

KVALITET PRUŽENE ZDRAVSTVENE NJEGE: ULOGA EMPATIJE I ALTRUIZMA

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APSTRAKT

Uvod. Psihosocijalni aspekti sestrinstva predstavljaju značajan segment savremene zdravstvene njege i obuhvataju emocionalne, psihološke, socijalne i komunikacijske dimenzije odnosa između medicinske sestre i pacijenta. Empatija i altruizam imaju važnu ulogu u formiranju kvalitetnog terapijskog odnosa, unapređenju komunikacije i povećanju zadovoljstva pacijenata pruženom njegom. Cilj ovog preglednog rada bio je analizirati značaj psihosocijalnih aspekata sestrinstva, sa posebnim osvrtom na uticaj empatije i altruizma medicinskih sestara na kvalitet zdravstvene njege. Rezultati dostupne literature ukazuju da razvijena empatija doprinosi boljem razumijevanju potreba pacijenata, smanjenju straha, anksioznosti i osjećaja izolovanosti, kao i većem povjerenju između pacijenta i zdravstvenog radnika. Empatičan i human pristup pozitivno utiče na saradnju tokom liječenja, zdravstvene ishode i zadovoljstvo pacijenata. Altruizam, kao nesebičan oblik prosocijalnog ponašanja, doprinosi profesionalnom i humanom odnosu prema pacijentima, te predstavlja važnu osobinu sestrinske profesije. Psihosocijalni

QUALITY OF NURSING CARE: THE ROLE OF EMPATHY AND ALTRUISM

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ABSTRACT

Introduction. Psychosocial aspects of nursing represent an important segment of modern health care and include the emotional, psychological, social, and communication dimensions of the relationship between nurses and patients. Empathy and altruism play a significant role in establishing a quality therapeutic relationship, improving communication, and increasing patient satisfaction with the provided care. The aim of this review paper was to analyze the importance of psychosocial aspects of nursing, with special emphasis on the impact of empathy and altruism of nurses on the quality of health care. The results of the available literature indicate that developed empathy contributes to a better understanding of patients' needs, reduction of fear, anxiety, and feelings of isolation, as well as greater trust between patients and health care professionals. An empathetic and humane approach positively affects cooperation during treatment, health outcomes, and patient satisfaction. Altruism, as a selfless form of prosocial behavior, contributes to a

aspekti sestrinstva imaju značaj i za same medicinske sestre, jer dugotrajna izloženost stresu i emocionalno zahtjevnim situacijama može dovesti do profesionalnog sagorijevanja i emocionalne iscrpljenosti. Zaključak. Važno je razvijati emocionalnu inteligenciju, komunikacijske vještine i programe psihološke podrške zdravstvenim radnicima. Unapređenje psihosocijalnih kompetencija doprinosi kvalitetnijoj zdravstvenoj njezi, boljoj profesionalnoj saradnji i većem zadovoljstvu pacijenata i zdravstvenih radnika.

Ključne riječi: sestrinstvo, empatija, altruizam, psihosocijalni aspekti, kvalitet zdravstvene njege.

UVOD

Psihosocijalni aspekti sestrinstva predstavljaju značajnu komponentu savremene zdravstvene njege i obuhvataju emocionalne, psihološke, socijalne i komunikacijske elemente odnosa između medicinske sestre i pacijenta. Osim pružanja stručne i tehničke zdravstvene njege, medicinske sestre imaju važnu ulogu u pružanju emocionalne podrške, razumijevanja i osjećaja sigurnosti pacijentima i članovima njihovih porodica [1, 2]. Sestrinstvo je profesija koja zahtijeva svakodnevni kontakt sa osobama različitih zdravstvenih, emocionalnih i socijalnih potreba, zbog čega su empatija, altruizam, strpljenje, razvijene komunikacijske vještine i sposobnost razumijevanja psihološkog stanja pacijenta od izuzetnog značaja. Empatičan pristup doprinosi izgradnji povjerenja između pacijenta i zdravstvenog radnika, unapređuje saradnju tokom liječenja i pozitivno utiče na zadovoljstvo pacijenata pruženom njegom [2, 3, 4]. Cilj ovog preglednog rada bio je prikazati značaj psihosocijalnih aspekata

professional and humane relationship toward patients and represents an important characteristic of the nursing profession. Psychosocial aspects of nursing are also important for nurses themselves, since prolonged exposure to stress and emotionally demanding situations can lead to professional burnout and emotional exhaustion. Conclusion. It is important to develop emotional intelligence, communication skills, and psychological support programs for health care workers. Improving psychosocial competencies contributes to higher quality health care, better professional cooperation, and greater satisfaction of both patients and health care professionals.

Keywords: nursing, empathy, altruism, psychosocial aspects, quality of health care.

INTRODUCTION

Psychosocial aspects of nursing represent an important component of modern healthcare and include the emotional, psychological, social, and communication elements of the relationship between nurses and patients. In addition to providing professional and technical healthcare, nurses play a significant role in offering emotional support, understanding, and a sense of security to patients and their family members [1, 2]. Nursing is a profession that requires daily contact with individuals who have diverse health, emotional, and social needs. Therefore, empathy, altruism, patience, well-developed communication skills, and the ability to understand the psychological condition of patients are of exceptional importance. An empathetic approach contributes to building trust between patients and healthcare professionals, improves cooperation during treatment, and positively affects patient satisfaction with the care provided [2, 3, 4].

sestrinstva, sa posebnim osvrtom na uticaj empatije i altruizma medicinskih sestara na kvalitet zdravstvene njege i zadovoljstvo pacijenata.

Psihosocijalni aspekti sestrinstva

U savremenoj sestrinskoj praksi emocionalna inteligencija predstavlja važan preduslov za kvalitetno i profesionalno pružanje zdravstvene njege. Medicinske sestre koje posjeduju razvijene emocionalne kompetencije sposobne su da prepoznaju i razumiju emocije pacijenata, ali i da kontrolišu vlastite emocionalne reakcije tokom rada. Takve sposobnosti omogućavaju adekvatno suočavanje sa stresnim i emocionalno zahtjevnim situacijama koje su česte u zdravstvenim ustanovama [5, 6]. Sestrinska profesija podrazumijeva brojne kompetencije koje ne uključuju samo stručno i tehničko znanje, već i pružanje psihološke podrške pacijentima. Zbog svakodnevnog kontakta sa patnjom, bolešću i različitim životnim krizama, medicinske sestre su često izložene visokim nivoima stresa i emocionalnog opterećenja. Upravo zbog toga emocionalna inteligencija, sposobnost empatijskog razumijevanja i razvijene komunikacijske vještine imaju veliku važnost u profesionalnom radu [7]. Psihosocijalni aspekti sestrinstva posebno dolaze do izražaja u radu sa pacijentima koji boluju od hroničnih i malignih bolesti, mentalnih poremećaja, kao i kod starijih i terminalno oboljelih pacijenata. U takvim okolnostima medicinska sestra često predstavlja glavni izvor podrške, razumijevanja i ohrabrenja. Kvalitetna komunikacija i human pristup mogu značajno smanjiti osjećaj straha, anksioznosti i socijalne izolacije kod pacijenata. Pored uticaja na pacijente, psihosocijalni aspekti značajno utiču i na same medicinske sestre. Dugotrajna izloženost stresu, profesionalnoj odgovornosti i emocionalno zahtjevnim situacijama može

The aim of this review paper was to present the importance of psychosocial aspects of nursing, with special emphasis on the influence of nurses' empathy and altruism on the quality of healthcare and patient satisfaction.

Psychosocial Aspects of Nursing

In contemporary nursing practice, emotional intelligence is considered an important prerequisite for providing high-quality and professional healthcare. Nurses who possess well-developed emotional competencies are able to recognize and understand patients' emotions, while also controlling their own emotional reactions during work. Such abilities enable appropriate coping with stressful and emotionally demanding situations commonly encountered in healthcare institutions [5, 6]. The nursing profession involves numerous competencies that include not only professional and technical knowledge but also the provision of psychological support to patients. Due to daily exposure to suffering, illness, and various life crises, nurses are often subjected to high levels of stress and emotional burden. Therefore, emotional intelligence, the ability for empathetic understanding, and developed communication skills are of great importance in professional practice [7]. Psychosocial aspects of nursing are particularly evident in the care of patients suffering from chronic and malignant diseases, mental disorders, as well as elderly and terminally ill patients. In such circumstances, nurses often represent the main source of support, understanding, and encouragement. Quality communication and a humane approach can significantly reduce feelings of fear, anxiety, and social isolation among patients. In addition to their impact on patients, psychosocial aspects also significantly affect nurses themselves.

dovesti do profesionalnog sagorijevanja, emocionalne iscrpljenosti i smanjenog zadovoljstva poslom. Zbog toga je važno obezbijediti adekvatnu psihološku podršku zdravstvenim radnicima, razvijati kvalitetne međuljudske odnose unutar tima i unapređivati programe očuvanja mentalnog zdravlja zaposlenih [8]. Psihološke potrebe bolesnika prilikom prijema na odjeljenje, povezane su s nepoznatim okruženjem, kao i s nepoznatim ljudima, uz zabrinutost za tjelesno i/ili psihičko zdravlje, osjećaj tjeskobe i ranjivost u stranom i novoj sredini. Mnogi teoretičari se slažu da se psihološka njega sastoji od dva ključna elementa: jedan se bavi praktičnom i tehničkom djelatnosti, a drugi se bavi načinom na koji se intervencije provode ovisno o pojedinoj medicinskoj sestri. To se označava pod „instrumental vs. expressive care“. Već je dokazano da instrumentalna njega sama po sebi nije dovoljna, tj. ako se samo praktično izvršava zadatak bez adekvatnih ekspresija emocija i interpersonalnih vještina to se ne može nazvati sveobuhvatnom brigom za bolesnika. Postoji jasna razlika između instrumentalne ili praktične i ekspresivne ili psihološke njege (Tabela 1) [4].

Zbog toga je mnogo važan stav Florens Najtingel o holističkom pristupu u sestrinstvu, a sve njene konstruktivne ideje bile su prihvaćene u definiciji Svjetske zdravstvene organizacije 1946. godine prema kojoj se zdravlje definiše kao „stanje potpune tjelesne, mentalne i socijalne dobrobiti, a ne samo odsutnost bolesti i nemoći“. Holističko njegovanje u sestrinstvu može se opisati kao nastojanje da se na potrebe i iskustva pacijenta odgovori sa razumijevanjem, empatijom i uvažavanjem njegove cjelokupne ličnosti [9].

Long-term exposure to stress, professional responsibility, and emotionally demanding situations may lead to burnout, emotional exhaustion, and reduced job satisfaction. Therefore, it is important to provide adequate psychological support for healthcare workers, develop quality interpersonal relationships within healthcare teams, and improve mental health preservation programs for employees [8]. The psychological needs of patients upon admission to a hospital ward are associated with an unfamiliar environment and unfamiliar people, along with concerns about physical and/or mental health, feelings of anxiety, and vulnerability in a new setting. Many theorists agree that psychological care consists of two key elements: one related to practical and technical activities, and the other related to the manner in which interventions are carried out depending on the individual nurse. This is referred to as “instrumental vs. expressive care.” It has already been proven that instrumental care alone is not sufficient; that is, if tasks are performed only practically without adequate emotional expression and interpersonal skills, such care cannot be considered comprehensive patient care. There is a clear distinction between instrumental or practical care and expressive or psychological care (Table 1) [4]. For this reason, Florence Nightingale’s perspective on the holistic approach in nursing is highly important, and all of her constructive ideas were incorporated into the definition of the World Health Organization from 1946, according to which health is defined as “a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.” Holistic nursing care may be described as an effort to respond to patients’ needs and experiences with understanding,

Tabela 1. Razlika između ekspresivne i instrumentalne njege

INSTRUMENTALNA NJEGA	EKSPRESIVNA NJEGA
Jasno definisani pokazatelji kliničkog rada	Brojni stavovi i osjećanja
Sistematičan pristup kliničkom radu	Pristupačnost i empatija
Intervencije koje sprovodi medicinska sestra	Prisustvo motivacije i istinsko interesovanje da se pruži potrebna pomoć drugoj osobi (altruizam)

Savremeno sestrinstvo sve više naglašava značaj holističkog pristupa pacijentu, koji podrazumijeva sagledavanje čovjeka kao biološkog, psihološkog i socijalnog bića. Psihosocijalni aspekti sestrinstva imaju važnu ulogu u unapređenju kvaliteta zdravstvene njege, zadovoljstva pacijenata i profesionalnog razvoja medicinskih sestara. Razvoj empatije, emocionalne inteligencije i komunikacijskih vještina predstavlja važan segment obrazovanja i profesionalnog usavršavanja u sestrinskoj profesiji [10].

Empatija

Empatija predstavlja složenu sposobnost razumijevanja i prepoznavanja emocionalnih stanja drugih osoba, što se manifestuje kroz saosjećajno i podržavajuće ponašanje [11]. U sestrinskoj profesiji empatija ima posebno značajnu ulogu jer omogućava medicinskim sestrama da uspostave kvalitetan terapijski odnos sa pacijentima i njihovim porodicama. Sestrinstvo kao profesija podstiče razvoj osobina poput iskrenosti, poštovanja, razumijevanja i sposobnosti empatične komunikacije. Empatija se smatra jednim od ključnih elemenata emocionalne inteligencije i predstavlja važan faktor u pružanju kvalitetne zdravstvene njege. Medicinske sestre koje posjeduju visok nivo empatije lakše ostvaruju povjerenje sa pacijentima, bolje razumiju

empathy, and respect for their overall personality [9].

Table 1. Difference between Expressive and Instrumental Care

INSTRUMENTAL CARE	EXPRESSIVE CARE
Clearly defined indicators of clinical practice	Various attitudes and emotions
Systematic approach to clinical work	Accessibility and empathy
Interventions performed by nurses	Presence of motivation and genuine interest in helping others (altruism)

Modern nursing increasingly emphasizes the importance of a holistic approach to patients, which involves viewing individuals as biological, psychological, and social beings. Psychosocial aspects of nursing play an important role in improving healthcare quality, patient satisfaction, and the professional development of nurses. The development of empathy, emotional intelligence, and communication skills represents an important segment of nursing education and professional advancement [10].

Empathy

Empathy represents a complex ability to understand and recognize the emotional states of other individuals, manifested through compassionate and supportive behavior [11]. In the nursing profession, empathy plays a particularly important role as it enables nurses to establish a high-quality therapeutic relationship with patients and their families. Nursing as a profession encourages the development of traits such as honesty, respect, understanding, and the ability for empathetic communication. Empathy is

njihove potrebe i efikasnije pružaju emocionalnu podršku [12]. Povjerenje koje se razvija kroz empatičan pristup doprinosi većoj otvorenosti pacijenata prilikom iznošenja svojih tegoba, strahova i očekivanja, što omogućava preciznije planiranje i provođenje zdravstvene njege. Empatija obuhvata kognitivne, emocionalne i bihevioralne sposobnosti koje omogućavaju razumijevanje tuđe patnje i adekvatno reagovanje na nju. Istraživanja pokazuju da empatičan odnos doprinosi boljem iskustvu pacijenata, većem zadovoljstvu zdravstvenom njegom, boljoj saradnji tokom liječenja i smanjenju mogućnosti nastanka grešaka u zdravstvenoj njezi [13]. Pacijenti koji osjećaju da ih zdravstveni radnici razumiju i poštuju češće aktivno učestvuju u procesu liječenja, pridržavaju se preporučene terapije i pokazuju veći stepen zadovoljstva pruženim zdravstvenim uslugama. Pored toga, razvijene komunikacijske vještine medicinskih sestara usko su povezane sa empatijom i emocionalnom inteligencijom. Aktivno slušanje, razumijevanje i kvalitetna verbalna i neverbalna komunikacija doprinose stvaranju pozitivnog odnosa između medicinske sestre i pacijenta. Humanost, empatija i profesionalno znanje zajedno predstavljaju osnov kvalitetne i humane zdravstvene njege [14, 15, 16]. Efikasna komunikacija omogućava pravovremeno prepoznavanje potreba pacijenata, smanjuje nesporazume i unapređuje sigurnost tokom pružanja zdravstvene njege. U savremenom zdravstvenom sistemu, koji je često opterećen velikim brojem pacijenata, nedostatkom kadra i povećanim administrativnim obavezama, očuvanje empatičnog pristupa predstavlja značajan profesionalni izazov. Uprkos tome, empatija ostaje jedna od najvažnijih kompetencija medicinskih sestara jer doprinosi holističkom pristupu pacijentu, u kojem se jednaka pažnja posvećuje fizičkim,

considered one of the key elements of emotional intelligence and represents an important factor in providing high-quality nursing care. Nurses who possess a high level of empathy more easily build trust with patients, better understand their needs, and provide more effective emotional support [12]. The trust developed through an empathetic approach contributes to greater patient openness in expressing their complaints, fears, and expectations, enabling more precise planning and implementation of nursing care. Empathy encompasses cognitive, emotional, and behavioral abilities that enable understanding of another person's suffering and appropriate response to it. Research shows that an empathetic relationship contributes to a better patient experience, higher satisfaction with healthcare, better cooperation during treatment, and a reduced likelihood of errors in nursing care [13]. Patients who feel understood and respected by healthcare professionals are more likely to actively participate in the treatment process, adhere to prescribed therapy, and demonstrate a higher level of satisfaction with the provided healthcare services. In addition, the developed communication skills of nurses are closely associated with empathy and emotional intelligence. Active listening, understanding, and high-quality verbal and non-verbal communication contribute to the creation of a positive relationship between the nurse and the patient. Humanity, empathy, and professional knowledge together represent the foundation of quality and humane nursing care [14, 15, 16]. Effective communication enables timely identification of patient needs, reduces misunderstandings, and improves safety during the provision of nursing care. In the modern healthcare system, which is often

psihološkim, socijalnim i duhovnim potrebama osobe. Takav pristup ne samo da unapređuje kvalitet zdravstvene njege, već pozitivno utiče i na ishode liječenja, kvalitet života pacijenata i ukupnu percepciju zdravstvene ustanove. Empatija ima značajan uticaj i na profesionalno zadovoljstvo medicinskih sestara. Rad u okruženju koje podstiče razumijevanje, međusobno poštovanje i podršku doprinosi većoj motivaciji zaposlenih, boljoj timskoj saradnji i smanjenju profesionalnog stresa. Stoga se razvoj empatije i emocionalne inteligencije smatra važnim dijelom obrazovanja i kontinuiranog profesionalnog usavršavanja medicinskih sestara. Kroz edukaciju, refleksivnu praksu i iskustveno učenje moguće je unaprijediti empatične kompetencije, što dugoročno doprinosi višem nivou kvaliteta zdravstvene njege i većem zadovoljstvu pacijenata i zdravstvenih radnika.

Altruizam

Altruizam predstavlja nesebičan oblik prosocijalnog ponašanja usmjerenog ka pomoći drugima bez očekivanja lične koristi ili nagrade [17]. U kontekstu sestrinske profesije altruizam se ogleda kroz spremnost medicinskih sestara da pruže pomoć, podršku i njegu pacijentima, često stavljajući potrebe drugih ispred vlastitih interesa. Iako su empatija i altruizam međusobno povezani pojmovi, oni nisu identični. Empatija podrazumijeva sposobnost razumijevanja i dijeljenja emocija drugih osoba, dok altruizam predstavlja konkretno djelovanje motivisano željom da se pomogne drugima. Istraživanja ukazuju na postojanje individualnih razlika u altruističkom ponašanju, koje mogu biti stabilne tokom vremena i u različitim situacijama [18, 19]. Altruizam ima posebno važnu ulogu u sestrinstvu jer doprinosi humanijem pristupu pacijentu, kvalitetnijim međuljudskim odnosima i većem zadovoljstvu

burdened by a large number of patients, staff shortages, and increased administrative demands, maintaining an empathetic approach represents a significant professional challenge. Nevertheless, empathy remains one of the most important competencies of nurses, as it contributes to a holistic approach to the patient, in which equal attention is given to physical, psychological, social, and spiritual needs. Such an approach not only improves the quality of nursing care but also positively affects treatment outcomes, patients' quality of life, and the overall perception of healthcare institutions. Empathy also has a significant impact on the professional satisfaction of nurses. Working in an environment that promotes understanding, mutual respect, and support contributes to higher employee motivation, better teamwork, and reduced occupational stress. Therefore, the development of empathy and emotional intelligence is considered an important part of nursing education and continuous professional development. Through education, reflective practice, and experiential learning, empathetic competencies can be improved, which in the long term contributes to a higher level of nursing care quality and greater satisfaction among both patients and healthcare professionals.

Altruism

Altruism represents a form of prosocial behavior characterized by selfless actions aimed at helping others without expecting personal benefit or reward [17]. In the context of the nursing profession, altruism is reflected in nurses' willingness to provide assistance, support, and care to patients, often placing others' needs above their own interests. Although empathy and altruism are closely related concepts, they are not

korisnika zdravstvenih usluga. Uprkos njegovom značaju, altruizam je još uvijek nedovoljno istražen u medicinskim i zdravstvenim naukama.

Kvalitet pružene zdravstvene njege

Kvalitet zdravstvene njege predstavlja jedan od najvažnijih pokazatelja uspješnosti zdravstvenog sistema, a zadovoljstvo pacijenata smatra se jednim od osnovnih indikatora kvaliteta pruženih usluga. Na zadovoljstvo pacijenata utiču brojni faktori, uključujući kvalitet komunikacije, profesionalan odnos zdravstvenih radnika, dostupnost informacija, sigurnost, higijenske uslove i efikasnost liječenja [20]. Empirijska istraživanja pokazuju da empatičan odnos zdravstvenih radnika pozitivno utiče na zdravstvene ishode kod pacijenata sa različitim oboljenjima, uključujući hronične bolesti, dijabetes i maligna oboljenja. Pacijenti koji se liječe u empatičnom i podržavajućem okruženju često pokazuju niži nivo stresa, anksioznosti i depresije, kao i bolje pridržavanje preporučenog liječenja [21, 22]. Pored toga, osjećaj da su saslušani i da zdravstveni radnici razumiju njihove potrebe doprinosi većem osjećaju sigurnosti i zadovoljstva tokom procesa liječenja. Empatična komunikacija omogućava pacijentima da otvorenije izraze svoje tegobe, zabrinutosti i očekivanja, što zdravstvenim radnicima pruža potpuniji uvid u njihovo zdravstveno stanje i olakšava donošenje odgovarajućih odluka o njezi i liječenju. Empatija i altruizam predstavljaju važne temelje kvalitetne zdravstvene njege jer omogućavaju zdravstvenim radnicima da svakom pacijentu pristupe sa razumijevanjem, poštovanjem i humanošću. Takav pristup doprinosi izgradnji povjerenja između pacijenta i zdravstvenog osoblja, unapređuje saradnju tokom liječenja i povećava ukupno zadovoljstvo pruženim zdravstvenim

identical. Empathy refers to the ability to understand and share the emotions of others, whereas altruism represents concrete actions motivated by the desire to help others. Research indicates the existence of individual differences in altruistic behavior, which can remain stable over time and across different situations [18, 19]. Altruism plays a particularly important role in nursing as it contributes to a more humane approach to patients, better interpersonal relationships, and higher satisfaction among healthcare service users. Despite its importance, altruism is still insufficiently researched in medical and health sciences.

Quality of Nursing Care

The quality of nursing care is one of the most important indicators of healthcare system performance, and patient satisfaction is considered one of the fundamental indicators of service quality. Patient satisfaction is influenced by numerous factors, including communication quality, professional attitude of healthcare workers, availability of information, safety, hygienic conditions, and treatment efficiency [20]. Empirical research shows that an empathetic relationship among healthcare professionals has a positive impact on health outcomes in patients with various conditions, including chronic diseases, diabetes, and malignant diseases. Patients treated in an empathetic and supportive environment often exhibit lower levels of stress, anxiety, and depression, as well as better adherence to recommended treatment [21, 22]. In addition, the feeling of being listened to and understood by healthcare professionals contributes to a greater sense of safety and satisfaction during the treatment process. Empathetic communication enables patients to express their symptoms, concerns, and expectations more openly, providing

uslugama [22]. Kada pacijenti osjećaju da su prihvaćeni i da se prema njima postupa sa iskrenom brigom i pažnjom, razvijaju veći stepen povjerenja u zdravstveni sistem i spremniji su da aktivno učestvuju u procesu liječenja i rehabilitacije. Altruizam se u zdravstvenoj profesiji ogleda kroz nesebičnu posvećenost dobrobiti pacijenta, spremnost na pružanje pomoći i stavljanje potreba pacijenta u središte profesionalnog djelovanja. Takvo ponašanje posebno dolazi do izražaja u situacijama kada su pacijenti suočeni sa teškim dijagnozama, hroničnim bolestima, invaliditetom ili terminalnim stanjima. U tim okolnostima podrška, razumijevanje i prisustvo zdravstvenih radnika često imaju jednako važnu ulogu kao i medicinske intervencije. Savremeni koncept zdravstvene njege zasniva se na holističkom pristupu pacijentu, koji podrazumijeva uvažavanje njegovih fizičkih, psiholoških, socijalnih i duhovnih potreba. Empatija i altruizam omogućavaju ostvarivanje takvog pristupa jer podstiču individualizovanu njegu prilagođenu specifičnim potrebama svakog pacijenta. Na taj način zdravstvena njega prevazilazi okvire izvođenja tehničkih procedura i postaje proces usmjeren na cjelokupnu dobrobit osobe. Pored pozitivnog uticaja na pacijente, empatija i altruizam doprinose i unapređenju profesionalnih odnosa među članovima zdravstvenog tima. Radno okruženje zasnovano na međusobnom poštovanju, podršci i razumijevanju podstiče bolju saradnju, smanjuje učestalost konflikata i doprinosi većem zadovoljstvu zaposlenih. Takva organizaciona kultura može imati značajan uticaj na kvalitet pruženih zdravstvenih usluga i sigurnost pacijenata. Zbog svega navedenog, razvoj empatije i altruizma treba da bude sastavni dio obrazovanja i kontinuiranog profesionalnog usavršavanja zdravstvenih radnika. Jačanje ovih vrijednosti doprinosi humanizaciji

healthcare professionals with a more comprehensive understanding of their health condition and facilitating appropriate care and treatment decisions. Empathy and altruism represent important foundations of quality nursing care, as they enable healthcare professionals to approach each patient with understanding, respect, and humanity. Such an approach contributes to building trust between patients and healthcare staff, improves cooperation during treatment, and increases overall satisfaction with healthcare services [22]. When patients feel accepted and treated with genuine care and attention, they develop greater trust in the healthcare system and are more willing to actively participate in treatment and rehabilitation processes. Altruism in healthcare is reflected in the selfless dedication to patient well-being, willingness to provide help, and placing the patient's needs at the center of professional practice. Such behavior is particularly evident in situations where patients face severe diagnoses, chronic illnesses, disabilities, or terminal conditions. In these circumstances, support, understanding, and the presence of healthcare professionals often play an equally important role as medical interventions. The modern concept of nursing care is based on a holistic approach to the patient, which includes consideration of physical, psychological, social, and spiritual needs. Empathy and altruism enable the realization of such an approach by promoting individualized care tailored to each patient's specific needs. In this way, nursing care goes beyond technical procedures and becomes a process focused on the overall well-being of the individual. In addition to their positive impact on patients, empathy and altruism also contribute to improving professional

zdravstvene zaštite, unapređenju kvaliteta zdravstvene njege i ostvarivanju boljih zdravstvenih ishoda, čime se potvrđuje njihov značaj kao nezaobilaznih elemenata savremene zdravstvene prakse.

ZAKLJUČAK

Psihosocijalni aspekti sestrinstva predstavljaju neizostavan dio savremene zdravstvene njege i imaju značajan uticaj na kvalitet pruženih usluga. Empatija i altruizam kao važne profesionalne i humane osobine medicinskih sestara doprinose uspostavljanju povjerenja, kvalitetnijoj komunikaciji i boljem odnosu između pacijenta i zdravstvenog radnika. Empatičan pristup omogućava bolje razumijevanje potreba pacijenata, smanjenje straha i anksioznosti, kao i veće zadovoljstvo pruženom njegom.

relationships among members of the healthcare team. A work environment based on mutual respect, support, and understanding promotes better cooperation, reduces the frequency of conflicts, and increases employee satisfaction. Such an organizational culture can have a significant impact on the quality of healthcare services and patient safety. For all these reasons, the development of empathy and altruism should be an integral part of education and continuous professional development of healthcare workers. Strengthening these values contributes to the humanization of healthcare, improvement of nursing care quality, and achievement of better health outcomes, confirming their importance as indispensable elements of modern healthcare practice.

CONCLUSION

Psychosocial aspects of nursing represent an indispensable part of modern healthcare and have a significant impact on the quality of healthcare services provided. Empathy and altruism, as important professional and humane characteristics of nurses, contribute to establishing trust, improving communication, and strengthening relationships between patients and healthcare professionals. An empathetic approach enables a better understanding of patients' needs, reduction of fear and anxiety, and greater satisfaction with the care provided

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