nursing leadership development emphasizes respectful leadership and creates positive workplace cultures

Measurement and Accountability: Regularly assess respectful practice using validated instruments; include respect metrics in quality and safety monitoring

Environmental Supports: Examine and modify organizational systems, staffing patterns, and workload to enable practice of respect

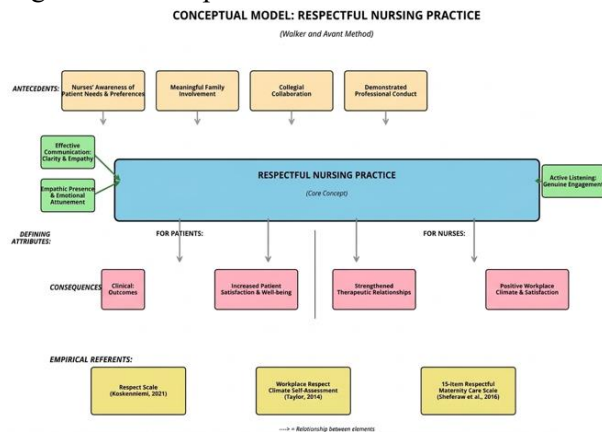
Cultural Adaptation: Adapt respectful practice concepts to reflect Indonesian nursing context, values, and patient populations

Research Priority: Prioritize research examining respectful practice implementation, outcomes, and cultural adaptations

Conceptual Model of Respectful



Figure 1 : Conceptual Model



Based on the conceptual model diagram utilizing the Walker and Avant methodology, respectful nursing practice emerges as an ethical foundation requiring four antecedent conditions: nurse awareness of patient needs and preferences, meaningful family involvement, collegial collaboration, and demonstrated professional conduct. The core concept is operationalized through three defining attributes; effective communication characterized by clarity and empathy, empathic presence and emotional atonement, and active listening with genuine engagement, which collectively constitute the essence of respectful nursing care.

The implementation of these attributes subsequently generates dual consequences: for patients, including improved clinical outcomes, increased satisfaction, and enhanced well-being, and for nurses, encompassing strengthened therapeutic relationships and a positive workplace climate. Furthermore, this conceptual framework is substantiated by four validated empirical referents: the Respect Scale, Workplace Respect Climate Self-Assessment, the 15-item Respectful Maternity Care Scale, and the Respectful Care Scale, which provide measurable instruments for assessing the manifestation and effectiveness of respectful nursing practice across diverse clinical and organizational contexts

CONCLUSIONS

The Walker and Avant method of concept analysis provides a clear and comprehensive understanding of the concept of respect in nursing practice. By identifying the defining attributes, antecedents, consequences, and empirical referents, this analysis helps to operationalise the concept, making it useful for research, education, and practice. Respect is a fundamental and vital aspect of nursing practice. It is of the utmost importance to ensure that human dignity is upheld in healthcare settings, as this will lead to improved health outcomes, increased satisfaction, the establishment of a strong foundation of trust and a sense of well-being.

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