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## ABSTRACT

### Empathy in patient care

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**Background:** The Arnold P. Gold Foundation emphasizes the importance of empathy in patient care, promoting humanism through respectful relationships between physicians, team members, and patients. Organizational characteristics influence nurses' perceptions of communication, empathy, and emotional intelligence, promoting therapeutic change. Healthcare professionals should educate family caregivers on self-care and the importance of empathy in their role, as the demanding nature of caregiving can negatively impact their physical and mental well-being.

**Aims of the study:**

- To assess the level of empathy in patient care among health care providers.
- To identify the indicators of empathy in patient care among health care providers.
- To examine the differences in empathy in patient care among to age, gender, professional experience, qualification, work shift, division, profession, and authority.

**Approach:** The study uses a quantitative approach in a cross-sectional study. Population: Health care providers in Middle & Southern Governorates, during 2022 ( p= 17223). Sampling: The one hundred seventy-six health care providers, stratified calculated using a randomized sampling. Instrument: A 20-item scale using 5 5-point Likert scale ( Strongly Disagree to Strongly Agree). Validity: The factor loading for all items at Middle & Southern hospital in the West Bank exceeded



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0.60 ( 0.61-0.99).Reliability: Cronbach's Alpha and Guttman Split-Half coefficients, with results of 0.70 and 0.56, respectively. Health care providers reported a high level of empathy in patient care (M 4.02, SD 0.24).

**Findings** showed that gender, work shift, division qualification, and profession do not show any significant differences. However, authority was a significant variable in favor of the non – non-governmental hospitals. Healthcare organizations should invest in professional development programs for healthcare providers to enhance empathy and communication skills, promoting patient-centered care and continuous improvement in their care. Hospital administrators should foster a patient-centered work environment, promoting empathy and compassion, to improve healthcare quality and patient experiences.