

The impact of effective communication between nurses and patients on raising the quality of care provided: A Literature Review

Maram M. Alhazmi.

Registered Nurse, Master of Nursing student University of Hafr Albatin,
Mmhalhazmi@moh.gov.sa

Abstract:

Background: Communication is one of the most important aspects of nursing care. If it is not implemented with high quality, it leads to a low level of care. Therefore, effective communication is important to raise the quality of nursing care, enhance trust between nurses and patients, and enable them to support critical care patients and their families. Following elements and standards during communication is important, as this increases patient safety and satisfaction.

Objective: The literature review for this study aims to identify scientific evidence of the importance of effective communication for safe and effective nursing care and to reduce potential risks. Promote a culture that encourages effective communication within the professional team that meets the needs of patients and their families. Involving the patient in decision-making during treatment

Methods: This literature review method uses the method of searching journals, and papers, relating to effective communication with the patient and their families and health care providers, the positive impact of communication was improving patient care and team performance.

Result: Studies have indicated that effective communication is essential to ensuring quality care and patient safety, increasing patient satisfaction.

Conclusions: One of the main goals of nursing care is effective communication, which must be implemented optimally through communication standards to achieve patient satisfaction and safety while enhancing trust.

Keywords: Effective communication, impact of communication, nursing communication.

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I. Introduction:

- Nurses contribute significantly to patient safety through nursing care, which entails direct contact with patients and is necessary for comprehensive, safe patient care. Patient safety is a very crucial and significant issue in nursing. A systematic organizational approach to developing a patient safety culture defined as common values, attitudes, and standards among healthcare professionals should be considered to promote patient safety. (Lee & Jang, 2023)
- The quality of nursing care provided to patients depends on nurses' ability to communicate therapeutically. Effective communication with patients and their families helps them understand the patient's condition, health problems, and treatment plans. Gede Saraswata, (2021)
- When providing nursing care, nurses should implement therapeutic communication appropriately. Hence, the patient feels support, relieves the burden and anxiety, and can exchange feelings and information to achieve goals and determine effective actions for the healing process faster. Yani, Fitri, et al. (2022)
- In critical care departments where patients require special care, there must be careful communication between nursing staff, and other health care providers, which will raise the quality of care and ensure patient safety and that no errors or potential damage occurs in those departments. da Silva Miranda, M. (2023).
- The inability to communicate in the ICU due to intubation, medical interventions, and illness (Begazo, 2021, Paredes, 2019, Lebel & Charette, 2021). effective and accurate communication is required for patients and Family members. the nurses enhance relationships during care to meet the needs of patients and their families. frequently turn to their families as substitute decision-makers (Dees et al., 2022).
- Documentation is the most important tool for communication among nursing staff. Failure to conduct effective communications may occur because important information is sometimes undocumented, inaccurate, and not quickly accessible. Therefore, nurses must document patient information accurately, timely, concisely, and effectively. This makes communication more effective and results in high-quality nursing care. Gede Saraswata, (2021).

- One of the methods used in communication between nurses when changing shifts is SBAR (Situation, Background, Assessment, Recommendation) (Asmaningrum & Afandi., 2022). SBAR communication is used for transferring information to others in an accurate, efficient, and structured manner to improve patient safety and achieve critical thinking skills and organizational abilities. According to research (Saragih & Novieastari, 2022), optimizing the use of SBAR communication during nurse handovers can improve patient safety, increase nurse job satisfaction, and provide a clear framework for nurse handover.
- Effective collaboration and a strong link between interdisciplinary and multidisciplinary teams are essential components of a work environment. These viewpoints enable professionals to recognize the communication method's advantages and drawbacks, which are essential for ensuring the safety of information communicated while offering assistance without resulting in harm. da Silva Miranda, M. (2023).
- The existence of communication disorders between nurses and other healthcare providers can hinder effective communication and care, so it can have an impact on the level of performance and can lead to a worsening of patient conditions (Sri Krisnawati & Darma Yanti, 2023; Afandi et al., 2023).
- Also, depending on the competence of nurses, effective communication will reduce errors during care delivery and care will be safe and of high quality. Gede Saraswasta, (2021).
- Patient satisfaction is influenced by various factors, including good bedside manners, complete patient involvement, care provider communication, and clear, concise instructions. (Kumar & Sharma, 2023) Patient satisfaction depends on the quality of service, and therefore the implementation of therapeutic and effective communication is the indicator of improving the quality of service. Yani, Fitri, et al. (2022)

II. Methods:

Several research papers were searched in this literature study with the help of the research sites ResearchGate and Google Scholar. More than 100 journals were retrieved from the search engines because research on effective communication was extensive. The focus is on taking journals that adopt effective communication in service delivery in hospitals with criteria for including research using effective communication. In this study, I will include 7 articles. Published articles discuss how to apply effective communication methods, during the provision of health care when handing over tasks, or when transferring information between health workers and interdisciplinary and multidisciplinary teams. In published articles, the majority use the consideration of the effectiveness of communication on the quality of service provided and the improvement of the level of health care. The hope is that both patients and their families receive maximum service to increase patient satisfaction.

III. Results:

Effective and therapeutic communication is important for the safe care of patients. It is expected that nurses' awareness of the culture of communication and patient safety will be increased and knowledge of the factors affecting them and avoiding them. Since therapeutic communication makes the recovery process faster, patients in critical care departments are no less important than others, even if they are unconscious. Documentation is important to maintain patient information and transfer information between nurses using SBAR as a guide to structured data about the condition of the patient. The presence of any communication disorders reduces the standard of care and leads to patients and their families not understanding treatment plans. The presence of highly qualified nurses is extremely important, as patient satisfaction depends on the service provided to them.

IV. Discussion:

In line with the hypothesis Effective communication and therapeutic communication is the most important part of the treatment journey because they lead to safe care and enhances patient safety. Gede Saraswasta, (2021) (experiment provides insight into the relationship between Quality of care and therapeutic and effective communication when nursing professionals begin by introducing themselves and explaining their role in the patient's care. They must also explain the patient's condition and the treatments he or she is receiving, This will help the family understand the situation and feel more comfortable during nursing work, becoming high quality. Gede Saraswasta, (2021) (It has also been observed that through therapeutic communication there is a faster response to the healing process. faster. Yani, Fitri, et al. (2022) According to an experiment, About patients in critical care departments, although they are unconscious, they feel the care provided to them and listen when procedures are explained to them before starting them. da Silva Miranda, M. (2023). In addition to providing accurate information, about important to communicate with the families especially family of critical care patients to achieve goals and to involve them in treatment and decision-making about patients. (Dees et al., 2022). Studies have also shown that communication, whether verbal or written, is essential to provide basic, concise information about a patient's condition and ensure continuity of care in an organized manner through documentation of the note. Gede Saraswasta, (2021). In addition to explaining how the handover will be carried

out, nurses will provide clear evidence of the patient's condition during a shift change or transfer to another ward or hospital using the SBAR tool (Asmaningrum & Afandi., 2022). The use of SBAR communications during nurse handover was also demonstrated. Improve patient safety, enhance job satisfaction among nurses, and provide a clear framework for nurse handover procedures (Saragih & Novieastari, 2022). The results of the analysis of the implementation of effective communication To achieve the goals associated with all healthcare providers from other specialties, there should be a commitment to effective communication about the care of patients to ensure their safety and to identify and avoid obstacles. da Silva Miranda, M. (2023). These results support the Studie, that Nurses need to overcome the factors that hinder effective communication nurses must increase the culture around communication and identify barriers to avoid (Sri Krisnawati & Darma Yanti, 2023; Afandi et al., 2023). According to Gede Saraswasta, (2021) To ensure high-quality care, nurses must be highly qualified. In this regard, the study Communication with patients is subject to influences and standards must be adhered to maintain quality of care (Kumar & Sharma, 2023). Finally, A that Patient satisfaction is an indicator of the quality of service provided Yani, Fitri, et al. (2022)

V. Conclusions:

The study concluded that nurses are the backbone of the healthcare team because they are the ones who care for patients around the clock. Therefore, effective communication is important for safe patient care, and the implementation of nursing documentation facilitates effective communication between nurses and patients. There are many positive impacts when strategic organizational communication procedures are put into practice, including continuing education for professionals as well as standardization of information, Patient satisfaction depends on the service provided to them.

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