



COMMUNICATION SKILLS OF NURSES

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A STUDY TO ASSESS THE COMMUNICATION SKILLS OF NURSES WORKING IN MEDICAL HOSPITAL RURAL AREA IN TERTIARY CARE CENTER AT BATHINDA, PUNJAB.

ABSTRACT

This study was done to assess the communication among nurse-patient by stratified random sampling. The total of 100 samples were selected and given the self-designed and pre tested questionnaire. The data was collected and analyzed by using percentages and frequency. It is found that there is positive communication among Nurse- Patient. There is no statistically significant ($p < 0.005$) link between communication and age. Sex and education. But there is significant relationship of quality of communication with number of time patient was admitted in Adesh Hospital.

Keywords:

Communication among nurse-patient.

INTRODUCTON

The transfer and exchange of feelings and beliefs between two or more individuals utilizing appropriate signs and symbols to influence, control, and lead each other is referred to as communication. The explicit information content of a message that is consciously and unconsciously formed by a person and communicated to a receiver through verbal and nonverbal patterns is what effective communication is all about.

Individuals gain trust over time when interacting with others in social situations. However, there are times when a person is required to trust a person or individuals he does not know or is just vaguely acquainted with; one of these instances is the patient-nurse relationship.

Communication is a critical component of nursing care, and it has been constantly stressed; in fact, some experts believe the capacity to communicate well to be at the heart of all nursing care.

Lack of adequate communication between patients and professional personnel is one of the key reasons for the inability to detect patients' psychological requirements. Patient communication has an impact on

improving patient satisfaction. According to studies, the majority of public complaints and erroneous application of directions by patients and health care professionals are caused by communication issues rather than staff ineptitude. Despite ample facilities, patients complain of not receiving treatments due to the medical staff's lack of regard for them.

Communication is a service provider for patients who anticipates that they will follow treatment instructions, have regimens, and have positive clinical outcomes.

SIGNIFICANT OF THE STUDY

The study will help in identify state of communication skills of nurses with the patient and factors associated with it. This will help in improving quality of communication in hospital thus improving the standard of medical care.

OBJECTIVES

- 1.To know the satisfaction level of patient.
- 2.To know the problems faced by patients during treatment in the hospital.
- 3.To find out the communication skills of staff nurses.

REVIEW OF LITERATURE

Zohreh Badiyepymaiejahromi et al. (2018) Conducted a study descriptive study in hospitals. A total of 215 nurses took part in the census-based study. Data was gathered with the use of valid and dependable communication skills ($\alpha=0.885$).The communication skills of 120 nurses (55.8%) were poor, 95 (44.2%) were moderate, and there was no good evaluation 0%. Most nurses' communication skills were lacking in the areas of conscious start 75.7%, verbal and nonverbal communication 86.5%, inner and outer harmony (92.6%), respect for the patient (94.4%), and unconditional acceptance of the patient 94.4. 100%. The nurses' educational level, average age, and work experience all had a significant link with the quality of their communication abilities ($p<0.05$). Nurses' limited capacity to communicate effectively with patients.

Pontes et al. (2006) to analyze descriptive-exploratory research accomplished in municipal district of Fortaleza, Brazil. The results demonstrated that from time of admission to hospital discharge, there was communication and interaction with an interpersonal relationship. Patients had difficulties to distinguish nurses from other health care professionals, which hinders the development of therapeutic communication.

Negiet al. (2016) conducted a study at Dehradun, Uttarakhand, India. 90% of the patient was satisfied that nurse provides proper information about their health status and treatment, and 89% satisfied that nurses greeted them on their admission. Three-fourth of the patients (77.3%) reported that nurse's show concerned regarding their health-related problem and improvement. 75.4% of the patient were satisfied with privacy maintained by nurses.

Eyasuet al. (2016) examined a quantitative cross-sectional study. The study revealed that overall patient satisfaction was 52.5%. The respondent's sex, age, admission ward, self-reported health status, and class of admission were the variables significantly associated with patient satisfaction with nursing care.

Rajeswari (2011) to assess patient's satisfaction with quality of nursing care using a descriptive survey approach. Purposive sampling technique was used, and study sample was 50 adult in-patients. The total period of sample collection was from September 2011 to October 2011. The result revealed that 30% of patients rated 'excellent' and 70% rated 'good' standard of patient's satisfaction. None of respondent reported 'poor'. Further the study found non-significant relation between patient satisfactions with quality of nursing care.

METHODOLOGY

Study Setting: This hospital-based study was conducted in Adesh Hospital which is a tertiary care health centre located in Bathinda, Punjab. The hospital is associated with Adesh Institute of Medical Sciences and Research, Bathinda under Adesh University.

Study Approach: The study has utilized quantitative approach in achieving its objectives.

Study Design: Descriptive study

Sample Size: Based on pilot study, revealing a rating of 'Good' communication by 50% of patients, sample size of 100 has been calculated.

Sampling Technique: Random Sampling technique was use for data collection.

Inclusion Criteria:

1. Patient admitted in hospital for at least 24 hours.
2. Willing to join the study (Informed consent given)

Exclusion Criteria:

1. Patient with psychiatric illness.
2. Patients admit in ICU.
3. Patient with hearing, visual or speech defect.
4. Patient with age less than 20 years.

Study instrument: A structured questionnaire with close-ended questionnaire was prepared for collection of data.

Data Compilation: The data was compiled on WINDOWS Spreadsheet (EXCEL).

Data Analysis: Data was analyzed for summary and inferential statistics. The summary statistics has been calculated as frequency and percentages.

Data presentation : Data has been presented as tables and suitable diagrams.

Ethical issue:

- (a) Approval of institution ethics committee has been obtained prior to start of study.
- (b) Informed Consent from was obtained from all patients selected by sampling, prior to collection of data.
- (c) Permissions from Medical Superintendent and Matron, Adesh Hospital were obtained.
- (d) Data has been kept confidential.

Results and Discussions:**Table1.Quality of Communications skills related to Age of Study Participants**

	Quality of Communication skills		P value Chi-square test
Age	Highly satisfied	Satisfied	
20-30	17	8	> 0.05
31-40	10	8	
41-50	30	11	
51-60	9	4	
> 60	2	1	
Total	68	32	

Statistical analysis reveals that quality of communication skills is not associated ($p > 0.05$) with age of study participants.

Table 2: Quality of Communication skills as related to Sex of Study Participants

	Quality of Communication skills		P value
			Chi-square test
Sex	Highly Satisfied	Satisfied	> 0.05
Male	35	17	
Female	33	15	
Total	68	32	

Statistical analysis reveals that quality of therapeutic communication is not associated ($p > 0.05$) with sex of study participants.

Table No: 3 Nurses Reduces Stress

Nurse reduces stress	Yes	No
Responders	96	4

The study shows that 96% nurses reduce stress of patient with the help of communication while 4% nurses are unable to do so. Some patients have high anxiety and do not get de-stressed by nurses.

Table No: 4 Nurse Behavior while dealing with patient

Nurse behavior while dealing with patient	Yes	No
Responders	88	12

The study shows that 88% nurses deal friendly with patients where as 12% nurses deal formally with patients. This could be due to workplace or domestic stress on nursing staff.

Table No: 5 Nurse Use body language to explain in better way

Nurse use body language to explain in better way	Yes	No
Responders	87	13

The results of the study show that 87% nurses do not use body languages to explain the enquiry in a better way while only 13% of nurses use body languages. This may be limited training of nurses in use of body language.

Table No: 6 Language of nurse in understandable

Language of nurse in understandable	Yes	No
Responders	98	2

The results show that 98% of patients can understand the language of nurse while remaining 2% patients do not understand the language of nurses. This may be due to nurses using medical words which patients are unable to comprehend.

Table No: 7 Nurse Communication skills

Nurse Communication skills	Yes	No
Responders	99	1

The study shows that 99% patient is satisfied with nurse's communication skills while 1% patients are not satisfied. Perception of every patient is different.

Table No: 8 Nurse Need to improve communication skills

Nurse Need to improve communication skills	Yes	No
Responders	4	96

The study shows that 96% patients say no need to improve communication skills while 4% patients says that there is a need to improve communication skills. This shows that there is scope for motivation and training of nurses in communication skills.

Limitations of the study

1. Only 100 samples were included in study.
2. The study has not included patients reporting to OPD of the hospital.
3. The patient who is staying less than 24 hours in hospital is not included.
4. Patient who are admitted in emergency are excluded.

RECOMMENDATIONS

1. Based on the study finding it is recommended that nursing staff should be motivated and skilled to include therapeutic communication in nurse-patients communication, as it plays a key role in physical, mental, and social well-being of the patients.

2. It is also recommend that nursing staff should be trained in vein puncture to avoid repeated needle pricks for cannula insertion in the vein.
3. Nurse should also supervise the duties of ward attends as some patients were not satisfied with their behavior.

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