

# The Role of Nursing in Communicating with Patients in Health Facilities

Asrar M.Alrajhi<sup>1</sup>, Salehah H.Alshaikh<sup>2</sup>, Zahra M.ALAbbas<sup>3</sup>, Nasrah A.Alquraish<sup>3</sup>, Nada S.Alamri<sup>4</sup>, Faisal S.Alaklook<sup>4</sup>, Afraa Abdullah Jarrah<sup>4</sup>, Eshraq M.Khiami<sup>4</sup>, Nahar K.Alghamdi<sup>4</sup>, Ashgah M.Alghamdi<sup>5</sup>

Senior nursing specialist at medical complex in Alshemaisi<sup>1</sup>

Senior nursing specialist at Al Jomoum primary health center<sup>2</sup>

Nursing technician at Dammam medical tower<sup>3</sup>

Nursing technician at King Abdullah Medical complex in Jeddah<sup>4</sup>

Nursing technician at Kara Al-Hait PHC- AlBaha Health Cluster<sup>5</sup>

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## Abstracts

In case of nursing profession, communication is very important to understand the problem of the patients and revert them in the form they understand. This can be a form of nurse-patient communication where the nurses are ought to engage the patients and contribute towards the proper perception of quality care. In nurse-patient interaction, both medical attendants and patients bring their person individual information, states of mind, sentiments, encounters, and designs of behaviors to the relationship. This present study evaluates the scenario of nurse patient communication in the selected hospitals and present the same with the interpretation of the researcher. Study is based on secondary data and the time frame of the study is 2023 to 2024.

Keywords: Nursing, patient communication, role of nurses, health concerns.

## 1. Introduction

This is a well-known fact that communication is a process that is used to receive, interpret and revert the messages from another person in an effective and understandable form. In case of nursing profession, it is even more important to understand the problem of the patients and revert them in the form they understand. This can be a form of nurse-patient communication where the nurses are ought to engage the patients and contribute towards the proper perception of quality care. In nurse-patient interaction, both medical attendants and patients bring their person individual information, states of mind, sentiments, encounters, and designs of behaviors to the relationship. Stievano et al (2019) These individual-based behavioral designs and discernments of substances in healthcare request that diverse communication styles are utilized to meet the shifting healthcare desires and needs of patients and their caregivers. Inside these person and collective discernments are implanted decision-making rights, data trade, and socio-cultural

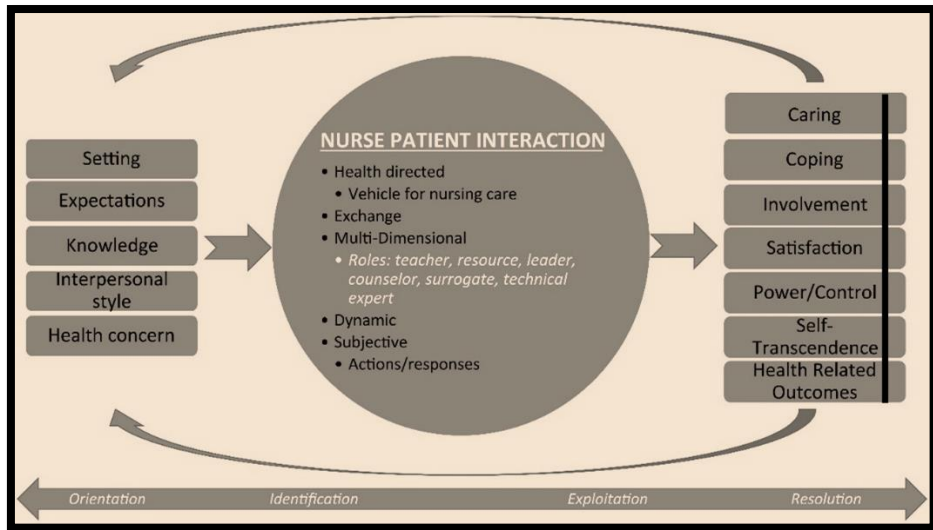
ideas of personhood, all of which have suggestions on the forms and results of communication and social interactions.

People's understandings and expressions of sicknesses, ideas of suitable interpersonal intelligent, and esteem frameworks are their social develops that are communicated through dialect (both verbal and nonverbal). Schiavo (2007); Titchener (2006) Dialect serves as a screen or channel to reality and decides how speakers of a dialect see and organize both the normal and social universes around them. Besides, the etymological foundation of patients shapes their sees of ailment and prosperity as well as influences their recognitions of healthcare results. Given that healthcare settings are destinations for multilingualism, the esteem of fitting communication in forming provider-client interaction through mediators and interpreters has been inspected in a few thinks about. When there's a need of proficient mediators in circumstances where patients and doctors don't share a common dialect, interaction between suppliers and patients is compromised and influences the quality of persistent revelation.

Patient's full cooperation or non-participation within the care handle, compliance with therapeutic counsel, and taking individual control of their wellbeing, to a few degrees, are affected by the quality of nurse-patient interaction and communication to provide viable healthcare requires clear communication as a basic component, which, in an intercultural healthcare setting, healthcare suppliers have the duty to communicate viably with individuals from different foundations. Barker (2009); Bennett (2010) The effect of destitute nurture communicative competencies can be negative to the quality of care, nursing homes, and safety, which recommends that communication competence could be a required expertise for all nurses.

## **2. Factors of Nurse-Patient Communication:**

Similarly, physician-patient communication characterized by successful data trade can lead to more noteworthy quiet believe and eagerness to take after through with the treatment arrange, which, in turn, may influence survival. Road and Epstein kept up that persistent support in interviews can offer assistance doctors to get it their values and preferences and find conceivable quiet misperceptions with respect to treatment impacts. These creators demonstrated that where there's compelling communication between doctors and patients, clinical data can be communicated in ways that quiet gets it, potentiating higher-quality choices that best coordinate the patient's circumstances, in this way making a difference to make strides wellbeing. Moreover, investigate has appeared that destitute communication among medical caretakers (verbal and nonverbal behavior) counting rude talks, utilize of unforgiving and discourteous dialect, utilize of mortifying and provocative words, and damaging dialect are among the numerous causes of patient's receptive viciousness against medical attendants. Burns et al (2010)



Source: Evans et al (2019)

Figure 1: Interaction Between Nurse and Patient

Compelling communication in nurse-patient interaction is contended to have restorative capacities in healthcare. In a healing center setting, the quality of care makes strides when the care given is client-centered and based on caring discussions. Crawford et al (2014); Gilmartin et al (2012) As a result, nurse-patient communication that's empathic and conscious in nature is energized among practicing medical attendants. Medical caretakers are energized to maintain a strategic distance from proficient language, to be mindful audience members, and to utilize fitting nonverbal communication prompts reasonable to the care circumstances. Negative interpersonal intelligent among healthcare experts affect the viability of communication approximately understanding healthcare needs as well as prevent the conveyance of high-quality persistent care. Due to the effect of culture in wellbeing communication and how this impact social intelligent, a few speculations have investigated how communication, culture, and wellbeing recognitions impact intelligent between medical attendants and patients.

Communication in nurse-patient interaction is so imperative that how it is conceptualized (either as the transmission of data or as a formal social engagement) can lead to diverse discoveries in provider-patient communication ponders. Rimal watched that, in spite of the fact that relevant variables, as well as doctor and persistent characteristics, can affect communication within the wellbeing provider-patient dyad, regulation components are frequently ignored in considers on physician-patient communication. The interaction itself and issues of control, control, arguments, pressures, and inconsistencies as characterized by the dyad must be given genuine contemplations. Communication involves a complex trade of verbal and nonverbal, deliberateness and inadvertent, and arranged and unplanned messages in which the message sent isn't by and large translated the same as the message gotten. Ha et al (2012); Hemati et al (2017)

Hence, interpersonal communication, as we see within the healthcare setting, involves interaction and not simply a trade of data, where a few variables affect the message creation, trade, and elucidation forms. Besides, the caring hone of nursing requires relationship building and interaction between medical caretakers and patients, where the nurture interatomic straightforwardly with patients, their families, other medical caretakers, and doctors. As a result, communication, as utilized in this survey, envelops the verbal, nonverbal, and all shapes of intuitive in which messages are made and implications determined to impact the nurse-patient relationship.

### 3. Some Reviews:

Nurses use to carry an important position in any given hospital or nursing home. Al-Kalaldeh et al (2021) They are the part and parcel of wholistic patient care and Henderson et al (2018) have proved in his study that in many of the cases proper communication with the patient has resolved the issue in a better and effective manner. Ruben et al (2016) also stated that nurses occupy an important position in the healthcare setting and interact with patients, caregivers, and other healthcare professionals in diverse ways. Despite the emergence of the concepts of patient-centered care and communication in the late 1990s and early 2000s Schöpf et al (2017); Shah (2021) conducted a study on the communication strategies in nurse-patient interaction within Saudi Arabia remains minimal; hence, the need for a scoping review of the topic. Sharifi et al (2019) worked on the communication consistency of nurses in the hospitals of Riyadh and Jeddah for five years and another 10 years in the countries like Morrocco, Tunisia, Algeria, Libya, and Egypt. The main objective of the study was to explore communication strategies in nurse-patient interaction and how this affected patient participation in the care process.

Issues in Nurse-Patient Communication:

Some of the major challenges in the nurse-patient communication can be fraught with challenges.

These challenges may include:

1. Time Constraints: Looking at the duty and involvement of the nurses it can be experienced that they are always out of time for catering any one single patient and the due to the workload they cannot give ample time to all the patients.
2. Language Barriers: In some of the cases language appears to be a constraint while understanding the urgent need of the patient and in such cases the nurses use to attend them with their experience and common instinct.
3. Health Literacy: Patients with limited health literacy may struggle to understand medical terminology, treatment instructions, and health-related information. Nurses must adapt their communication style to accommodate patients' varying levels of health literacy, using plain language and visual aids when necessary.
4. Emotional Distress: Patients experiencing emotional distress, anxiety, or pain may find it challenging to communicate effectively. Nurses must demonstrate empathy, provide emotional support, and create a safe space for patients to express their feelings and concerns.

5. Cognitive Impairment: Patients with cognitive impairments, such as dementia or delirium, may have difficulty processing information and communicating their needs. Nurses must employ patience, flexibility, and alternative communication strategies to effectively engage with these patients.

Strategies to Improve the Scenario:



Source: <https://www.linkedin.com/pulse/10-tips-effective-patient-communication-improving-satisfaction>

Figure 2: Ways to Improve the communication with patients

- Essential information and aptitudes to communicate successfully with patients. Preparing may incorporate dynamic tuning in methods, sympathy building works out, and social competence preparing.
- Utilizing communication instruments, such as communication sheets, pictograms, and interactive media assets, can help in passing on data to patients with constrained dialect capability or cognitive impairments.
- Collaborating with other healthcare experts, counting mediators, social specialists, and clinicians, can encourage successful communication with patients/clients, particularly those confronting dialect obstructions or complex psychosocial issues.
- Adopting a patient-centered care approach includes effectively including patients in decision-making, regarding their inclinations, values, and needs, and fitting care plans to meet their person needs and preferences.
- Soliciting criticism from patients/clients and reflecting on communication hones can offer assistance medical caretakers distinguish ranges for enhancement and refine their communication aptitudes. Standard self-assessment and peer input can cultivate persistent proficient development and improvement.
- Nurses can utilize cognitive-behavioral strategies to upgrade communication with patients/clients, especially those encountering uneasiness, discouragement, or other mental wellbeing issues. These procedures include distinguishing and challenging negative thought designs, advancing positive adapting techniques, and cultivating resilience.
- Communication serves as a vehicle for wellbeing instruction and advancement, enabling patients/clients to require possession of their wellbeing and well-being. Medical attendants can give data on preventive measures, sound way of life choices, and infection administration techniques, cultivating educated decision-making and self-care behaviors.
- Conflict may emerge in nurse-patient/client intelligent due to contrasts in points of view, desires, or objectives of care. Medical attendants must have viable struggle determination aptitudes, such as dynamic tuning in, compassion, and transaction, to address clashes helpfully and maintain therapeutic relationships.
- End-of-life communication may be a basic viewpoint of nursing care, requiring affectability, sympathy, and regard for quiet autonomy.
- Medical caretakers play a essential part in encouraging dialogs almost development care arranging, palliative care alternatives, and end-of-life inclinations, guaranteeing that patients' wishes are honored and respected.
- With the progression of innovation, telehealth communication has gotten to be progressively predominant in nursing hone. Medical caretakers must adjust their communication abilities to virtual stages, viably passing on data, giving back, and advancing persistent engagement in telehealth encounters.

- Ethical contemplations support nurse-patient/client communication, directing medical caretakers in keeping up secrecy, regarding persistent independence, and maintaining proficient boundaries. Medical caretakers must explore moral problems, such as truth-telling, educated assent, and end-of-life decision-making, with keenness and ethical courage.
- During crises or emergency circumstances, viable communication is vital for guaranteeing understanding security and minimizing uneasiness. Medical caretakers must stay calm, give clear informational, and offer consolation to patients/clients and their families, illustrating administration and versatility in challenging circumstances

#### 4. Conclusion:

As per the discussion made above it can be stated that effective and meaningful communication is a key to success for the healthy and long-lasting relationship in nurses and patient as this can be viewed as the key to proper treatment and take-care of the patient in all respects. Effective communication is essential for delivering high-quality nursing care and promoting positive patient outcomes. Nurses must possess strong communication skills, including active listening, empathy, cultural competence, and clarity in communication. By overcoming communication challenges and employing strategies for enhancement, nurses can build therapeutic relationships with patients/clients, enhance patient satisfaction, and contribute to improved health outcomes.

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