

Abstract

Introduction & Objectives: Nurses are among the medical staff involved in providing health care to immigrant patients. Therefore, their knowledge, attitude and experience in this field are important pillars for better planning and implementation of such services. The purpose of this study was to determine the knowledge, attitude and experience of nurses in university hospitals in Kerman in the face of immigrant patients in 2021.

Methods: The present study was a combined descriptive cross-sectional study and was conducted in 2021 quantitatively and qualitatively. In the qualitative section, 9 semi-structured interviews were conducted with head nurses and professors in the field of nursing in order to identify the dimensions and components of knowledge, attitude and experience of nurses in the face of the phenomenon of patient migration. Qualitative data were coded and analyzed by framework analysis method in MAXQDA 10 software. Then, using the results obtained in the qualitative section, questionnaire items were designed. Validity was assessed and confirmed through content validity. Also, the reliability of this questionnaire based on Cronbach's alpha was equal to 0.776. The questionnaire was completed by 385 nurses working in university hospitals in Kerman by stratified random sampling method. Quantitative data analysis was performed using descriptive statistics as well as Kruskal-Wallis and Mann-Whitney tests in SPSS software version 26.

Results: The main components of nurses' knowledge in dealing with the phenomenon of patient migration were: behavior and character of nurses, working with immigrant patients, nurses' ability and patients' characteristics. Components related to nurses' attitudes included: communication with patients and patients' behavior. The components of nurses' experience were:

nurse's awareness of the reasons for patients' migration, nurse's awareness of the characteristics of immigrant patients, nurse's awareness of immigrants' patients' needs, nurse's awareness of patients' migration consequences, and nurse's awareness of the hospital program for immigrant patients. The mean score of knowledge, attitude and experience of nurses in university hospitals in Kerman in the face of immigrant patients was equal to 3.21 ± 0.879 , 3.09 ± 0.916 and 1.07 ± 0.808 , respectively. Also, demographic factors of gender, job, level of education and employment status on nurses' knowledge, age, gender, job and work experience had an effect on nurses' attitudes and gender and job on nurses' experience in facing the phenomenon of patient migration.

Conclusion: Considering the level of knowledge, attitude and experience of nurses in the face of the phenomenon of patient migration, it is necessary to hold educational programs to improve the level of these three important and effective variables in nurses. Holding such trainings can pave the way for the development of higher quality care in hospitals accepting immigrant patients.

Keywords: knowledge, attitude, experience, nurse, immigrant patient



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Title

**Nurses Knowledge, Attitude and Experience in Relation of Patients mobility in
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