

**Nursing Staff Communication Abilities and Their Impact on  
Patient Outcomes**

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#### INTRODUCTION:

The fundamental right of every patient is to have a positive experience with the hospital's services. Because of its significance as a measure of healthcare quality, patient satisfaction has been the subject of numerous initiatives in recent years. Despite the importance of this issue, most hospital managers unknowingly pay little attention to improving patient satisfaction. This is despite the fact that increasing patient satisfaction decreases the risk of malpractice lawsuits, increases profitability in the competitive market, increases patient involvement in their own treatment, and improves their health condition (Riley,2015).

Examining the many facets of structural, medical, nursing, and support services is essential for achieving patient satisfaction with care, which is a complicated set of variables. Patients' and families' levels of satisfaction with the care they received are a clear indicator of the significance of the professional communication skills exhibited by hospital personnel. The nurse-patient relationship might suffer from a breakdown in trust due to a failure to communicate. Results and actions taken by patients might be influenced by the quality of communication between them and their healthcare practitioners, according to the research (Aebersold & Tschannen,2013).

The primary function of the presenter (staff members like nurses) and the recipient (patients) of the services is communication. Patients can significantly benefit from enhanced social standing, improved mental health, and overall satisfaction through the application of effective communication skills.

When providing health care to patients, it is essential to communicate effectively to improve their mental health, alleviate their discomfort, keep their medical history in mind, and increase their level of pleasure (Ferreira et al.,2016).

One of the most important parts of nursing care integration is professional and effective communication. Several studies conducted in Iran have demonstrated that, from the perspective of patients, the communication quality of nursing care is lacking.

Being in charge of the patients' care and treatment day and night and being there all the time at the hospital makes the care that nurses provide extremely crucial. They are recognized as the primary factor for the burn patient's progress or difficulties. Consequently, one of the most crucial factors in determining the standard of nursing care for burn patients is the degree to which the patient is satisfied with the services provided by the nurses( Aebersold & Tschannen,2013)

The nurses who are in charge of providing care for patients who have suffered burn injuries must possess a high degree of understanding regarding the physiological and psychological effects of burning, as well as careful assessment skills to spot even the smallest changes in the patient's condition. Rehabilitation and effective communication with the patient, fellows, and the treatment team are also essential. These skills raise the possibility of patient survival and a high standard of living and result in high-quality care.

The fundamental component of human interactions that enables people to create, preserve, and strengthen relationships with others is communication. One of the most important things that can be done to improve the satisfaction, compliance, and general health outcome of patients and clients is for health care personnel and patients to have effective interpersonal communication skills. To satisfy the needs of the client or patient, nurses must acquire and maintain a working knowledge of communication techniques and abilities. In a range of healthcare settings, nurses play a crucial role in the treatment of clients and patients. As a result, employing good communication, every point of contact can be an opportunity to enhance client/patient care and relationships. The level of communication between nurses and their

patients or clients determines the quality of care that is given. Even in times of hardship and illness, clients and patients are more likely to have positive experiences when nurses listen intently, communicate clearly, and show compassion.

Clients who feel that their healthcare provider cares about them and who are aware of the specifics of their condition and treatment are more likely to adhere to treatment plans, express higher levels of satisfaction with their care, and are generally better off (Aebersold & Tschannen,2013).

#### **the important of communication:**

The foundation of mutual understanding and trust is effective communication.

- Makes your message clear. teaches and informs.
- Facilitates the development of rapport aids in cooperation with medical care and recovery.
- Promotes original thought

However, miscommunication and misunderstandings impede

#### **The Value Of Communication In The Nursing Field :**

Since nurses spend more time with clients/patients and their families than any other healthcare worker, effective communication is a fundamental skill for all nursing personnel. Effective communication is essential to nursing practice because it offers the following benefits:

- It fosters confidence between the nurse and the patients.
- It offers fulfillment to the profession.

It is a tool for effecting change; for example, a nurse who listens, communicates, and takes action to negotiate improvements that advance the welfare of their clients.

✓ It enhances managerial effectiveness.

✓ It offers a foundation for leadership action.

It offers ways to coordinate. It is a crucial component of both high-quality hospital treatment and client/patient safety. It serves as the cornerstone of the nurse's relationship with other healthcare team members.

Because it involves everyone the nurse interacts with, including: Communication with nurse supervisors and administrators, it has an impact on every facet of the nursing profession as well as the client/patient experience. Nursing staff communication Nurse-physician communication in addition to staff interactions

Nurse-patient or client contact, as well as family communication (Tenbrink et al.,2017).

#### **Elements of communication:**

1. Sender: A sender is a person who encodes a message and sends it over the proper channel to the intended recipient.

The message's impact is contingent upon the communicator's aptitude, social standing (authority), expertise, disposition, and standing within the community.

2. Message: Perception and individual elements of the sender and recipient may occasionally distort this aspect, making it possible that the intended consequence of communication will not be reached. The message is the content of communication and may involve verbal or nonverbal language.

For instance, two people may transmit or interpret the same message in various ways.

3. Channel: A channel is a way for two or more people to communicate with each other.

•There are multiple ways to transmit or receive a message, including writing, feeling, touching, hearing, and seeing.

•A number of considerations need to be made when choosing a communication channel, including cost, the sender's communication abilities, recipient kinds and preferences, purpose, appropriateness, availability of channels, and message formats.

4-Receiver: A receiver is a person or a group of people who are meant to receive, decipher, and understand the message given by the sender or message source and provide feedback.

- It is required of him to be able to receive, decode, and understand the message.
- A receiver, sometimes called a decoder.

Only when the message being transmitted was accurately received can communication be said to have occurred.

5. Feedback: This is a message that is sent back to the sender by the recipient. It is the most crucial step in the communication process since it demonstrates that the sender's main message has been understood by the recipient.

A two-way procedure in which the sender transmits the message and the recipient responds is necessary for a communication to be successful.

Feedback can be either favorable or negative. ☞ Positive response: the message's concept was understood by the recipient.

Negative feedback: The message's concept was rejected by the recipient.

6-Impact The outcome of a communication process, whether it be emotional, cognitive, or physical, is called the effect of communication. (Jackob et al.,2016).

### Successful dialogue:

A communication is considered effective when it results in the planned or desired outcome.

Good communication facilitates understanding people and situations better and helps one establish strong connections with others.

It helps us to resolve conflicts and foster mutual respect and trust inside the company.

Effective communication aids in the resolution of issues where our message is misinterpreted or where we misinterpret the message that has been received.

It facilitates our decision-making.

#### 1. Fullness

•A message must have all necessary information in order to be effectively sent.

The message must be delivered with consideration for the recipient's mindset in mind.

•Complete information never leaves the recipient with any doubts; it always provides extra details when needed.

2. Conciseness: This refers to expressing your ideas in the fewest words feasible. It also refers to presenting a concise message in a restricted number of words. An audience will find a concise message more engaging and thorough.

3. Consideration – Good communication needs to be aware of the audience's perspectives, experiences, mindset, degree of education, etc.

•Being considerate means putting yourself in other people's shoes.

•To ensure effective communication, take the audience's needs and requirements into account.

#### 4. Clarity •

Clarity makes the information easier to understand by implying that a particular purpose or target should be emphasized at a time rather than attempting to stray from it.



The use of precise, suitable, and concrete language leads to clarity.

5. Concreteness • Communication that is concrete is specific and lucid as opposed to vague and generic.

Concrete information cannot be misunderstood; concrete communication demonstrates a high degree of confidence.

6-Courtesy

•Courtesy means being polite, kind, enthusiastic and convincing.

•Courtesy reflects the nature and character of the sender of the message.

•It is the same as give respect and then expects the same.

7- Correctness

• Correct information includes the precision and accurateness of facts and figures used in the message

• Free from grammatical errors and use of appropriate and correct language.

•Correctness in the communication implies that the correct information is conveyed through message.

•Correct communication boosts up the confidence level of the sender.

•Correct information has greater impact on the audience (Borgoin et al.,2018).

## CONCLUSION

The majority of participants expressed dissatisfaction with nursing care, and there was also a dearth of effective nurse-patient communication. should give professional communication between nurses and patients extra consideration. Using the right communication techniques



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will help patients feel more satisfied with the nursing care they get. Since patients in this hospital have few options for treatment and care, it is imperative that nurses obtain training in areas such as communication skills, specialized care, patient privacy, and patient requirements. Additionally, hospital employees—especially nurses—need to be trained and inspired to actively engage in meeting patients' needs as top priorities by the administration of the hospital.

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