## Purpose
- Understand Standardized Patient (SP) perception of nursing care
- Identify areas of improvement in nursing care

## Research Questions
1) How do patients perceive SN care differs from RN care
2) What domains of care do patients perceive need improvement

## Literature Review
- Hospitalized patient’s view of SNs
  - caring, competent, able to meet needs
  - SNs uncomfortable when SNs provided care
  - Patient perception of hospitals & family care

## Sample
13/15 (response rate = 87%) SP’s at Dishman SON
Age Range: 60 – 79
69% of participants served as SP’s within past year
92% of participants hospitalized within past 5-10 yrs

## Methodology
- Mixed-method exploratory design
- MRM theory as theoretical framework
- Development of Qualtrics survey, informed consent, and recruitment email
- IRB approval obtained

## Data Analysis Results

### Table 1: Total Scores for Registered and Student Nurses

<table>
<thead>
<tr>
<th></th>
<th>Total Score</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>11 – 13</td>
<td>4</td>
<td>33.3</td>
</tr>
<tr>
<td></td>
<td>14 – 16</td>
<td>2</td>
<td>16.7</td>
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<tr>
<td></td>
<td>17 – 19</td>
<td>2</td>
<td>16.7</td>
</tr>
<tr>
<td></td>
<td>20 – 22</td>
<td>4</td>
<td>33.3</td>
</tr>
<tr>
<td>SNs</td>
<td>11 – 13</td>
<td>5</td>
<td>38.5</td>
</tr>
<tr>
<td></td>
<td>14 – 16</td>
<td>7</td>
<td>53.8</td>
</tr>
<tr>
<td></td>
<td>17 – 19</td>
<td>1</td>
<td>7.7</td>
</tr>
</tbody>
</table>

*Mean* = 14.32, *SD* = 3.75

### Why are SN’s rated higher?
- *RN’s under more stress due to unknown and heavier workload
- *SN’s are more closely evaluated
- SN’s anxiety may lead them to be more careful and willing to listen to patients

### Suggestions for SN Improvement
- *Be more calm
- *Continue education/studying
- *Gain more experience
- *Be professional
- *Be prepared and disciplined
- *Gradually place SN in less controlled environment

## Implications
- Possibly more emphasis needed on spiritual care in education
- Improve RN care by maintaining the standards followed in nursing school

## Funding
Funding provided by Lamar University Office of Undergraduate Research Grant 2020-2021

**SN** = Student Nurse  
**RN** = Registered Nurse  
*Participant comments

## References

## Acknowledgements
- Dr. Gina Hale for her dedication to this project
- Office of Undergraduate Research and Dr. Cristian Bahrim for giving me this opportunity
- All the Standardized Patients who participated
  - Thank you so much!