

Patient-Centered Care and Its Predictors

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Abstract

The purpose of this study is to investigate the antecedents of patient-centered care. Patient-centered care refers to care involving patients and satisfying individual needs of patients. Data of numerous antecedents were collected from nurses in one medical center. Confirmatory factor analysis was used to verify the psychometric properties of the measures. Hierarchical regressions were used to present the additional variance explained by antecedents. Analytical findings indicate that nurse age and empathy positively contribute to patient-centered care. Health service managers are suggested to appreciate experiences of senior nurses and provide training to enhance nurse empathy.

Keywords: Patient-centered care; antecedent; hospital; nurse; health service.