

Attitude of Nurses Toward Psychological Support to Patient in Hebron Hospital

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Abstract

psychological care is important; it is effect in the quality of life and encompasses a broad spectrum of issues in care including physical, social, cognitive, spiritual, emotional. **The aim of the study** is to assess the attitudes of nurse toward psychological support to patient in Hebron hospital in the West Bank. **The method** used in this research quantitative and descriptive correlation in nature, The sampling frame used in this study in the Hebron hospital, The study population comprised of nurses in Hebron hospital, questionnaires distributed the on the three shifts (morning, evening and night shifts), by giving questionnaires Statistics were computed using the SPSS / version 22. **Objectives of the study were:** To assess the effect of demographic variables (qualification, experience, age, gender) on attitudes of nurses, To identify nurse attitudes toward psychological support to patient in unit, to determine how nurses recognize the need for supportive care, to provide preliminary data on how adequate circumstances are to be set up and maintained in Palestine., Hebron Hospital is highly by 2.58 mean and with 0.30 Std. Deviation, and we show the degree Attitudes of Nurses regarding Psychological Support Patients in Hebron Hospital is Medium by 3.06 mean and with 0.57 Std. Deviation, and then we show the degree of Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is Medium by 2.83 mean and with 0.38 Std. Deviation. recommendations and suggestions about using of psychological support in clinical practice, Nursing need more training and knowledge for psychological support, and attitude need more improving for nursing, Satisfaction for nurse working in hospital.

1. Introduction

Supportive care is defined as the provision of the necessary services for those living with or affected by chronic diseases to meet their physical, emotional, social, psychological, informational, spiritual and practical needs during the diagnostic, treatment (Fitch, 2008).

All individuals have physical, psychological, social, and existential needs. Personal resources to fulfill those needs vary depending on heredity and environment. Health is a multidimensional phenomenon and since 1948 the World Health Organization's definition has been: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity" (WHO, 1948).

Patients undergo a great deal of physical, psychological, and social suffering for a long period from the time of diagnosis or after treatment, despite the development of medical treatment and increased survival (Landmark, 2002).

Supportive care can improve quality of life, and reduce stress of patients by helping patients to adjust positively in uncertain situation , systemized supportive care system for advanced cancer patients is required including objective assessment tools. (Shim and Park, 2004)

Psychosocial care is important; it has a huge impact on quality of life and encompasses a broad spectrum of issues in cancer care including physical, social, cognitive, spiritual, emotional and role functioning as well as psychological symptomology, pain and other common physical symptoms such as headaches, sleep disturbance and gastrointestinal upset (Carlson and Bultz, 2003).

Nurses' attitudes towards caring for patients and will be dying are influenced by working with these patients on a daily basis. Nurses' attitudes may be positively or negatively influenced by demographic factors (for example age and years of experience), work satisfaction and the degree of support in the working environment. If one considers that the role of caring and compassionate nursing staff has consistently been recognized as contributing to improvements in functional adjustment and quality of life of the patient with cancer (Kenny, 2007:664).

Nurses make 60% of the health services offered to patients within the Palestinian health care system. And nurses are 33% of all ministry of health employee (MOH, 2012). Nurses shortage is noticed by health professional, and according to UNRWA own estimates, there are 29 nurses per 100,000 refugee inhabitants (UNRWA Annual Health Report 2004), which is considered to be one of the lowest nursing-ratio worldwide. Crowded hospital in ministry of health, hospital , the nurses have a lot of things they are responsible for and to make quick decisions about patient care and well-being, the psychosocial supporting patients; by building dialogue with patients nurses can begin to understand how patients view themselves as individuals, what is important to them, and how their relationship with others may affect their decisions and their ability to live with those decisions during their treatment and beyond (Ellis et al 2006).

The aim of the research is to assess the attitudes of nurse to ward psychological support to patient in Hebron hospitals

Literature review

Ayed. Sayej,(2015) The Nurses' Knowledge and Attitudes towards the Palliative Care (PC), aimed to assess the nurses' knowledge and attitudes towards PC among nurses working in selected hospitals in Northern districts, Palestine. Subjects and methods: Descriptive, cross sectional study was used for conducting the study, A purposive sample consisted of 96 nurses invited to participate in the study. Data collected through; nurses' sociodemographic characteristic, knowledge level, and Attitude level towards PC which is developed by the researchers. Validity and pilot study were examined . Results: Study results have shown that 20.8 % of the respondents had good overall knowledge towards PC, 59.4 % had training of palliative care, and 6.2 % of participants had good attitude towards PC. There was a significant difference between Nurses' qualification, experience, and training of palliative care towards Knowledge of PC. Conclusion: The nurses had poor knowledge, but their attitude towards PC was moderate. Recommendations are that due attention should be given towards PC by the national health policy and needs to be incorporated in the national curriculum of nurse education.

Qtait, Sayje (2016) Nurses spend more time with patients than other health care providers, and patient outcomes are affected by nursing care quality, the purpose of this study was to investigate the level of nursing performance and the factors effect of nursing performance in Hebron hospitals. The study used a quantitative descriptive design and stratified random sampling approach to select 181 nurses working in Hebron district Hospitals in the West Bank, the majority of the responders were young with age less than 39 years old, with less than ten years of experience, and 60% of them had a bachelor degree or more.

Purandare (2000) found those with more education had positive attitudes toward seeking psychological help, possibly due to an increased awareness of the benefits of psychotherapeutic interventions.

Nursing role are protection, promotion, optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response and advocacy in the care of individuals, families, communities and populations.(American Nurses' Association2011.)

Nursing incorporates different types of knowledge that are consolidated to guide nursing practice. Knowledge criteria involves systemic knowledge and specialized education, the mixture of nurses with higher educational background and those with basic education creates a difficulty in describing nursing care, Holland JC, Bultz BD, (2007).

Qtait , Sayej (2016) Nursing performance not affect by demographic variable and nursing performance, on Hebron hospitals high . In addition, appear no difference between nursing performance and demographic variables (gender, age, experience, qualification, hospital type, and income).

2. Goal and objectives

The goal of the research is to assess the attitudes of nurse to ward psychological support to patient in Hebron hospitals:

1. To assess the effect of demographic variables (qualification, experience, age, gender) on attitudes of nurses.
2. To identify nurse attitudes toward psychological support to patient

3. Research questions of the study:

What are the nurses attitude toward psychosocial support to patient in Hebron hospital in the west Bank?
What are the relation between attitude towards psychological supportive selected variables?

4. Study design: This study utilized quantitative approach

5. Study setting: This study was conducted in the Hebron hospitals south of West Bank. These hospitals were; governmental (Hebron government hospitals - Alia, Abu Al-Hassan hospital), non government hospitals (Al Ahli Hospital, Al-Mizan hospital).

6. Study population and Sample approach

The sample of the study consisted of (150) nurses with response rate 97% who were selected as a stratified random sample from the whole population (700). To have a sufficient representative randomly selected sample, (excluding those on leave). The population under study is by virtue divided into five strata and sample selection represented in Hebron hospitals making (200) nurses.

7. Construction of data collection Instrument

The questionnaires were constructed in Arabic language; questions were framed in a way that it was easy to understand using simple Arabic expressions. Difficult technical terms were avoided in the preparation of the questionnaire. The questionnaire was developed into two main sections covering; the demographic information (gender, type of hospital, qualification, years of experience, and age). There was 11 items **Attitude of Nurses toward psychological support**. The questionnaires items were arranged into five points Lickert Scale format from strongly agree to strongly disagree. The responses were rated for strongly agree (5) points, for agree (4) points, for neutral (3) points, for disagree (2) points and for strongly disagree (1) point.

8. Validity and Reliability of the tool

This instrument was approved and evaluated by different experts including, researcher, nursing educators and other experts in the faculty of educational sciences to evaluate initial contents for validity. After revising the items in questionnaire and summarizing the expert's suggestions, modifications were made in wording and content. Some items were added but some others were dropped. The Cronbach alpha reliability obtained for overall scale was (0.80 and it is good in all scales and satisfy the purpose of the study.

9. Pilot Study

The pilot testing of the instrument was carried out on 15 nurses from the hospital,. The results indicated that alpha correlation coefficient was (0.81) for reliability of the questionnaire and the answers showed consistency in understanding the questions where no changes or modification is needed.

10. Ethical consideration and accessibility

Permission obtained to access the MOH hospitals when approval by the director of hospital services. While for Al-Ahli, Al-Mizan, permission to conduct the study was granted from each hospital administration. The study participant were informed through a consent form (attached with the questionnaire), and received thorough explanation about purpose of the study, confidentially and sponsorship was ensured. In addition, they were informed about his/her right to refuse or to withdraw at any time during the study through the informed consent attached with each questionnaire.

11. Result and discussion

Population of the study: table (1)All the Nurses in Hebron Hospitals.

Variable	No	Percent	
Age	Less than 29	65	43.3
	30-34	40	26.7
	35 – 39	35	23.3
	40 and more	10	0.7
Gender	Male	55	36.7
	Female	95	63.3
Year of Experience	Less than one year	25	16.7
	1 – 5 years	40	26.7
	6 – 10 years	44	29.3
	11-15 years	29	19.3
	16 and above	12	8
Academic degree	Diploma	50	33.3
	Bachelor	90	60
	Master or more	10	6.7
did you receive any training about support	Yes	80	53.3
	No	70	46.7

Study question:

Question one: What is the degree of Assessment of Attitudes of Nurses Patients in Hospital?

To answer this question, the researcher calculated Means and SD for Assessment of, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, as follow:

Table (2) Arithmetic Means and standard Deviations for Assessment of Knowledge, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital

Item	Mean	Std. Deviation
Assessment Attitudes of Nurses regarding Psychological Support in Hospital	2.89	0.38

As seen from the previous table the degree of Assessment of Knowledge, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is Medium by 2.89 mean and with 0.38 Std. Deviation.

Question Three: What is the degree of Attitude of Nurses toward Providing Psychological Support of Patients in Hebron Hospital?

To answer this question, the researcher calculated Means and SD for Attitude of Nurses toward Providing Psychological Support of Patients, according to importance as follow:

Table (3) Means and standard Deviations for Each items.

Ordinal	Item	Mean	Std. Deviation
1	Giving psychological support for patients is a waste of time.	2.7667	1.07934
2	I am willing to do psychological support of patients	3.4833	1.30827
3	I am scared (frightened) to give psychological support to patient	2.3167	1.21421
4	People need support should be in a separate ward from other patients in the hospital	2.9667	1.41381
5	Giving psychological support prolongs the life of patient with patients	3.4000	1.39247
6	Thinking about providing psychological support to patients worry me	2.8667	1.39572
7	I think it is better for patients to not receive any psychological support.	1.8833	1.24997
8	Nurses have good knowledge about management of psychological problems of patients	3.1500	1.16190
9	patient should be encouraged to have hope against any complications	3.8500	1.11728
10	Psychological support is not available in the hospital.	3.6333	1.19273
11	Nurses do not have a full understanding of counsel patients	3.4167	0.99646
Grand total		3.06	0.57

As seen from the previous table the degree of Assessment of Knowledge, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is Medium by 3.06 mean and with 0.57 Std. Deviation, and we can be seen the most paragraph is (patient should be encouraged to have hope against any complications.) with mean (3.85) and std (1.11), next (hospital.) with mean (3.63) and std (1.19), and next (I am willing to do psychological support of cancer patients.) with mean (3.48) and std (1.30), but the less important paragraph is (I think it is better for cancer patients to not receive any psychological support.) with mean (1.88) and std (1.24)

Study Hypothesis

First hypotheses: There were no statistically significance differences at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to Age.

To make sure if these means are significant or not, one way anova test was used

Table (4): Arithmetic of Mean, standard Deviation and one way anova due to Age.

domain	Source variance	Sum of Squares	Degree of freedom	Mean Square	F value	Sig
Attitude of Nurses toward Providing Psychological	Between Groups	0.484	3	0.161	0.475	0.701
	Within Groups	19.017	56	0.340		
	Total	19.501	59			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in Assessment of Knowledge, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to Age, so therefore accept this hypothesis.

Table (5): Number of Mean, standard Deviation., due to Age

domain	Age	Number	Mean	Standard deviation
Attitude of Nurses toward Providing Psychological	Less than 29	25	2.93	0.62
	30 – 34 year	40	3.14	0.61
	35 – 39 year	49	3.13	0.55
	40 and above	12	3.08	0.56

Second hypotheses: There were no statistically significant differences at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to Gender

To make sure if these means are significant or not, T.test was used

Table (6): Mean, standard Deviation and T. Value due to Gender.

Domain	Gender	No	Mean	Std. deviation	Degree of freedom	T Value	Sig
Attitude of Nurses toward Providing Psychological	Male	55	3.10	0.53	148	0.520	0.605
	Female	95	3.03	0.60			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to Gender, with Medium degree, there for mean of Male 2.84, and Female 2.81, so therefore accept this hypothesis

Third hypotheses: There were no statistically significance differences at ($\alpha \leq 0.05$) in, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to Years of Experience.

To make sure if these means are significant or not, one way anova test was used

Table (7): Mean, standard Deviation and one way ANOVA due to Years of Experience..

domain	Source variance	Sum of Squares	Degree of freedom	Mean Square	F value	Sig
Attitude of Nurses toward Providing Psychological	Between Groups	1.310	40	0.327	0.990	0.421
	Within Groups	18.192	160	0.331		
	Total	19.501	200			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in Assessment of Knowledge, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to Years of Experience., so therefore accept this hypothesis.

Table (8): Number of Mean, standard Deviation, due to Qualification

domain	Years of Experience.	Number	Mean	Standard deviation
Attitude of Nurses toward Providing Psychological	Less than one year	25	3.06	0.29
	1 – 5 years	40	2.88	0.65
	6 – 10 years	44	2.96	0.70
	11 – 15 years	29	3.26	0.52
	16 and above	12	3.08	0.47

Forth hypotheses: There were no statistically significance differences at ($\alpha \leq 0.05$) in, Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to Academic degree.

To make sure if these means are significant or not, one way anova test was used

Table (9): Mean, standard Deviation and one way ANOVA due to Academic degree..

domain	Source variance	Sum of Squares	Degree of freedom	Mean Square	F value	Sig
Attitude of Nurses toward Providing Psychological	Between Groups	0.169	2	0.084	0.248	0.781
	Within Groups	19.333	148	0.339		
	Total	19.501	150			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to Academic degree, so therefore accept this hypothesis.

Table (10): Number of Mean, standard Deviation, due to Qualification

Domain	Academic degree	Number	Mean	Standard deviation
Attitude of Nurse toward Providing Psychological	Diploma	50	2.99	0.72
	Bachelor	90	3.08	0.51
	Master or more	10	3.16	0.42

Fifth hypotheses: There were no statistically significant differences at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to receive any training about psychological support

To make sure if these means are significant or not, T.test was used

Table (11):Mean, standard Deviation and T. Value due to receive any training about psychological support.

Domain	receive any training about psychological support				Degree of freedom	T Value	Sig
		No	Mean	Std. deviation			
Attitude of Nurses toward Providing Psychological	Yes	80	2.98	0.69	148	-0.808	0.424
	No	70	3.11	0.48			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to receive any training about psychological support, with Medium degree, there for mean of Male 2.78, and Female 2.85, so therefore accept this hypothesis

Seventh hypotheses: There were no statistically significance differences at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital due to Ward.

To make sure if these means are significant or not, one way anova test was used

Table (13): Mean, standard Deviation and one way anova due to Ward

domain	Source variance	Sum of Squares	Degree of freedom	Mean Square	F value	Sig
Attitude of Nurses toward Providing Psychological	Between Groups	2.673	5	0.535	1.716	0.147
	Within Groups	16.828	145	3.12		
	Total	19.501	150			

Results show that there was no significance deferens at ($\alpha \leq 0.05$) in Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital, due to Ward, so therefore accept this hypothesis.

Table (14): Number of Mean, standard Deviation. , due to Ward

Domain	Ward	Number	Mean	Standard deviation
Attitude of Nurse toward Providing Psychological	CCU	25	3.05	0.68
	Surgical	35	3.08	0.53
	Medical	40	2.63	0.65
	ICU	20	3.40	0.49
	Pediatric	20	3.00	0.42
	Clinics	10	3.42	0.29

12. Discussion

Attitude of Nurses toward Providing Psychological Support of Patients.

The research question was addressed the attitudes of nurses toward Providing Psychological Support of Patients. 55% from nurses responded the psychological support for patients is a waste of time

When ask nurses about I am willing to do psychological support of patients nearly 65% disagree, and that's agree with study, Edwards (1999), nurses may lack the confidence to deal with the psychological problems of patients. When asked about the (frightened) to give psychological support to patient, 65 agree high result this related the patient situation is critical and very illness, the effects of cancer and its treatment are also influenced by the physical and developmental age of patients and their caregivers (Ries et al., 2007).

Chronic illness can bring about guilt, feelings of loss of control, anger, sadness, confusion, and fear (Charmaz, 2000). And the result and accept with Studies of partners of women with breast cancer (predominantly husbands, but also "significant others," daughters, friends, and others) find that partners' mental health correlates positively with the anxiety, depression, fatigue, and symptom distress of women with breast cancer and that the effects are bidirectional (Segrin et al., 2005, 2007).

When asked about thinking about providing psychological support to patients worry me the result 44% its high from researcher opinion refer to knowledge deficit, the anxiety decreases satisfaction with information provided. Anxiety and other side effects of the illness and its treatment, such as pain, need to be controlled if information is to be useful (Chapman and Rush, 2003), Clinicians may not inquire about psychosocial problems because of inadequate education and training (including inadequate clinical practice guidelines) in these issues (IOM and NRC, 2004), a lack of awareness of services available to address these needs (Matthews et al., 2002). Patient care can be a stressful working environment for staff that are called upon to deliver highly complex and technical care while constantly dealing with the distress and suffering of very ill and dying patients and their families (Lancaster 2008).

Asked I think it is better for patients to not receive any psychological support. The result more than 70% agree, research in the area of therapy, stress reduction, has led to mixed findings, a research study done in 1989 by David Spiegel and colleagues seemed to link a difference in survival with taking part in a support group. But other researchers who did the same kinds of studies did not have the same outcomes, A 2004 study review pooled the results of many well-designed studies of cancer patients getting psychotherapy. With more than 1,000 patients in the final results, no effect was found on survival.

Nurses are in a unique position to monitor patients and their psychosocial care. However there remains a barrier to exploring some of these facets of care., nurses need to be more inclusive of patient's sexuality, spirituality, optimism and hope when assessing psychosocial care and quality of life as these subjects can be the least explored by staff with their patients (Ellis, 2006).

When asked about patient should be encouraged to have hope against any complications, and result more than 75% , patient care can be a stressful working environment for staff that are called upon to deliver highly complex and technical care while constantly dealing with the distress and suffering of very ill and dying patients and their families (Lancaster 2008).

When asked psychological support is more effective than other therapies such as chemotherapy, the result more than 50% disagree historically have not been thought of as such, they increasingly meet the definition of chronic diseases: "They are permanent, leave residual disability, are caused by nonreversible pathological alteration, require special training of the patient for rehabilitation, or may be expected to require a

long period of supervision. These effects of cancer and its treatment are also influenced by the physical and developmental age of patients and their caregivers. More than half (approximately 60 percent) of individuals who have ever been diagnosed with cancer are age 65 or older; 39 percent are young and middle-aged adults aged 20–64; and 1 percent are age 19 or younger (NCI, undated). Patients and their health care providers offer similar reports of these social and psychological obstacles (IOM and NRC, 2003, 2004; NCI, 2004), which add to the suffering created by the illness, prevent adherence to prescribed treatments, and interfere with patients' ability to manage their illness and their health.

The therapist provided a highly individualized intervention both before and after hospitalization, consisting of emotional and cognitive support, fostering fighting spirit and diminishing helpless-hopeless responses. Two hundred and seventy two patients were randomly assigned to intervention or control. The intervention group had significantly better survival rates up to two years after the interventions. When asked about Nurses do not have a full understanding of counsel cancer patients the result 62% disagree, nurses practice in a variety of settings including acute care hospitals, ambulatory care clinics, private oncologists' offices, radiation therapy facilities, home healthcare agencies, and community agencies. They practice in association with a number of oncologic disciplines, including surgical , radiation , gynecologic , pediatric , and medical , The change to outpatient administration of chemotherapy has increased the necessity for accurate and thorough patient and family education. This requires nurses to understand the possible side effects of each antineoplastic agent and the self-care activities for reducing their severity. Although nurses' knowledge was good but they reported their inability to provide counseling which indicated the necessary of providing proper training to enhance their abilities. Their negative attitudes about the necessity of counseling patients may explain their misunderstanding of how to provide counseling. Uncertainty and lack of knowledge of nurses about the role of counseling, which was identified in this study, are an important barrier to the effective performance of these nurses.

Conclusion

To identify nurse attitudes toward psychological support to patient in unit, to determine how nurses recognize the need for supportive care, to provide preliminary data on how adequate circumstances are to be set up and maintained in Palestine., From the result we show the degree of Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is highly by 2.58 mean and with 0.30 Std. Deviation, and we show the Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is Medium by 3.06 mean and with 0.57 Std. Deviation, and then we show the degree Attitudes of Nurses regarding Psychological Support of Patients in Hebron Hospital is Medium by 2.83 mean and with 0.38 Std. Deviation.

To provide recommendations and suggestions about using of psychological support in clinical practice, Nursing need more training and knowledge for psychological support, and attitude need more improving for nursing, Satisfaction for nurse working in hospital.

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