

Review Article: Narrative Review

EFFORTS TO IMPROVE NURSING COMMUNICATION: A NARRATIVE REVIEW

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Abstract

Background: Communication is an interaction process that is highly essential in building nurse-patient interpersonal relationships. Good nurse communication-patient will have a good impact on the treatment plan and recovery for the patient. Improper communication can lead to mistaken nursing care provision and even lead to injury and death.

Objective: This literature review aimed to know the efforts to improve nurse-patient communication.

Design: This literature review used narrative review design.

Data Sources: The databases used in narrative review are Scopus, Science Direct, ProQuest, and PubMed. The journal is limited to the publication year 2016 - 2020 with the area of the nursing medicine journal, full text Portable Document Format (PDF) journal. This literature review uses 4 articles appropriate the inclusion criteria. The study of articles and data extraction were carried out separately by the researcher, if there were differences, the results were taken by consensus.

Review Methods: The review method for this literature review using a narrative method by classifying the similar extracted data according to the research findings.

Results: The databases used in the literature review are Science Direct, Scopus, PubMed and ProQuest. The journal is limited to the 2016 – 2020 publication year with the area of nursing medicine journals, improving nurse communication, full text open access pdf journals, research designs. This literature review was identified with the number of science direct: 45, Scopus: 242, PubMed: 36 and ProQuest: 492, then screened and found 4 articles that matched the inclusion criteria. The study of articles and data extraction were carried out separately by the researcher, if there were differences, the results were taken by consensus.

Conclusion: Nurse communication training has a positive impact where nurses have skills in developing knowledge and capability in improving nurse communication performance. Good communication nurse-patient can increase the patient's cure rate.

Keywords: Communication, nursing, interpersonal relationship.

INTRODUCTION

Communication is a transaction process in symbolic or sound form as an important tool for building relationships with other people. Nurse communication centered in patient can drive care planning through the transmission of information and provide the best possible therapy for the patient. The nurse's ability to recognize the patient and respond with empathy, understand the patient's problems, help and encourage the patient causes the patient to express symptoms and concerns, feel heard, be valued as a patient.

Good nurse-patient communication has the potential to increase patient understanding of care and reduce behaviors that lead to adverse events. Failure in nurse communication is the root of the main cause of sentinel events which can result in serious injury and even death. According to World Health Organization (WHO) every year, 134 million unwanted turn of events (KTD) in low and middle income countries result in 2.6 million deaths of patients. According to research by Muberra Devrim Guner, MD, PhD (2019) health care professionals' (HCPs) in Turkey the consequences of poor communication can have an impact on lack of understanding of medical information, 88.2% treatment mismatch, 81.7% treatment failure, 71.2% reactions disadvantage, 51.1% misdiagnosis, and 45% poor treatment.

The results of Emin Kol's research (2018) concluded that patient satisfaction was 11.97% low, and 97% patient's opinion stated that there was no special nurse in charge and the patient did not know the nurse who cared for him. Bad nurse-patient communication can result in emotional distress in the form of anxiety, fear, worry and anger, so that nurses need to introduce themselves, provide support, show empathy and sincerity when communicating with patients so as patients are more comfortable when communicating with nurses. Nurses can recognize patients deeper, knowing the patient's wants and needs. Efforts are needed to improve nurse communication skills and knowledge so as to provide better results

for the quality of communication in nursing organizations and improve health status in patients.

Nurse-patient communication is communication that focuses on the patient's healing process, nurses are able to communicate well with patients so that they can establish good relationships with patients, and can build trust between nurses and prevent serious problems, provide satisfaction in nursing services, improve service quality in the hospital. According to the Ministry of Health of the Republic of Indonesia (2017), the level of patient satisfaction in Indonesian hospitals is 82.7%, it is still below the 90% target. Nurse-patient communication is a reflection of the quality of nursing which can determine the level of patient satisfaction. In providing nursing quality, it is necessary to provide guidance and training to nurses who can improve communication skills of nurses to patients, be able to have a good influence on patient psychology in the recovery process.

Research conducted by Pehrson (2016) shows success in implementing a communication skills training program for nurses in a cancer-centered hospital, through evaluation it can be proven that program evaluations can be very beneficial in terms of self-efficacy related to communication with patients and significant improvements in some empathy skills. This training showed that the majority of nurse participants 80% supported providing a good evaluation for each nursing module, nurses reported increased self-efficacy effectively in skill from pre to post training, significant improvements were observed especially in empathy communication skills before training.

This training demonstrates that good communication has benefits including pain relief, adherence to medication administration, psychological functions, and quality of life. Poor communication will have an impact on nurses by increasing stress, lack of job satisfaction, and emotional fatigue. Providing training in communication skills can be considered as a hospital resource that invests in

increasing the morale of nurses in carrying out their duties and responsibilities.

Research conducted by Anita (2016) was carried out in a mini workshop coordinated by a room providing directions on how to communicate therapeutic, what to do in the pre-interaction phase until the termination phase to the appointed nurse. After being given treatment directions, the researcher and the participants implemented the plan with the hope of improvement. Then the researchers reassessed the nurse's communication skills. With good results, it can be seen that nurses can implement good communication. Communication training is an asset program and implementation of communication with a major focus on the healing process and aims to improve and develop attitudes, behaviors, skills and knowledge, especially about interpersonal communication for nurses.

Participating in training programs that can improve nurse communication skills makes nurses show more empathetic attitudes towards patients, so that nurses can assess the patient's disease problems, nurses easily build trusting relationships with patients. Through communication, nurses can provide the strength of enthusiasm for patients which can have a good impact on patients in the hospital.

DEVELOPMENT

The Literature Review journal search strategy used is using CASP (critical appraisal skills program tools), where research articles are searched by several search methods and keywords, so as to find articles that match the inclusion and exclusion criteria, then a review of all the articles is carried out. The inclusion criteria of the articles sought are articles related to improving nurses' communication skills, 2016 – 2020 publication year with the area of nursing medicine journals, improving nurse communication, full text open access pdf journals, research design. The exclusion criteria for the articles being searched for were research 2011 – 2016, articles that were not full text. The keywords used are training, or, and, communication nurses.

Articles or journals that meet the inclusion criteria are then carried out with a critical appraisal skill program (CSAP). Extraction of research data is carried out by reading the results of the research and then taking the essence which includes the research title, research name and year of research, journal published, research objectives and research methods and results. end of the research. All these parts are included in a table to make it easier to read the extraction results.

Database Search Number from 2016 until 2020

Science Direct	Improve communication, training, nurse	45
Scopus	Improve communication, training, nurse	242
PubMed	Improve communication, training, nurse	36
ProQuest	Improve communication, training, nurse	492
Total title of the first selection		815
Second selection		11
The final selection		4

Based on the analysis of the article, there were several efforts to improve nurse communication:

Communication Skill Training (CST) Program.

The first journal entitled "Responding empathically to patients: Development, implementation and evaluation of a communication skills training module for oncology nurses" by Cassandra Pehrson (2015) showed the results that after being given the communication skills training module with the CST program which lasted for 90 minutes with role playing method, practicing communication skills, there is a significant increase, namely an increase in the ease of responding to empathy

42-63% and an increase in nurses' self-confidence 88.2%.

Therapeutic Communication Program.

Research conducted by Jakle R. Younis (2015) entitled "Effect of the planned therapeutic communication program on therapeutic communication skills of pediatric nurses" showed significant results on the knowledge, practice and skills of pediatric nurses regarding therapeutic communication. = 0.52, $p < .00$; post $r = 0.53$, $p < .001$). After a planned therapeutic communication program, pediatric nurses are able to increase safe and healthy interactions, foster trust and improve the recovery of children who are treated in hospital, can have a therapeutic impact on patients being treated.

Mini Workshop.

Training by Anita Permatasari, 2016 namely holding therapeutic communication training for new nurses with a mini workshop where the therapeutic communication skills of nurses after being given treatment were assessed to increase because the results showed that nurses who carried out therapeutic communication well were 4 respondents (80%), while nurses with poor therapeutic communication as many as 1 respondent (20 %).

Assertive and Knowledge Communication Training Program.

Research conducted by Venny (2019) entitled "Assertive communication training and associate nurse knowledge and motivation: a quasi-experiment" showed that the knowledge of assertive communication showed a significant difference in the post test score 1 ($p = 0.045$) and the post test score 2 ($p = 0.390$). After the communication training program is carried out, nurses are able to increase good interactions and foster trust and are more friendly with patients in hospitals, can have an impact on nursing services.

DISCUSSION

Nurse-patient communication is communication that focuses on the patient's healing process, nurses are able to communicate well with patients so that they can establish good relationships with patients, and can build trust between nurses and prevent serious problems, provide satisfaction in nursing services, improve service quality. in the hospital. According to the Indonesian Ministry of Health (2017) the level of patient satisfaction in Indonesian hospitals is 82.7%, still below the 90% target. Nurse-patient communication is a reflection of the quality of nursing that can determine the level of patient satisfaction. In providing quality nursing, it is necessary to provide guidance and training to nurses who can improve the communication skills of nurses to patients, able to give a good influence on the psychology of patients in the healing process.

Research conducted by Pehrson (2016) shows success in implementing communication skills training programs for nurses in cancer-centered hospitals, through evaluation it can be proven that program evaluations can be very profitable in terms of self-efficacy related to communication with patients and significant improvements in several skills. empathy. This training shows that it is supported by the majority of the nurse's participants support (>80%) giving a good evaluation for each nursing module, nurses report an effective increase in self-efficacy in skills from pre to post training, significant improvements are observed especially in empathic communication skills before training. This training shows that good communication has benefits including improving pain, adherence to medication, psychological fungus, and quality of life. Poor communication will have an impact on nurses by increasing stress, lack of work satisfaction, and emotional exhaustion. Providing communication skills training can be considered as a hospital resource that invests in increasing the enthusiasm of nurses in carrying out their duties and responsibilities.

This research is in line with Yonis' research (2015) which states that good

communication skills will have a good impact on patients. Nurses had a significant increase in their knowledge and skills regarding therapeutic communication with their hospitalized children after using the planned therapeutic communication program. Researchers recommend continuing to implement advanced therapeutic communication programs for pediatric nurses in order to promote safe and healthy interactions, foster trust and improve the recovery of their hospitalized children.

Research conducted by Anita (2016) conducted in a mini workshop coordinated by the room providing directions on how to communicate therapeutically, what to do in the pre-interaction phase through to the termination phase to the appointed nurse. After being given treatment directions, researchers and participants implemented the plan with the hope of improvement. Then the researcher reassessed the nurse's communication skills. With good results, it can be seen that nurses can implement good communication. Communication training is an asset of the program and implementation of communication with the main focus on the healing process and aims to improve and develop attitudes, behavior, skills and knowledge, especially about interpersonal communication for nurses.

Research conducted by Venny (2019) is regarding communication training for nurses who says that assertive communication training increases the motivation and knowledge of nurses. And nurses who take part in communication training can deal with various problems faced and improve good communication, can understand the patient's ego.

Participate in training programs that can improve nurses' communication skills so that nurses can show an empathetic attitude towards patients, nurses can examine the problems of patients' illnesses, nurses can easily build trusting relationships with patients, through communication nurses can provide strength of

spirit to patients who can have a positive impact on patients in the hospital.

In improving nurse-patient communication skills, it is necessary to have a training program related to nurse communication. Communication-related training has a very positive effect on improved services. The communication program certainly has a good influence on training, so it is necessary to have supervision and training that is repeated every month to improve and maintain nurses' communication skills.

CONCLUSION

The quality of professional nurse communication has a positive correlation with patient satisfaction and patient cure rates. The study concluded that nurses need training so that they can improve their skills in effective communication.

Nurse communication training has a positive impact where nurses have skills in developing knowledge, capability in improving nurse communication performance.

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There is no conflict of interest in the writing.

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AUTHOR CONTRIBUTION

Ariefatun Nisa: Designed the study, collected and analyzed articles, and contributed to completion of literature review.

Luky Dwiantoro: Contributed to completion of literature review.

Bambang Edi Warsito: Contributed to completion of literature review.

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