



FONJAI MIRABEL

Encountering a patient in an intimate hygiene care situation

DEGREE PROGRAMME IN NURSING
2023

ABSTRACT

Author: Fonjai Mirabel

Encountering a Patient in an Intimate Care Hygiene Situation

Bachelor`s thesis

Degree Programme in Nursing

October2023

Number of pages:

Intimate hygiene is a very important issue in wellbeing in general and it is very important in creating an understanding between the nurse and the patients. Nurse patient encounter is a connection that ensures that patients need are met. This is done through professional and effective communication since the recipient of care will be revealing vital and personal information that needs to be handled with a lot of care.

The purpose of this study was to design and produce a poster that will tell how nurses can encounter a patient in an intimate hygiene care situation. The objective of this study is to ensure that nurses can encounter patients in a better way which helps to improve communication and patients` health, and patients should feel comfortable in expressing themselves.

The method adopted for this study was the waterfall method. In this method, the study is fully planned and executed through stages. The waterfall method was easy to follow, as it has a clear and simple structure. The study has 5 stages, initiation, planning, implementation, observation, and closure stage. One stage was fully completed before starting a new one.

The results of this thesis project were an informative poster on how nurses could encounter patients in intimate hygiene care. The content of the poster was limited to the most common responsibilities of nurses during an encounter. The feedback received was positive as it was stated that the poster was informative and useful, such as understanding the ability to provide high-quality care in an encounter.

Keywords: Intimate Hygiene, Patient, Encountering, Nurses

CONTENTS

1 INTRODUCTION.....	5
2 THEORETICAL BASIS OF THE PROJECT	7
2.1 Intimate hygiene.....	7
2.1.1 Basic equipment needed for intimate care.	8
2.1.2 How to take care of male and female intimate hygiene	8
2.2 Patient.....	9
2.3 Encountering	9
2.3.1 Interaction.....	9
2.3.2 Communication	10
2.3.3 Trust	11
2.4 Nurses.....	11
3 PURPOSE AND OBJECTIVE OF THE PROJECT	12
4 PROJECT IMPLEMENTATION	13
4.1 Project methodology	13
4.2 Literature Retrieval	13
4.3 Description of target group	14
4.4 Stages of the project.....	14
4.5 Poster.....	17
4.5.1 Planning and Designing a Poster.....	17
4.5.2 Features of a Good Poster	18
4.5.3 Poster Result.....	18
5 EVALUATION.....	20
5.1 Resources and risk.....	20
5.2 Ethical consideration	20
5.3 Evaluation of the poster.....	21
5.4 Results of Poster Evaluation	22
6 DISCUSSION	25
REFERENCES	
APPENDICES	

1 INTRODUCTION

Intimate hygiene is important as it aims at promoting and protecting sexual health with emphasis of the prevention of infections which is a common health issues among women (Kelčíková et al. 2017). However, women practice a good number of intimate hygiene to promote their sexual health using products such as vaginal wipes, intravaginal cleaning for example washing with liquids (Daher et al, 2022).

According to WHO, hygiene is a practice that helps to prevent infections from being spread thereby maintaining good health and cleanliness (WHO, n.d). Hygiene is complex which makes it difficult to understand the difference between hygiene and cleanliness. Hygiene in its complexity is a combination of practices put together to achieve cleanliness as good practices pose as a stumbling block to infection. (Satish et al, 2020.)

Nursing practice is centred around interactions and caring for a patient as such making sure that the vital and basic needs of a patient are met. The relationship between a care giver and a patient should be well established to give a better understanding to the care giver or nurse the magnitude of close contact. (Picco et al, 2010.)

Intimate hygiene requires of a lot of physical closeness and touch by the care giver (O'Lynn, Cooper & Blackwell, 2017). This, therefore, prepares caregivers and nurses for the need to be confident, and creating a supportive and therapeutic relationship with patients (Shakwane & Mokoboto-Zwane, 2020b).

The importance of participating in nursing encounters is believed to have the potential to increase and provide patient satisfaction, to improve nurse-patient communication, enhance management of infection and improve patients' health (Cegala DJ, 2009).

As such, this project will be focusing on the interaction between the nurses and patients regarding patients' intimate care. This project is made as part of the STEPPi 2 -project.

STEPPI 2 -project is a network responsible for producing basic health care which was implemented in 2016-2020 in several health care organizations and hospitals. This project started with the idea that the patient basic care is one factor of quality and effective nursing. Basic care as mentioned in the STEPPI 2 -project is viewed under the physical and psychosocial needs such as personal hygiene, sleeping and rest, breathing, nutrition and dressing not forgetting encountering between patient and nurses as part of the basic care. (Satasairaala, n.d.)

The purpose of this study was to design and produce a poster which will tell how nurses can encounter a patient in an intimate hygiene situation as a means of promoting health in the hospital. The objective of this study is to ensure that nurses can encounter patients in a better way which helps to improve communication and patients' health, and patients should feel comfortable in expressing themselves.

2 THEORETICAL BASIS OF THE PROJECT

This thesis is limited to its main content which is important in identifying its key concepts. The key concept used in this project are Intimate hygiene, Patient, Encountering and Nurses.

2.1 Intimate hygiene

Intimate hygiene also known as genital hygiene which is made up of moves or processes. These processes could be carried out by an individual or group of individuals aimed at removing excess lubricants, urine remains, faeces, blood stain and secretions from the genital area. These processes enhance comfort, promotion of wellness and most importantly the prevention of infection. (Ruiz et al, 2019.)

Personal hygiene can be defined as those practices that contribute immensely to the maintenance and preservation of health through prevention of infections, which is most recognized through cleanliness. As such good hygiene practices help in the preservation of health which serves as a barrier to most of the communicable diseases. (Satish et al, 2020.)

Nurses give out care that meets the needs of patients which therefore requires them to be close to patients psychologically and physically. It is because of this closeness that private body parts are reviled such as touching of the body parts and intimate information about the body being shared to strangers (nurses). In providing physical care, touch is most likely to occur which is the basic part of care as such the encounter between the nurse and the patient is facilitated by communication. This encounter between the nurse and the patient is said to be the intimate reason being there meet the physical and psychological area. (Shakwane & Mokoboto-Zwane, 2020a.)

While in intimate care, the nurse and the patient need to set up a well-confined relationship that allows the nurse to access the patient's intimate area. In encountering patients in this situation professional intimate care is executed by responsible nurses. Nurses providing intimate care should be competent enough, comfortable, and

confident in providing intimate care to patients not minding their gender, religion, age, sexual orientation, and culture. (Shakwane & Mokoboto, 2020a.)

2.1.1 Basic equipment needed for intimate care.

Intimate care involves a full cleaning of patient external genitals, and the surrounding skin and patient routinely gets this care during a complete full bath. Basic equipment needed for this care are.

- ❖ Wash cloths, and towels
- ❖ Basin and wipes (disposable)
- ❖ Laundry bags
- ❖ Water depending on client's preference (lukewarm)
- ❖ Clean gloves (Perry et al, 2015.)

2.1.2 How to take care of male and female intimate hygiene

In female care, patient should be allowed to take care of herself if she can. When assistance is needed, it is recommended to always place patient in a dorsal recumbent position. While putting on clean gloves make sure the patient is well covered and comfortable. Wash and dry the patient's upper thighs, wash the labia majora making sure the labia is retracted with the non-dominant hand and carefully wash the skin. Dry from front to back. As gently as possible separate the labia to expose the urethral meatus and vaginal orifice while using the dominant hand to clean from the pubic area to the rectum. Clean the labia minora, clitoris, and vaginal orifice thoroughly making sure tension is avoided. Rinsed, dry and place the patient in a comfortable position. (Perry et al, 2015.)

In male, the patient is placed in a supine position, wear clean gloves making sure the patient is covered and only the expose the genital area. Retract the foreskin if the patient is not circumcised. Wash the tip of penis in a circular motion while cleaning from the meatus upward. Rinsed, dry and return the foreskin to its natural position. (Perry et al, 2015.)

2.2 Patient

Patients are said to be people who are suffering from medical conditions and requires medical care to become fit again as such dealing with issues such as chronic diseases, physical pain, psychologic and mental issues (MedicineNet, 2022). Patient who suffers from chronic diseases and emergencies are automatically admitted in health care unit such as clinics, hospitals, and nursing homes. This therefore involve different kinds of interactions that a patient encounters in different health care units. (Sequence Health, 2022.)

Patients are greatly considered to be the main consumer in health care system. Patients are persons who need nursing care, receiving nursing care and undergo health care treatment to recover from health challenges. Patients have rights which are considered to build who they are such as right information concerning their health conditions, right to treatments, right to be respected and keep their information confidential, right to decision making regarding their health. As such every health care system positioned patients in the centre of nursing care. (Jacob & Micheael 2022.)

2.3 Encountering

Encountering is a mutual presence which is used to form a confidential and caring environment. They are things to take into consideration when nurses meets or encounter patients to perform clinical task, communicating care and ensuring comfort. Potential harm can occur if meeting a patient is not properly done therefore it is important that nurses or care givers are knowledgeable and proficient enough when such an encounter is faced. (O'Lynn et al, 2017.)

2.3.1 Interaction

Nurse patient interaction is very vital for the patients physical and mental healing. Nurse patient interaction is a connection that ensures that patients need are met. This interaction has been explained in nursing context as that which helps the nurse and

patient to accomplish their desired goals and without this connection, it is difficult to establish successful care for a patient. Good interaction has traces of improving patient health and instilling confidence in patients while having a discussion with the nurse regarding their health. (Palese et al, 2011.)

2.3.2 Communication

Communication between nurse and patient contributes greatly to patient participation and perception of quality of care. In the encounter between the nurse and the patient, they both bring in their feelings, a pattern of behaviours and attitudes which therefore demands different communication styles to meet the health needs of the patients such as an effective communication that is needed for the establishment of nurse-patient encounter. (Abukari & Pammla 2020.)

Nursing care is a combination of many activities and tasks which involve assisting patients with health-related needs thereby leading to intimate encounters (Mainey et al. 2018). In providing intimate care, it may bring about sensitive feelings of discomfort, fear, and anxiety which might be misconceived as such nurses are constantly reminded to know their boundaries and space while attending to patients or in providing intimate care to avoid discomfort. This is done through professional and effective communication. (O'Lynn et al. 2017.)

Communication is the foundation of the connection and trustworthiness of care received by patients. Nurses can readily direct patients about their health conditions through an effective communication process which therefore allows patients to have a good understanding of the care process. (Chen et al, 2022.)

For the patient to fully participate in any care procedure or comply with any health advice to an extent is influenced by the quality of nurse and patient encounter and communication. They need to understand each stage of the care process. The impact of poor encounters can be detrimental to the quality of care, nursing practices, and safety which in terms suggest that communication competence is a great skill for nurses when it comes to encountering patients. (Mensah, 2013.)

2.3.3 Trust

Effective communication is the only means in which nurses can gain the trust of patients which is a very important aspect in patient -nurse encounter in health care facilities. Trust can be easily developed if the nurse's appearance is cheerful, positive, easy to communicate with and cares about the patient than when nurse's behavior is the opposite. Communication between nurse and patient is crucial as it is built on trust which will last throughout the entire encounter and care interaction. (Chen et al, 2022.)

2.4 Nurses

Nurses are considered as highly qualified professionals that play a very vital role in the health care system. Nurses are the largest professionals in the health care system and known as the frontline healthcare professionals as patients greatly depend on them for their recovery process. Nurses are also considered to be providers of health care services, influencers of health in general and guides of health there by enhancing patients' achievement of high standards of health and wellness. Nurses provide a wide range of services such as health promotion, prevention, treatment, palliative care till end of life. (Sairaanhoitajat, n.d.)

3 PURPOSE AND OBJECTIVE OF THE PROJECT

The purpose of this study was to design and produce a poster which will tell how nurses can encounter a patient in an intimate hygiene situation as a means of promoting health in the hospital.

The objective of this study is to ensure that nurses can encounter patients in a better way which helps to improve communication and patients' health, and patients should feel comfortable in expressing themselves.

Project tasks are:

- 1) finding relevant information, reliable and scientific knowledge, and skills on encountering patients in intimate hygiene situation and
- 2) to produce a poster demonstrating the good encountering of nurses and patients in intimate hygiene care.

4 PROJECT IMPLEMENTATION

4.1 Project methodology

The project methodology called Waterfall model was used in this project. That is a model that involves step to step on how the project will be executed from planning, to implementation, to the progress of the project right up to end. Each step of the project leads to the next which will be systematically reviewed in preparations of moving forward. In the waterfall model, one step will be kept for testing which will be carried out at the end of the project. (Westland Jason, 2016.)

4.2 Literature Retrieval

In this thesis information was searched from different sources which helped the author to plan and implement in the project of encountering patient in intimate hygiene treatment situation. By so doing, risk or obstacles that might encounter in this project will be considered with the main objective of achieving the goal.

Literature used for this project was retrieved from scientific database sources. Databases used to get information for this project include Science Direct (Elsevier), PubMed, Medline, The Cochrane Library, and ResearchGate. Thesis from other universities were used as sources while paid sources were excluded. Only English languages sources were used as the author is an international nursing student of Satakunta University of Applied Sciences. The search words were intimate and hygiene, intimate and care, nurse, and patients' relationship, encountering. More detailed information about the search can be seen in appendix 1.

Based on the search engines used articles were found to be related to this project and the author chose to use 11 of these articles for this project. Articles chosen for this project were limited from 2000-2022. The more detailed inclusion and exclusion criteria are in table 1.

Table 1. Inclusion and Exclusion Criteria

INCLUSION CRITERIA	EXCLUSION CRITERIA
Articles published from 2000 – 2022.	Publish before year 2000
Articles written in English	Articles written in other languages than English
Accessible and available in full text	Articles that are not freely accessible
Publication related to the topic.	Articles not related to the topic

4.3 Description of target group

This thesis focuses on nurse’s significant role in the interaction with adults to provide effective communication skills which will help extract information from patients regarding their intimate hygiene that will lead to quality care. As such it is important to identify the target group of this project based on its purpose. The scope of this project was examined and decided that hospital nurses of Satasairaala in every unit who encounter patients in intimate hygiene care will be the ultimate target group.

4.4 Stages of the project

This project was carried out to improve the already acquired knowledge and skills by nurses on how to encounter a patient in the care of intimate hygiene. The project management process is elaborated in stages that leads the project from the beginning to end and the stages are initiation, planning, implementation, observation, and closure (Project Management, 2022).

The author planned on working on the thesis each day for about 4-5 hours and to get contact with the supervising teacher, when needed, with the goal of completing the project by October 2023.

The initiation started in September 2022 with the provision of list of thesis topics from the Satakunta University of Applied Sciences and in the initiation stage, the objective, target group was identified. The reason for which this thesis was studied and the final goals to be achieved at the end of the project.

In October 2022 – January 2023, the planning began with the author mapping out the resources, timeline needed for the successful completion of the thesis, objectives. After several attempt with the project plan, it was approved by the supervising teacher. An agreement was signed between the author and Satakunta University of Applied Sciences. SAMK. Immediately after this agreement was done, the author applied for hospital permit to carry out this project from Satasairaala Satakunnan Sairaanhoidopiiri.

The implementation started between February – May 2023 where the author retrieved information from scientific databases and previously related projects. Detailed, vital and relevant information from trusted publishers, articles needed for this project was obtained, taking into consideration the time, resources, and risk involved.

The project observation was schedule between May – July but due to the summer break it didn't go as planned as the poster draft information was presented to the supervisor for evaluation and feedback in August 2023. Having received the supervisor's feedback, the final draft of the poster was finalized which was produced in Finnish and English language and was presented at the STEPPI 2 seminar held on October 5th 2023.

Finally, the closure happened in October 2023, the project feedback was obtained from the supervisory teacher and necessary corrections made. The performance of the project was accessed, and its results communicated to the supervisory teacher. Final approval of the project was sought for by the author, project progress and right to publish the final product was discussed. Table 2 explain the date and task used to realise this project.

Table 2. Stages and timetable

Initiation stage	September 2022	<ul style="list-style-type: none"> ❖ List of topics to choose from and the topic approved by the supervising teacher. ❖ Identifying the target group, which was the adults.
Planning	October 2022-January 2023	<ul style="list-style-type: none"> ❖ Thesis plan and the process on how the project will be carried out.
Implementation	February- May 2023	<ul style="list-style-type: none"> ❖ Getting thesis plan accepted ❖ Applying the project permit and making an agreement with Samk and the hospital ❖ Implement the project whereby the product is being created using ideas gathered during planning.
Observation	May-July 2023	<ul style="list-style-type: none"> ❖ Having discussions with supervising teacher on the progress of the project ❖ Checking on risk and possible prevention of the occurrence. ❖ Get feedback from my supervising teacher and make the necessary adjustment.

Closure	July- October 2023	<ul style="list-style-type: none"> ❖ Awaiting the final thesis approval. ❖ Presentation of thesis results in STEPPI 2 seminar ❖ Discussing the conclusion of the project with the supervising teacher, finalizes the project and publish in Theseus.
----------------	--------------------	---

4.5 Poster

A poster is one of many means of transmitting and publicizing an outcome. Poster can effectively present vital information. Posters are visual aids which assist the targeted group in understanding the narrative being presented. Posters are aimed at being different and making an impact as they send information quickly and clearly. Pictures should be attractive, well-illustrated and easy to digest. Knowing the benefits of the title, narrative, and the key figures to be included is one of the criteria to take note of before producing a poster. When producing a poster, it is important to know why the poster is being produced and for whom. This helps in identify what should be included and excluded as such brief keyword usage is important in producing an outstanding poster. (Gemayel, 2018.)

4.5.1 Planning and Designing a Poster

Before designing a poster planning and other factors needs to be considered such as how the poster will look like, what to include in the poster, pictures or writings and the size of the poster. It is very important to choose the right graphic tool like photoshop, Canva, PowerPoint that one is familiar with and easy to use. (Gundogan et al,2016; Gresh, 2019.) When planning on designing a poster, it is always advisable to have a look at a good number of posters to gather ideas on how to create and

informative, beautiful, and satisfying poster. The poster should be designed in a way that its information is minimal with key points and pictures should not be distracting from the key information. Information flow should be logical, colors used should have effective contrast for easy reading. The poster should be designed in a way that is self-explanatory to the audience. (Gundogan et al, 2016.)

4.5.2 Features of a Good Poster

- ❖ Most important information should be visible and readable from about 2-3 meters away.
- ❖ Title should be short and interesting.
- ❖ Concise and straight to the point text
- ❖ Bullets, numbers, and headline are used for easy reading.
- ❖ Effective use of font, graphics, and colors.
- ❖ The poster should have the authors name, acknowledgment, and institutional affiliation. (NYU Libraries 2020).

4.5.3 Poster Result

In designing this poster, PowerPoint was used as a graphic tool as it was the available tool the author could lay hands on. The author had to learn how to use PowerPoint and how it works as an infographic tool through educational videos.

The poster was kept simple, only key messages were used in the poster; content was straight to point making it simple for easy comprehension. The headings were designed to have their own color making it look captivating. Short sentences were used primarily in the design and the number of words in the poster were limited within the recommendation limit. A central image of a nurse and patient was added to the design which symbolizes nurse patient encounter.

The poster was originally done in English language and translated to Finnish language with the help of google kääntäjä. The Finnish translation done by the author was not

that good, and the author had to seek for help from the supervising teacher who came up with the final and correct translation of the text.

5 EVALUATION

5.1 Resources and risk

Project resources are important things for the project to be completed and fulfill its purpose and without these things the project is bound to fail such as equipment, finances, and people (Planview, 2021).

Equipment needed for this project to be completed were laptops and books, and the most importantly the author, supervisor, and person from the hospital were needed for this project to come to completion. Another resource for this project is the databases from where the information was retrieved. No financial resources were needed as the author used free and available articles.

A project risk is that unexpected thing which might occur in the cause of a project which might impact the quality of the project if they occur, so it was important to look at the possible risk in other to figure out ways of managing them when it happens (Project management, 2022).

One most important risk identified by the author to be associated to the project was that of time management. The project took more time or was behind schedule as planned from the onset. Some external factors that contributed to this was summer break, lack of motivation and busy working schedules. Breaks were always needed from work to see that a solution was found.

5.2 Ethical consideration

There are ethical guidelines and considerations that guide institution research which must be followed to the list to achieve the objectives. Guiding principles connected to the research need to be observed and followed to get information and data needed for the research. Ethical guidelines also help the researcher in promoting trustworthiness,

considering ethical aspects of research applied to academic institutions in Finland. (Finnish Advisory Board on Research Integrity 2012.)

The author used scientific and reliable sources in this project. Valuable information was retrieved from a comprehensive and good theoretical basis and the sources were not more than 13 years old. Sources' entries followed the instructions as much as possible in accordance with the institution's source guidelines and plagiarism was avoided as much as possible. Adhering to the standards of scientific practices and knowledge in the process of this project such as planning, implementation, and evaluation was maintained. The author made sure that there was respect for anonymity and confidentiality. Cultural differences are another consideration as the author is an international student, as such making sure to respect the rights and customs of the Finns.

5.3 Evaluation of the poster

The author's evaluation of the poster was done using a short questionnaire. The questions were directed on getting information about how the poster can be improved in its content and design as well as information about how well the language used in the poster gives a self-explanatory understanding of nurse patient encounter. The target group was the hospital nurses of Satasairaala and this group was selected because they are the once seen to have an encounter with patients on a daily basis and fit the criteria of the purpose the thesis set to achieved. The survey aimed to get the opinion of the nurses on the poster and how they think the poster supports their knowledge on the topic as well as how the poster can be improved. The questionnaire was presented in the STEPPI 2 seminar to both the nurses and the students, and they gave their opinion about the poster.

Below are questions presented in the questionnaire:

- 1) How comfortable are patient in disclosing their intimate hygiene practices?
- 2) How explanatory (or informative?) do you think the content of this poster is?

3) Did this poster improve your knowledge on nurse patient encountering in intimate

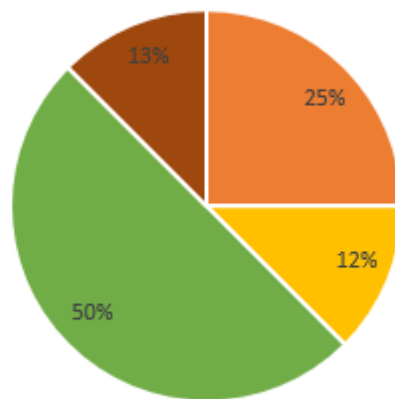
4) How do you think the content and design of this poster can be improved.

5.4 Results of Poster Evaluation

However, they were 100 participants present during the STEPPI 2 seminar. The author gave out the questionnaires to 10 participants and 8 participated in the survey. Result gotten from each of the questions were as follows:

Question 1

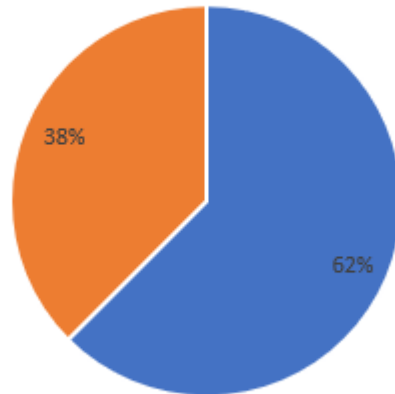
How comfortable are patients in disclosing their intimate hygiene practices?



■ Not comfortable ■ Fairly comfortable ■ Comfortable ■ Very comfortable

Question 2

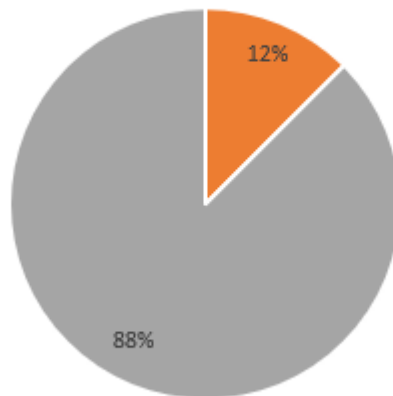
How explanatory or informatiive do you think the content of this poster is?



■ Explanatory ■ Very explanatory

Question 3

Did this poster improve your knowledge on nure/patient encounter in intimate hygiene?



■ A little ■ very well

Question 4

How do you think the content and design of the poster can be improved?

Some short answers provided by the respondent were as follows.

- ❖ Content was good, maybe layout could be a little different.

- ❖ Different parts could be more separated.
- ❖ Improve on the design and add more colour.
- ❖ Add more smaller pictures and reduced text.
- ❖ The poster is too colourful, it would be very attractive if it was simple.
- ❖ Well-done, it was clearly presented.

6 DISCUSSION

From the beginning to the end of this project, the author made sure that at every stage of writing, the learning skills were improved on both in understanding and in competence. The author thought it was going to be an easy topic to write on as authors idea was directed towards product use to care for intimate hygiene. The author also realised that planning is the most important stage which when done well it sets a clearer forecast and a better implementation of the project. Much effort was put in by the author with the guidance of the supervising teacher to make sure the information on project was up to standards, risk was as well analysed, and plan was evaluated. Working alone in a project has some limitations, struggles and motivation issues compared to when working in a pair. Pair work makes it easy, ideas shared are easily solved.

Nurses should apply psychological, professional skills to improve the health of patients. Psychological and professional skills are needed in communication. Knowing the right words to use, when to use and how to use to achieve the desired results. Professionally, it is very important for health care workers to know and point out where communication goes wrong since communication is a very vital tool in an encounter.

Good interaction between a nurse and a patient is important and this is focus on effective communication. since intimate hygiene is a sensitive issue that needs to be handled with care, good professional skills are required to get the information needed for patients care, as such, in achieving this, practicing effective communication and further education are means of improving and understanding patient's needs.

REFERENCES

- Chen, X., Zhao, W., Yuan, J., Qin, W., Zhang, Y., & Zhang, Y. 2022. The Relationships Between Patient Experience with Nursing Care, Patient Satisfaction and Patient Loyalty: A Structural Equation Modeling. *Patient preference and adherence*, 16, 3173–3183. Accessed 04 January 2023. <https://doi.org/10.2147/PPA.S386294>
- Cegala DJ, Post DM. The impact of patients' participation on physicians' patient-centered communication. *Patient Education and Counseling*, 2009; 77: 202–208
- Daher, A., Albaini, O., Siff, L., Farah, S., & Jallad, K. (2022). Intimate hygiene practices and reproductive tract infections: A systematic review. *Gynecology and Obstetrics Clinical Medicine*. <https://doi.org/10.1016/J.GOCM.2022.06.001>
- Epstein, R. & Street Jr, R. 2011. The Values and Value of Patient-Centered Care: *Annals of family medicine*. University of Rochester Medical Center 9(2), 100-103. Available: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3056855/>. Accessed 10 May 2017.
- Finnish Advisory Board on Research Integrity. 2012. Responsible conduct of research and procedures for handling allegations of misconduct in Finland, 28-30. Referred 02.01.2022. https://tenk.fi/sites/tenk.fi/files/HTK_ohje_2012.pdf
- Gemayel, R. 2018. How to design an outstanding poster. *The FEBS Journal*, Cambridge, UK (United Kingdom) 4/2018. [accessed 11 August 2020]. Available at: <http://web.b.ebscohost.com.ezproxy.saimia.fi/ehost/pdfviewer/pdfviewer?vid=1&sid=7085c708-ea17-445f-ba11-f7b2608ca48d%40pdc-v-sessmgr03>
- Gundogan, B., Koshy, K., Kurar, L., Whitehurst, K. (2016). How to make an academic poster, *Annals of Medicine and Surgery*, 11, 69-71. ISSN 2049-0801, Retrieved from: <https://doi.org/10.1016/j.amsu.2016.09.001> Accessed 4 January 2021.
- Gresh, C. (2019). Creating a Professional Poster: Start to Finish. Lippincott's NursingCenter Blog. Retrieved from Creating a Professional Poster: Start to Finish (nursingcenter.com) Accessed 4 January 2021.
- Kelly, M.A., Nixon, L., McClurg, C., Scherpbier, A., King, N. & Dornan, T., 2018, 'Experience of touch in health care: A meta-ethnography across the health care professions', *Qualitative Health Research* 28(2), 200–212. <https://doi.org/10.1177/1049732317707726>
- Jacob P.Olejarczk, Michael Young 2022. Patient Rights and Ethics. Available: <https://www.ncbi.nlm.nih.gov/books/NBK538279>

Kelčíková, S., Mazúchová, L., & Kaisová, L. (2017). Examining the determinants of intimate hygiene for young women with an emphasis on behavior related to risk of vulvovaginal infections. *Central European Journal of Nursing and Midwifery*, 8(2), 641–649. <https://doi.org/10.15452/CEJNM.2017.08.0013>

Kumar, S., Anand, M., & Darshan, J. C. (n.d.). *Importance of understanding the need of personal hygiene: A comprehensive review Polycystic Ovarian Syndrome View project A Retrospective Study on Prescription Audit in a Tertiary Care Teaching Hospital in Karnataka View project*. www.pharmacyjournal.in

Mainey, L., Dwyer, T., Reid-Searl, K. & Bassett, J., 2018, 'High-level realism in simulation: A catalyst for providing intimate care', *Clinical Simulation in Nursing* 17, 47–57. <https://doi.org/10.1016/j.ecns.2017.12.001>

Mensah, O. N. (2013). *Understanding the nurse-patient interaction at Komfo Anokye Teaching Hospital: The patients' perspectives and experiences* MPhil Thesis. Legon, Accra: University of Ghana.

MedicineNet.com. 2022. Definition of Patient. Accessed 18 August 2022. <http://www.medicinenet.com/script/main/art.asp?articlekey=3915>

New York University Libraries (2020). What is a Research Poster? Retrieved from: <https://guides.nyu.edu/posters/poster-basics> Accessed 11 November 2020.

O'Lynn, C., Cooper, A., & Blackwell, L. (2017). Perceptions, experiences and preferences of patients receiving a clinician's touch during intimate care and procedures: A qualitative systematic review. *JBIS Database of Systematic Reviews and Implementation Reports* 15(11), 2707–2722. <https://doi.org/10.11124/JBISRIR-2017-003375>.

Palese, A., Tomietto, T., Suhonen, R., Efstathiou, G., Tsangari, H., Merkouris, A., Jarosova, D. & Leino-Kilpi, H. 2011. Surgical Patient Satisfaction as an Outcome of Nurses' Caring Behaviors: A Descriptive and Correlational Study in six European Countries. *J. Nursing Scholarship*, 43(4), 341-350. Accessed 06 February 2023. doi: 10.1111/j.1547- 5069.2011.01413.x

Perry, Anne Griffin, Potter, Patricia A., Ostendorf, Wendy, Elsevier 2016. 6th ed: *Nursing Intervention and clinical skills* <https://ebookcentral.proquest.com/lib/samk/reader.action?docID=3562278>

Picco, E., Santoro, R., & Garrino, L. (2010). Dealing with the patient's body in nursing: Nurse's ambiguous experience in clinical practice. *Nursing Inquiry*, 17(1), 38–45.

Planview. (2021b). What is a Project Resource? <https://blog.planview.com/what-is-a-project-resource/>

Peter Landau, Project Manager. Retrieved May 2022 from <https://www.projectmanager.com/blog/improving-project-evaluation-process>

Project management. (2022). Common Types of Risk in Project Management 2022. <https://project-management.com/types-of-risk-in-project-management/>

Ruiz, C., Giraldo, P. C., Sanches, J. M., Reis, V., Beghini, J., Laguna, C., & Amaral, R. L. (2019). Daily genital cares of female gynecologists: a descriptive study. *Revista Da Associacao Medica Brasileira*, 65(2), 171–176. <https://doi.org/10.1590/1806-9282.65.2.171>

Sairaanhoitajat. (n.d.). Opiskele Sairaanhoitajaksi. Retrieved February 2023, from <https://sairaanhoitajat.fi/ammatti-ja-osaaminen/opiskele-sairaanhoitajaksi/>

Satish Kumar BP, Meghana, A, Reddy, Prolay Paul, Lipika Das, Darshan JC, Berlin P Kurian, Sayantan Ghosh, Ravindra BN (2020). [\(PDF\) Importance of understanding the need of personal hygiene: A comprehensive review \(researchgate.net\)](#)

<https://www.satasairaala.fi/tutkimus/kaynnissa-olevat-hankkeet/steppi-2>

Shakwane, S., & Mokoboto-Zwane, S. (2020a). Demystifying sexual connotation: A model for facilitating the teaching of intimate care to nursing students in south Africa https://www.researchgate.net/publication/345993618_Demystifying_sexual_connotations_-_A_model_for_facilitating_the

Shakwane, S., & Mokoboto-Zwane, S. (2020b). Promoting intimate care facilitation in Nursing Education Institutions in South Africa. *International Journal of Africa Nursing Sciences*, 13. <https://doi.org/10.1016/j.ijans.2020.100226>

Sequence Health 2022. Patient experience in healthcare: Why it is important? Sequence Health. Accessed January 10, 2023. <https://www.sequencehealth.com/blog/why-is-the-patient-experience-so-important-in-healthcare>

World Health Organisation: Retrieved from <https://www.afro.who.int/health-topics/hygiene>

Westland Jason. (2016). What is hybrid methodology? Retrieved from <https://www.projectmanager.com/blog/what-is-hybrid-methodology>.

APPENDIX 1

Data Search Process

Databases	Keywords	Search Articles	Accepted Articles
Science Direct	Intimate AND Hygiene	11962	4
PubMed	Nurse AND patient relationship	100139	2
Medline	Patient AND encountering	102053	1
The Cochrane Library	Intimate AND treatment	44	1
ResearchGate	Intimate AND care		3

Encountering the patient in an intimate hygiene situation



Fonjal Mirabel

What is intimate hygiene?

Intimate hygiene are processes made by an individual or with the help of another which are aimed at removing excess lubricants, urine remains, ~~feces~~ feces, blood stains and secretions from the genital area to enhance comfort and promotion of wellness and most importantly the prevention of infection.

Encountering in intimate hygiene care

- > Encountering is a mutual presence which is used to form a confidential and caring environment.
- > Encountering involved an effort in getting to know patients and their experiences by being sensitive and receptive to what patients conveyed.
- > Communicating care and ensuring comfort in very important in an encounter.

Approaches in an Encounter

A. Factors influencing effective communication.

Internal factors

- ✦ Cultural and religious values should be handled and dealt with appropriately, to enhance effective encounter.
- ✦ Listening habits such as avoiding interruption, encourage open expression, and avoid writing when the patient is talking.
- ✦ Active listening also calls for replying to patients' comments and questions with appropriate responses.

Emotional factor

- > Fear, avoid leaving a patient alone for too long as they might feel forgotten, ignored, or even feel their health situation is so bad.

Environmental factors

- ✦ Respect the patient privacy and confidentiality. Nurses should always ask patients permission before sharing their information with other. Nurses have an ethical obligation to preserve the confidentiality of information gathered in association with patient care.
- ✦ Lighting should be good enough to enhance easy communication as this contributes greatly to the comfort of the patient.

Verbal expression

- > Choice of words, select words carefully make sure your choice of words is not hurting to the patients.
- > Ensuring that voice tone is moderate and not harsh when encountering a patient. Harsh and loud tone scares the patient and vital information will be missed.



- > Ask questions for clarity. For instance, it is best to ask the patient to clarify what was said rather than replying with the response you think is right.

Nonverbal expression

- ✦ Body movement should be used to indicate interest such as nodding. Patients also feel comfortable and confident when your appearance is neat and clean.
- ✦ Facial expression the nurse should always be cheerful whenever in an encounter with a patient.
- ✦ In professionalism, nurses are expected to act accordingly as demanded by their profession. Signals of genuine concern should be practiced such as using appropriate eye contact, and actively listening.

B. Interaction

- > In the interaction, nurse and the patient cooperate to achieve a common goal which is improving patients' health.
- > Social space (in an introduction) nurse patient discussion is limited to formal concerns. Personal issues are avoided in social space to preserve patients' privacy.
- > Personal spaces (in an interview) where personal information is shared, make sure that the environment is conducive and comfortable enough to accommodate the discussion. Eye contact in personal space enhances patient trust.

- > Intimate space (physical examination where touch is involved). In this space touching of patient is done only when permitted to do so and done respectfully. Eye contact should be minimal, and communication limited to simple open questions.

C. Trust

- ✦ Effective communication is the only means in which nurses can gain the trust of patients.
- ✦ Trust is easily developed if nurse's appearance is cheerful, positive, easy to communicate with and cares about the patient.



Potilaan kohtaaminen intiimihygienian hoidossa

Fonjai Mirabel

Kohtaaminen intiimihygienian hoidossa

- Kohtaaminen on läsnäoloa, joka luo luottamuksellisen ja välittävän ympäristön
- Tutustu potilaaseen ja hänen kokemukseensa ja kuule mitä hänellä on sanottavaa.
- Välittäminen ja mukavuuden varmistaminen on erittäin tärkeää kohtauksessa.

Lähestymistapoja kohtauksessa

A. Viestintä.

Huomioi kulttuuriset ja uskonnolliset arvot.

- ❖ Älä keskeytä asiakasta ja välttä kirjoittamista potilaan puhuessa.
- ❖ Kuuntele aktiivisesti ja vastaa asiakkaan kommentteihin ja kysymyksiin asianmukaisesti

Ympäristötekijät

- ❖ Kunniota potilaan yksityisyyttä ja luottamuksellisuutta. Hoitajilla on eettinen velvollisuus säilyttää potilaan hoidon yhteydessä saadun tiedon luottamuksellisuus.
- ❖ Huolehdi riittävästä valaistuksesta. Sehelpottaa kommunikointia, ja lisää potilaan mukavuutta.

Emotionaaliset tekijät

Jos asiakas pelkää, välttä jättämästä häntä yksin pitkäksi aikaa, koska hän saattaa tuntea itsensä unohtetuksi.

Sanallinen ilmaisu

- Valitse sanat huolellisesti, varmista, että sanavalinta ei loukkaa asiakasta.
- Varmista, että äänen sävy on rauhallinen, kun kohtaat asiakkaan. Kova ääni voi pelottaa asiakasta ja tärkeät tiedot jäävät huomaamatta.
- Esitä kysymyksiä, jos et ymmärrä mitä asiakas tarkoittaa sen sijaan, että vastaisit oikeaksi katsomallasi vastauksella.



Ei-sanallinen ilmaisu

- o Kehon liikkeillä, kuten nyökkäämällä voit osoittaa kiinnostusta.
- o Iloinen kasvojen ilme edistää hyvää kohtauksista
- o Harjoittele katsekontaktia ja aktiivista kuuntelua.

B. Vuorovaikutus

- Vuorovaikutuksessa tee yhteistyötä asiakkaan kanssa
- Vältä henkilökohtaisia asioita sosiaalisessa tilassa asiakkaan yksityisyyden turvaamiseksi.
- Intiimihygieniasista keskustellessa varmista, että ympäristö on suotuista ja mukava keskustelulle. Katsekontakti lisää potilaan luottamusta.
- Intiimihygienian hoidossa kerro asiakkaalle ennen kuin kosketat häntä intimaalialueelle.

C. Luottamus

- ❖ Tehokas viestintä on keino, jolla sairaanhoitajat voivat saavuttaa potilaiden luottamuksen.
- ❖ Luottamus syntyy helpommin, jos hoitaja on positiivinen, hänen kanssaan on helppo kommunikoida ja hän välittää potilaasta.