

JOINT EVENT

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**Lateral thinking and the ability of managing patient expectations in nursing students**

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**Statement of the Problem:** Lateral thinking is a kind of creative thinking method. It is a way of thinking more productive. Patient expectations have an important place in psychosocial issues. Meeting patient expectations is the most important parameter of satisfaction. Understanding and managing patient expectations can improve treatment compliance. The purpose of this study is to examine the effect of lateral thinking skills on nursing students' ability to manage patient expectations.

**Methodology & Theoretical Orientation:** Our study was planned as a descriptive study. Data collection form, Ability of Managing Patient Expectations Scale (AMPES) and Lateral Thinking Disposition Scale (LATD) were used.

**Findings:** It was found that the average age of the participants was  $22.7 \pm 3.07$ , 33.1% were 1st degree, 28.7% 2nd degree and 60.4% were male. It was seen that the mean scores of the LATD scale of the students were  $3.02 \pm 0.6$ , AMPES scale of the students were  $27.5 \pm 5.3$ , AMPES' support expectancy subscale of the students were  $18.2 \pm 3.9$  of AMPES' suppression of expectancy of the students were  $9.3 \pm 2.2$ . In addition, there was no significant difference between the gender and grade levels and the mean scores of LATD, AMPES and subscale scores ( $p > 0.05$ ). There was a strong positive correlation between the mean scores of the LATD scale and AMPES and its subscales ( $p < 0.01$ ).

**Conclusion & Significance:** As a result of the study, lateral thinking was found to be an important factor in managing patient expectations. For more professional care, it is recommended that develop the skills of lateral thinking and managing patient expectations of students.

**Biography**

Seher Cevik has her expertise in basic nursing principles. She is from turkey and a PhD student. She is currently an research assistant in Inonu University.

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**Notes:**