

Patients' Perceptions of Nurses' Skill

Skillful	Unskillful
Interpersonal skills (100%) <ul style="list-style-type: none"> - Friendly, smiling, cheerful, smiling - Confident - Not rushed, takes time with me - Caring, kind, compassionate - Interested in me as a person - Positive attitude toward their work - Neat physical appearance - Explain what she's doing and why - Treats other caregivers with respect 	<ul style="list-style-type: none"> - Lack of confidence, timidity - Rudeness - Abrupt answers to questions - Indecisiveness - Negative attitude - Displaying frustration
Critical Thinking Skills (94%) <ul style="list-style-type: none"> - Good clinical judgment - Uses common sense - Able to make decisions about care - Keeps me informed - Provides information - Answers questions - Offers advice - Teaches 	<ul style="list-style-type: none"> - Lacks common sense - Didn't tell me anything - Avoids questions, incomplete answers - Flippant attitude
Technical skills (59%) <ul style="list-style-type: none"> - Starting IVs - Giving injections - Obtaining blood samples - Operating equipment - Performing procedures - Quick, efficient, gentle - Works as a team - Prompt, follows through 	<ul style="list-style-type: none"> - Repeated IV sticks - Pushing IV meds "too hard" - Lack of interpersonal skills during procedure

From: Wysong, P.R. & Driver, E. (2009). Patients' perceptions of nurses' skill. Critical Care Nurse, 29(4); 24-37.