A STUDY TO ASSESS THE NURSE PATIENT COMMUNICATION SKILLS IN A SELECTED HOSPITAL OF FAJARA

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Abstract: **Aim of the study:** The aim of the study is to assess the nurse-patient communication skills. **Objectives:** (1) To assess the nurse-patient communication skills. (2) To assess the barriers in communication among nurses. (3) To find out the association between the nurse-patient communication skills and demographic variables. **Method:** A qualitative research approach with descriptive research design adopted for this study. A total of 50 nurses were selected by convenient sampling method. Data were collected by using Likert scale. **Results:** The highest mean percentage of nurse-patient communication skill was 65% (strongly agree) while standard deviation was 3.9. Agree was 24% and standard deviation was 2.3. Neutral mean score was 7% while standard deviation was 1.9. 3% disagree and standard deviation was 1. Strongly disagree was 1% and standard deviation was 1. the highest mean percentage of barriers of communication was 62% indicating strongly agree. The others were agree-23%, neutral- 9%, disagree-5% and strongly disagree- 1%. This is to say that 62% of nurses have a good knowledge of barriers of communication while 38% have poor knowledge. No nurse had less than 45 out of 125 score. One nurse scored within 45-85 out of 125 which amounted to 5% and 19 nurses out of 20 scored 85-125 (95%). Thus, indicating that majority of the nurse have good communication skills. the chi-square value of employment status had the highest (8.27) value and found significant; the only demographic variable that was found to be in association with the nurse-patient communication skills. Others were not.

Keywords: 1. **Patient:** A patient is any recipient of health care services. 2. **Communication:** Is the imparting or exchange of information by speaking, writing or using some other medium. 3. **Skills:** Skill is the ability to do something well; expertise.

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INTRODUCTION
You either win or lose when you cure a sickness. No matter what happens, I promise you that if you treat others with respect, you will succeed.   **Adams Patch**
The fundamental instrument for everything is communication, which enables things to happen and transmits what is, will, was, and has. Communication skills are essential for everyone; effective communication between the parties is necessary to complete tasks correctly. As a result, communication is crucial in the health sector. To provide the best care possible, one must be able to communicate both with the people receiving services and with one another. A recent study demonstrates the significant impact that inadequate communication has on hospital care. Patient safety wrote the report.

NEED OF THE STUDY.
When nurses are taking care of their patients, communication is a must; they must have to communicate in other to be able to take care of the patient the way they want to. Nurses spend more time with the patients, they interact most of the time with them, they give them health talks and the way forward regarding their conditions, any wrong message, a default in the communication can be risky to both parties. Research have shown that improper communication can cause loss of life. Therefore, nurses need to have adequate knowledge of communication skills to avoid certain problems in the hospital that is due to improper communication by nurses. According to a nursing book chapter written by Maureen Nokuthala Sibiya titled "Effective Communication in Nursing" "The quality of Communication in interactions between nurses and patients' outcome" For example, effective communication can lead to fewer errors in medical treatment.

RESEARCH METHODOLOGY

Research approach: The type of research approach selected depends on the research questions or, the problem to be examined. The research approach used in the study is the qualitative research approach which is conducted to describe and examine relationships and make generalization to the entire population.

Research design

Descriptive research design used to assess the nurse patient communication skills in selected hospitals of Fajara.

3.1 Population and Sample

The population that was used for this study are all the nurses working in the clinical service department of MRCG which consist of professional nurse, state enrolled and auxiliary nurses. Total sample size= 20. Sample was selected by convenience sampling technique

3.2 Data and Sources of Data

Data was collected by self structured likert scake that contains 2 parts

Part A- knowledge about the patient's condition

Part B- - The barriers of communication.

Maximum score = 125

<u>**For scoring**</u>

- **<45- poor communication skills**
- **45- 85- average communicatuon skills**
- **85-125- good communication skills**

Theoretical framework

Variables of the study contains extraneous variables that is Age, gender, qualification, employment status, experience and department.

Validation of the tool: The tool (questionnaire) that was used to assess the nurse-patient communication skills was approved by the three experts includes 2 nursing experts and 1 Doctor within the university. It was constituted appropriately after their suggestions.

The reliability of a tool was determined by administering the modified tool to 10 samples. The responses were analyzed by using Karl Pearson's formula as listed below:

$$r = \frac{N\Sigma XY - (\Sigma X)(\Sigma Y)}{\sqrt{N\Sigma X^2 - (\Sigma X^2)} \ \sqrt{N\Sigma Y^2 - (\Sigma Y^2)}}$$

3.4 Statistical tools and econometric models

The analysis of data was done in accordance with the objectives of the study. The data was analyzed by using descriptive and in fractional statistics by calculating mean, frequency, standard deviation, 't' test.

3.4.1 Descriptive Statistics

Demographic characteristics of sample

- **Table 1: Percentage Distribution Of Sample Characteristics**
- **N-20**

Sr. no	Demographic variables	Percentage
1	**Gender:** Male Female	75% 25%
2	**Age:** 20-30 30-40 40-50 >50	20% 35% 30% 15%
3	**Qualification:** Nursing diploma Bachelor's degree Master's degree other	40% 25% 35%

4	**Employment status** Enrolled nurse Auxillary nurse Registered professional nurse	30% 25% 40%
5	**Experience:** 0-5 years 6-10years 11-15years >15 years	25% 25% 15% 35%
6	**Department:** Gate clinic Opd Ward research	10% 25% 50% 15%

MEAN SCORE AND STANDARD DEVIATION OF COMMUNICATION SKILLS OF NURSES.

Sr.no	Response	Mean	Mean %	SD
1	**Strongly agree**	13	65%	3.9
2	**Agree**	4.9	24%	2.3
3	**Neutral**	1.3	6.6%	1.9
4	**Disagree**	0.5	2.6%	1
5	**Strongly disagree**	0.3	1.4%	1

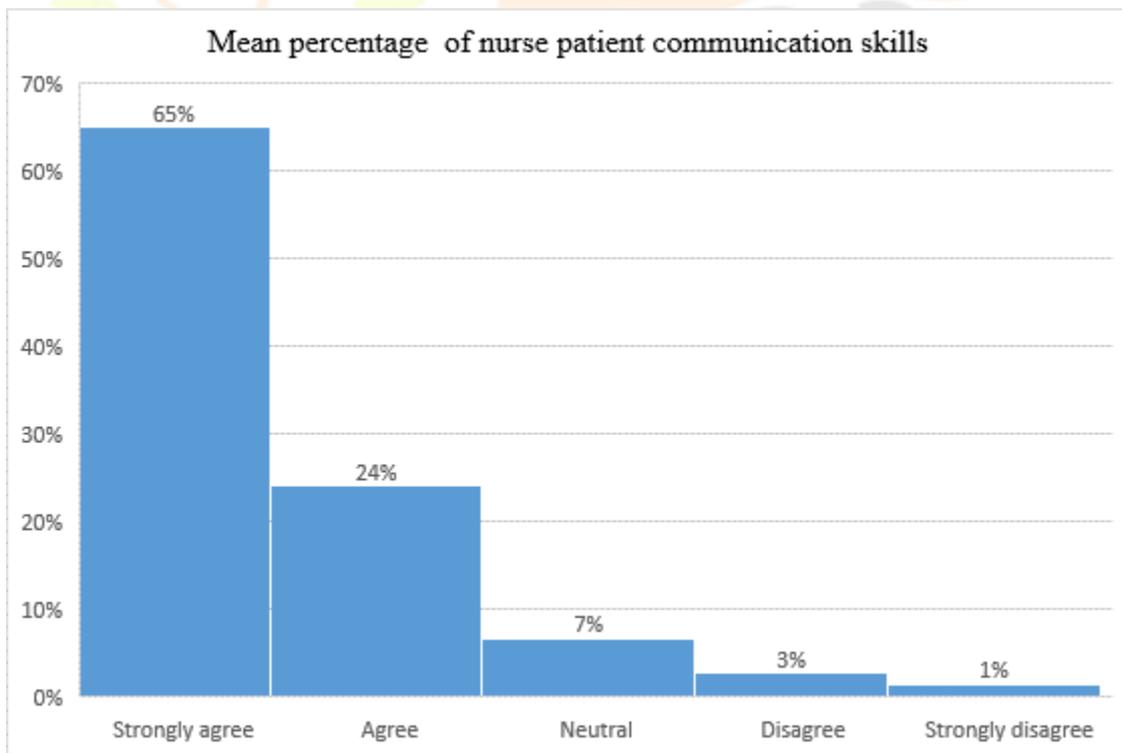Mean percentage of nurse patient communication skills

- **TABLE CONTENT:** According to the table and figure above, the highest mean percentage of nurse-patient communication skill was 65%(strongly agree) while standard deviation was 3.9. Agree was 24% and standard deviation was 2.3. Neutral mean score was 7% while standard deviation was 1.9. 3% disagree and standard deviation was 1. Strongly disagree was 1% and standard deviation was 1.

Section iii- Involves findings related to mean scores of barriers of communication.

Sr.no	Response	Mean	Mean %	SD
1	Strongly agree	12	62%	3.3
2	Agree	4.7	23%	1.4
3	Neutral	1.8	9.2%	1.7
4	Disagree	1	5%	0.6
5	Strongly disagree	0.2	0.8%	0.4

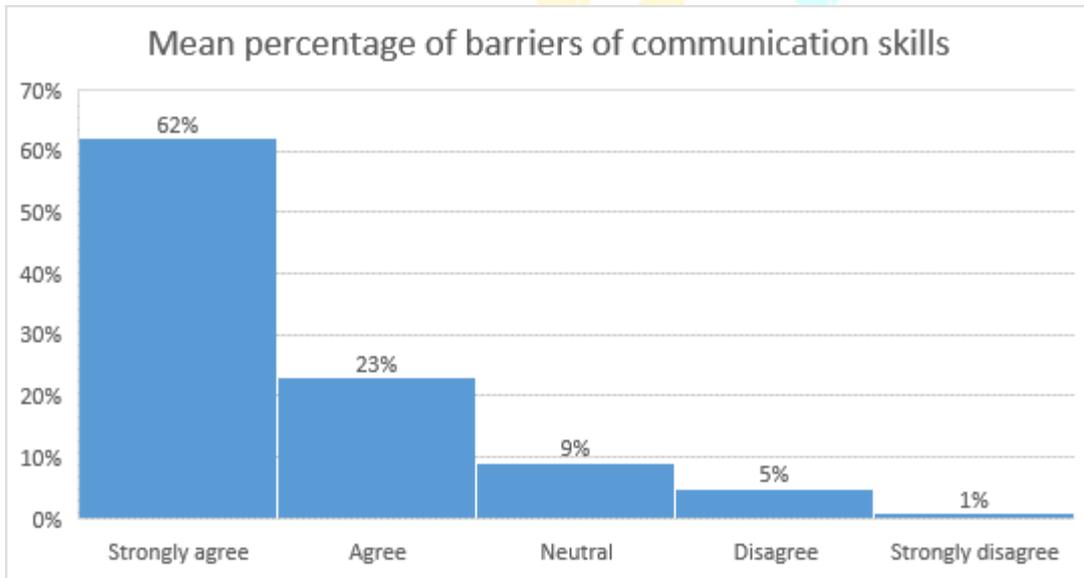Mean percentage of barriers of communication skills

Table content: From the analysis above, the highest mean percentage of barriers of communication was 62% indicating strongly agree. The others were agree-23%, neutral- 9%, disagree-5% and strongly disagree- 1%. This is to say that 62% of nurses have a good knowledge of barriers of communication while 38% have poor knowledge.

Findings related to overall score of nurse-patient communication skill
Table 29

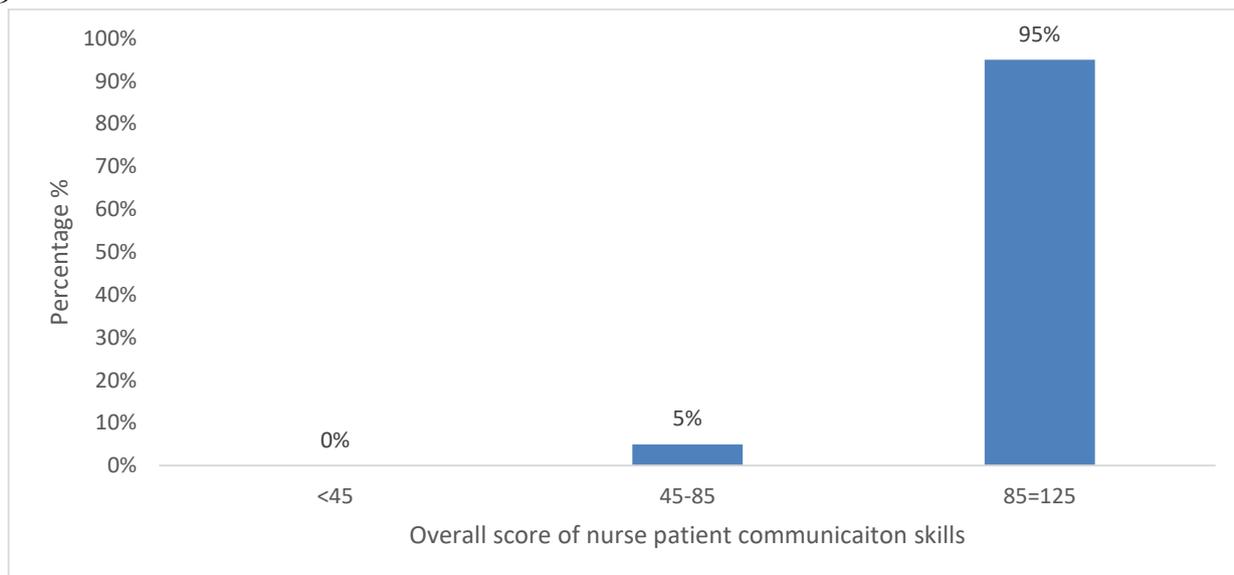| score	No of Nurses	Percentage
<45	0	0%
45-85	1	5%
85=125	19	95%

FIGURE 9

Table content: The illustration above depicts that no nurse had less than 45 out of 125 score. One nurse scored within 45-85 out of 125 which amounted to 5% and 19 nurses out of 20 scored 85-125 (95%). Thus indicating that majority of the nurse have good communication skills.

To find the association between the nurse-patient communication skills and demographic variables.
Section iv- Association between nurse patent communication skills with demographic variables

TABLE 30:   **Median=13**   **N=20**

SR NO	VARIABLE	CATEGORY	TOTAL SCORE		CHI SQUARE VALUE	TABLE VALUE	INFERENCE
			< Median	>Median			
1	Age	A.20-30	0	4	5.14	df = 3 7.81	NS
		B.30-40	4	3			
		C.40-50	4	2			
		D.>50	2	1			
2	Gender	A.Male	7	8	0.26	df= 1 3.84	NS
		B.Female	3	2			
3	Education	A. Nursing diploma	4	4	3.08	df= 3 7.81	NS
		B. Bachelor degree	1	4			
		C. Master degree	0	0			
		C. any other	5	2			
4	Employment status	A.Enrolled nurse	6	1	8.27	df= 2 5.99	Significant
		B. Auxillary nurse	3	2			
		C. Registered nurse	1	7			
5	Experience	A.0-5 years	2	3	2.01	df= 3 7.81	NS
		B.6-10Years	2	3			
		C. 11- 15 years	1	2			

		D.>15	5	2			
6	Departme nt	A.Gate clinic.	0	2	**5.73**	df= 3	NS
		B.OPD	1	4		7.81	
		C. Ward	7	3			
		D.Reasearch	2	1			

Note: statistically significant p<0.05

Table content: The table above illustrated that the chi-square value of employment status had the highest (8.27) value and found significant; the only demographic variable that was found to be in association with the nurse-patient communication skills. Others were not.

IV. RESULTS AND DISCUSSION

Majority of the subjects are males that 75%. Majority of the subjects are between the age of 30 -40 years. 35% are state enrolled nurses. 40% are registered nurses35% subjects are having 11-20years of the experience. no nurse had less than 45 out of 125 score. One nurse scored within 45-85 out of 125 which amounted to 5% and 19 nurses out of 20 scored 85-125 (95%). Thus indicating that majority of the nurse have good communication skills. the chi-square value of employment status had the highest (8.27) value and found significant; the only demographic variable that was found to be in association with the nurse-patient communication skills. Others were not.

According to my assumption "**nurses may lack in communication skills",** this current study did not support it as it was discovered that the mean percentage score of skills of communication was 65% while the overall score of nurse-patient communication skills was 95% indicating good nurse-patient communication skills.This study was supported by a review by Catherine Mc C (2003) on Nurse-patient communication: an exploration of patients' experience aimed at exploring and producing statements relating to patients' experiences of how nurses communicate. The findings of this study indicates that, in contrast to the literature that suggests that nurses are not good at communicating with patients, nurses can communicate well with patients when they use a patient-centered approach. However, health care organizations do not appear to value or recognize the importance of nurses using a patient-centered approach when communicating with patients to ensure the delivery of quality patient care.

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