

**N508 Module 2 Assignment**

Concept Analysis of Trust

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## **Concept Analysis of Trust**

### **Introduction**

Trust plays a vital role in nursing as it forms the foundation for the therapeutic relationship between nurses and patients (Allande-Cussó et al., 2021). Patients rely on nurses to provide safe and high-quality care, and establishing trust is essential for this relationship. This conceptual study aims to define trust, explore its application in nursing, and examine its characteristics, causes, and effects. Additionally, a model, borderline case, and opposing example will be presented to enhance the clarity of the concept. Furthermore, the utilization of trust in nursing practice will be discussed.

### **Definition and Uses of the Concept**

Trust has been described in various ways, and according to Merriam-Webster, it is defined as the "belief that someone or something is reliable, good, honest, and effective." In the context of nursing, trust is defined as the patient's confidence in the competence, dependability, and moral integrity of healthcare professionals (Jarva et al., 2022). Establishing a therapeutic connection between patients and healthcare providers is dependent on trust, which holds significant importance in nursing. Patients' feelings of safety, confidence, and support throughout their healthcare journey contribute to improved health outcomes.

Nurses employ trust in diverse ways to provide high-quality care to their patients. Building trust is essential to create an environment where patients feel comfortable opening up and discussing their health concerns (Munkombwe et al., 2020). Additionally, trust enables nurses to deliver individualized, patient-centered care that considers the unique needs and preferences of each patient (Narayan & Mallinson, 2021). Moreover, trust promotes patient satisfaction and adherence to treatment, leading to enhanced health outcomes (Huynh & Dicke-Bohmann, 2019).

### **Defining Attributes**

The defining attributes of trust in nursing encompass crucial traits or qualities that describe the concept. Honesty, dependability, competence, confidentiality, empathy, and respect are characteristics associated with trust in nursing (Hardin et al., 2020).

Honesty is a fundamental element of trust in nursing as patients must trust that their nurses will be open and truthful with them. Honest nurses cultivate trust by establishing open and honest communication with their patients. The commitment of nurses to truthfulness and transparency with their patients is referred to as honesty. Another essential attribute of trust in nursing is dependability. Patients need to have confidence that their nurses will fulfill their commitments. Nurses who maintain their word and fulfill their obligations earn the trust of their patients. The ability of nurses to consistently deliver high-quality care and meet the needs of their patients is known as reliability.

Competence is a crucial attribute of nursing trust because patients need assurance that their nurses possess the knowledge and skills to provide excellent care. Competent nurses can provide the necessary care, which fosters trust between them and their patients. Competence refers to the knowledge and abilities of nurses in delivering safe and effective care.

Confidentiality is another critical attribute of trust in nursing. Patients must have confidence that their personal information will be kept confidential. Nurses gain the trust of their patients by maintaining confidentiality and respecting their privacy. The dedication of nurses to preserving patient privacy and safeguarding personal information is referred to as confidentiality.

Empathy is a vital attribute of trust in nursing as patients need to know that their nurses can offer emotional support and understand their emotions. Patients may develop trust in nurses who demonstrate kindness. The ability of nurses to comprehend and share the emotions, thoughts, and experiences of patients is known as empathy.

Respect is the final attribute of trust in nursing. Patients must feel that their nurses respect their values, beliefs, and cultural backgrounds. When nurses treat patients with respect, patients are more likely to trust them. Understanding the values, beliefs, and preferences of patients is considered respect in nursing.

### **Antecedents**

The capacity of the healthcare professional to build a supportive and cooperative relationship with the patient is one of the preconditions for trust, as is the patient's desire to do so. The patient's propensity to trust the healthcare professional may be influenced by past interactions with them, cultural norms, and personal values. Communication skills, attitude, and a readiness to listen to the patient may all impact the healthcare provider's capacity to forge a constructive and cooperative connection with the patient (Drossman et al., 2021).

The conditions that must exist before the nurse and the patient may start to trust one another are known as antecedents. Effective communication, individualized treatment, and a dedication to attending to the patient's particular needs and preferences are some of the preconditions for nursing trust (Dong et al., 2022).

To develop trust in nursing, communication must be effective. The nurse must be able to speak with the patient intelligibly and directly, hear out any concerns they may have, and answer politely and promptly. Another significant factor that contributes to confidence in nursing is personalized care. Patients must feel confident that their nurse can deliver care that satisfies their specific requirements and preferences.

The final prerequisite of nursing trust is a dedication to accommodating the patient's particular requirements and preferences. Patients must know the nurse's dedication to providing care specific to their needs, values, and beliefs.

### **Consequences**

Improved patient satisfaction, greater adherence to treatment, and better health outcomes are all effects of trusting nurses. Patients are more likely to be happy with their care and follow their treatment regimens if they have confidence in their medical professionals. According to Miller et al. (2020), trust encourages improved health outcomes, such as quicker recovery periods, decreased hospital readmission rates, and cheaper healthcare expenses.

Positive patient outcomes, such as better health, higher care satisfaction, and a more effective therapeutic alliance between the nurse and the patient, follow from confidence in nursing. Patients are more likely to adhere to their treatment plan and engage in care when they feel trusted by the nurse, improving health outcomes. Patients who trust their nurses are more likely to be satisfied with their care and speak well of them (Kerr et al., 2021). Another result of

trust in nursing is a strong therapeutic bond between the nurse and the patient, which fosters better communication, greater patient involvement, and better overall care.

### **Model Case**

John is a patient of Mary's identified as having diabetes. Mary is a registered nurse. Mary spends the time to get to know John and his family, pays attention to their worries, and provides them with honest, open responses to their queries. John receives individualized care from Mary tailored to his particular requirements and preferences, and she frequently checks in with him to ensure he is following his treatment plan. John believes in Mary and that she will treat him with the best treatment possible, improving his health.

John receives individualized care from Mary that is catered to his preferences and needs, further displaying her competency. She follows through on her pledges to John and collaborates with him to create a treatment plan considering his beliefs and way of life.

John trusts Mary because of her integrity, dependability, skill, professionalism, discretion, empathy, and respect. He adheres to his therapy regimen, and his health becomes better. With Mary's assistance, John is happier and tells his loved ones and friends about her. The therapeutic bond between Mary and John grows, resulting in improved communication and involvement in John's care.

### **Borderline Case**

Mike is a patient being cared for by Samantha, a trained nurse with a history of substance misuse. Although Samantha is open and honest in her communications with Mike, she is not always dependable in keeping her word. She occasionally forgets to deliver his prescription on time and is not always sympathetic to or respectful of his addiction difficulties.

Although Samantha exhibits some qualities that make a nurse worthy of trust, Mike finds it difficult to place all his confidence in her due to her unreliability, inconsistent empathy, and lack of respect. Poor patient outcomes follow from this, including missed medication appointments and a decline in patient involvement.

### **Contrary Case**

Tom is a licensed nurse looking after Susan, a patient who has been given a cancer diagnosis. Tom misleads Susan about her illness and fails to explain Susan's treatment alternatives to her appropriately. He does not give Susan individualized care that considers her needs and preferences, nor does he demonstrate empathy or respect for her feelings or worries. Susan cannot trust Tom because of his lack of honesty, communication, empathy, respect, and competence. She is less involved in her care, and her health results are poor.

### **Implications for Nursing Practice**

Nursing theory has had a significant impact on nursing practice in a number of ways. Through the advent of evidence-based practice, nursing theory has influenced nursing practice. The evidence-based practice blends the finest scientific findings with clinical knowledge and patient values to inform decisions and advance quality treatment. Evidence-based practice guidelines are developed based on nursing theories to support nurses in providing high-quality, patient-centered care.

Nursing theories also impact nursing education because they offer a framework for educating students on the information and abilities required to become capable and caring nurses (Jenkins et al., 2021). Nursing theories serve as a framework for nursing education programs and a basis for creating nursing curricula tailored to each student's individual requirements and preferences.

Building good therapeutic connections and improving patient outcomes depend on the nurse and patient developing trust. In patient encounters, nurses must put honesty, dependability, competence, confidentiality, empathy, and respect first. Building nurse trust also requires effective communication, individualized care, and dedication to fulfilling patients' requirements and preferences.

The foundations of nursing trust must be understood by nurses, including clear communication, individualized care, and a dedication to addressing each patient's particular requirements and preferences. Nurses may build trust with their patients and enhance patient outcomes by prioritizing these antecedents.

A better therapeutic relationship between the nurse and the patient, improved patient outcomes, and enhanced satisfaction with treatment are just a few effects of trust in nursing that nurses need to be aware of. Nursing professionals may raise the level of care they give patients overall by putting their patients' trust first.

### **Appraising the Ways in Nursing Practice**

The main ideas and tenets of nursing practice may be understood within the context of nursing theory. It aids nurses in creating a methodical, research-based approach to patient care. Examples of nursing theories that may be used to direct nursing actions include the Roy Adaptation Model and Orem's Self-Care Deficit Theory. These theories offer a conceptual framework for comprehending how patients adjust to sickness and how nurses might encourage self-care.

The theory is a basis in nursing education for teaching students the core values of nursing practice. Teachers may aid students in developing critical thinking abilities and greater knowledge of the role of nursing in healthcare by teaching them nursing theory.



The nursing theory offers a framework for creating and evaluating nursing interventions in research. It is possible to create treatments that are specifically suited to the requirements of particular patient groups by using theories like the Chronic Care Model or the Theory of Reasoned Action. Finally, nursing theory may influence nursing administration by offering a paradigm for comprehending managerial, leadership, and organizational behavior. Nursing administrators might be guided by theories like the Complexity Theory of Organizations or the Transformational Leadership Theory while managing intricate healthcare systems and overseeing teams of medical specialists.

Nursing theory is crucial to nursing practice, instruction, research, and management. It offers a basis for comprehending the fundamental ideas and values of nursing and aids nurses in creating patient-centered, evidence-based treatment plans.

### **Conclusion**

Trust is the cornerstone of the therapeutic connection between the nurse and the patient, a crucial idea in nursing. In nursing, honesty, dependability, competence, confidentiality, empathy, and respect are the characteristics that define trust. Through open and honest communication, individualized care, and a commitment to meeting each patient's specific needs and preferences, nurses must work to build trust with their patients. Nursing theory has significantly affected nursing practice by laying the groundwork for evidence-based practice and nursing education. To deliver high-quality, patient-centered care, nurses must continue embracing nursing theory.

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