



## NURSING CARE: WHAT REALLY MATTER

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### Introduction & Methodology

Nursing care has changed radically with the massive incorporation of high-tech. Even so, nursing is still very much a high-touch profession.

The research objective was to re-visit the importance of soft service skills in nursing care. It is worthwhile to re-examine the attributes that make nursing an art and a moral mission, beyond just a science.

#### Research Methods

An email survey on Qualtrics was utilised using non-probability sampling. The survey instrument was a questionnaire consisting of 9 items on a 5-point rating scale, plus 2 open-ended questions.

The survey findings from 73 respondents were augmented by the researcher's own experiences as a caregiver. The researcher's sibling succumbed to cancer; her Parkinson's-stricken mum needs continuous nursing care.



The researcher (cum caregiver) with her mum.

### Findings & Conclusion

The quantitative ratings and qualitative comments from the survey highlighted the relative importance of soft service skills over clinical competencies.

The academic research outcome converged with the researcher's personal narrative -- technical skills are vital, but they have become minimum, basic requirements.

The research findings suggested that nursing care is more often assessed and remembered for the softer aspects of human interactions.

This is aptly reflected in a quote from the preface of *Humanistic Nursing*:

*“when we get past our science and theories ...  
it is this shared moment of authenticity  
– between patient and nurse –  
that makes us smile and  
allows us to move forward in our own life projects”.*

**Reliability**  
**Responsiveness**  
**Assurance**  
**Empathy**



Photo: Medical News Today.

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