

Communication Skills among Nursing staff at Azadi Teaching Hospital

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ABSTRACT

Communication is an important topic, perceived as inevitable for providing effective and high-quality health care among both patients and health care providers.” To assess nurse’s communication skills and identify the relationship between socio-demographic characteristics and nurse’s communication skills. Quantitative design, a descriptive study had been carried out at Azadi Teaching Hospital and from the period of 5th November 2017 to 8th May 2018. To assess nurse’s communication skills and identify the relationship between socio-demographic characteristics and nurse’s communication skills. The collected data coded and entered to the SPSS software version 22. In this study, the data were analyzed by using inferential statistical and descriptive analysis. The mean score of the communication skills items ranging from (3.21-3.74), on the other hand 65% of the sample had Moderate communication skills and male nurses had higher communication skills. In inferential analysis indicate a significant relationship between Nurses Communication Skills and Educational level, in addition to a significant Association between Age and Years of Experience. Overall sample level of communication skill of the current study was moderate level and male nurses had higher communication skills. Levels of communication skills increase with increasing Professional satisfaction and Professional interest. Giving priority to communication skills during courses of study for the nursing students and conducting communication skill training course for the staff.

Keywords: Communication Skills, Nursing staff.

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مهارات التواصل بين الملاك التمريضي في مستشفى آزادي التعليمي.

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الملخص

يعتبر التواصل موضوعًا مهمًا ، يُنظر إليه على أنه أمر لا مفر منه لتوفير رعاية صحية فعالة وعالية الجودة بين المرضى ومقدمي الرعاية الصحية. تهدف الدراسة الحالية الى تقييم مهارات التواصل بين الممرضين وتحديد العلاقة بين الخصائص الاجتماعية الديموغرافية ومهارات التواصل الممرضين. لتحقيق اهداف الدراسة تم اختيار التصميم الكمي ، تم إجراء دراسة وصفية في مستشفى آزادي التعليمي ومن الفترة من 5 نوفمبر 2017 وحتى 8 مايو 2018. لمعرفة مهارات الاتصال الخاصة بالمرضى و الممرضات الذين يعملون في مستشفى آزادي التعليمي ، تم ترميز جميع البيانات وإدخالها إلى الكمبيوتر واستخدامها SPSS إصدار البرنامج 22. تم تحليل البيانات باستخدام التحليل الإحصائي الوصفي والاستنتاجي. تشير النتائج الى ان مهارات التواصل للعناصر تتراوح بين (3.21-3.74)، من ناحية أخرى ، كان 65% من أفراد العينة لديهم مهارات التواصل متوسط مستوى وكان الممرضون الذكور يتمتعون بمهارات تواصل أعلى. في التحليل الاستدلالي ، تشير النتائج إلى دلالة احصائية معتبرة بين مهارات الاتصال الممرضات والمستوى التعليمي. بالإضافة إلى الارتباط الكبير بين العمر وسنوات الخبرة. كان مستوى مهارات التواصل متوسطا بين المشاركين بشكل عام وكان الممرضين لديهم مهارات اتصال أعلى من الممرضات. وان مستويات مهارات التواصل تزداد مع زيادة الرضا الوظيفي والاهتمام المهني. التوصيات: إعطاء الأولوية لمهارات التواصل أثناء فترات الدراسة لطلاب التمريض وإجراء دورة تدريبية في مهارات التواصل للموظفين.

الكلمات الدالة مهارات الاتصال ، كادر التمريضي

1. Introduction

Humans thrive on relationships and Positive interactions are the essence of our happiness. Often such positive interactions occur in very brief encounters, even with relative strangers, where people share a moment of connectedness(1). “Communication is an important topic, perceived as inevitable for providing effective and high-quality health care among both patients and health care professionals.” The Previous Study indicates that communication had

a significant role in various outcomes in the health care services, for example better using of health care in the prevention of disease, better medication compliance by the patient and improving in societal support(2). Both types of communication including Verbal and non-verbal begins after delivery and continued to death. The communication process is not used only for the exchange of knowledge and information from one to another, but also significantly to interaction everywhere in the world for human beings (3). Generally nursing as a job science focuses on providing and meeting the physical, spiritual and social needs of the human beings. The nurse practice needs effective interpersonal communication, technical and intellectual abilities, in addition to knowledge (4). Connecting to others, in a positively way, is affirming. It allows us to feel like we belong to our community, and it decreases our sense of isolation. There is perhaps no more important time for people to feel connected to and supported by others as when they face a serious illness or trauma (1).

2.Methodology

Quantitative design, a descriptive study has been carried out at Azadi Teaching Hospital from the period 5th of November 2017 up to 8th of May 2018. To find out the communication skills of nurses and find out the relationship with other socio-demographic characteristics of the sample.

A Cluster type of sampling was used to select 100 nurses from 8 deferent units. In order to collect proper information for the study used a questionnaire consisted of two parts: Part one was developed by investigators and Part Two adopted a standard Communication Skills – Self Assessment questionnaire consist of 20 items. (1). The data collected through the self-report method after the instrument was translated into the Arabic language. The data were entered and analyzed through the Statistical Package for Social Sciences (SPSS) version 25.

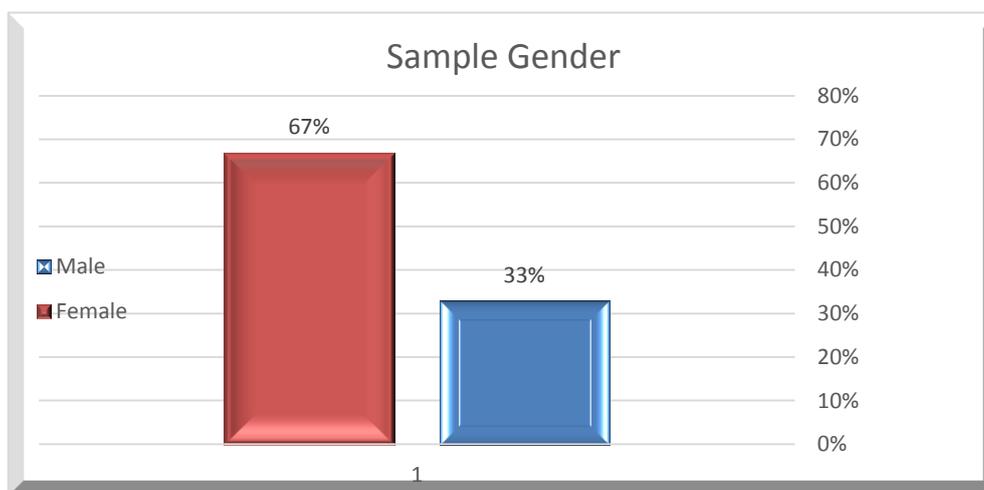
3.Results and Calculations

Table 1: The socio-demographic characteristics Sample.

Variables	F	%	
Age Group	19-28 Years	62	62.0
	29-38 Years	18	18.0
	39-48 Years	13	13.0
	49 and more	7	7.0
	Mean/ S.D.	29.92/±9.459	
Communication Skills Trying	Yes	54	54.0
	No	46	46.0
Level of Education in Nursing	Secondary school	20	20.0
	Diploma Degree	50	50.0
	Bachelor Degree	29	29.0
	Post graduate degree	1	1.0
Experience	less than one year	40	40.0
	1-5 Years	22	22.0
	6-10 Years	18	18.0
	11-15 Years	3	3.0
	More than 15 years	17	17.0
Professional Interest	None	6	6.0
	Very low	18	18.0
	Low	33	33.0
	Moderate	41	41.0
	High	2	2.0
Professional Satisfaction	Very low	8	8.0
	Low	10	10.0
	Moderate	34	34.0
	High	26	26.0
Very high	22	22.0	
Total.	100.0	100.0	

Table (1) indicates 62% were aged between 19-28 years old. While 7% were 49 years old and older. This result goes with finding S. Mahmood (2015) At Kirkuk city indicated that most of the sample aged between 18-34 years old. This result may be due to most of the newly employed nurses have first work directing at central public hospitals(5) and maybe the same cause of 40% of the sample for less than one year Concerning the Communication Skills Trying about half of the nurses had trying. The first three month data of 2014 indicated that communication from top-ranking leading reasons of sentinel events, a patient safety event unrelated to the patient's illness or condition that results in death, permanent harm or another qualifying negative outcome (6). More half of the sample had a Diploma Degree in nursing this is in line with findings of H Hassan (2013)(7). In the same table

illustrate that one out of three of the participants had low Professional Interest in the nursing and quadrant of them had either no or Very low Interest in their Profession as a Nurse. Patients and careers place a high value on face-to-face communication with health-care professionals, who can engage on an emotional level, listening and assessing patients' information needs and providing information with clarity and sympathy(8). An about one out of three of the nurses had Moderate Professional Satisfaction. Dissatisfaction effect both communication skills and patients satisfaction toward staff(8).



Graph 1: Sample Gender

Graph 1 Demonstrates that the majority of the sample are females (67%) while the rest were male and represent (33%).

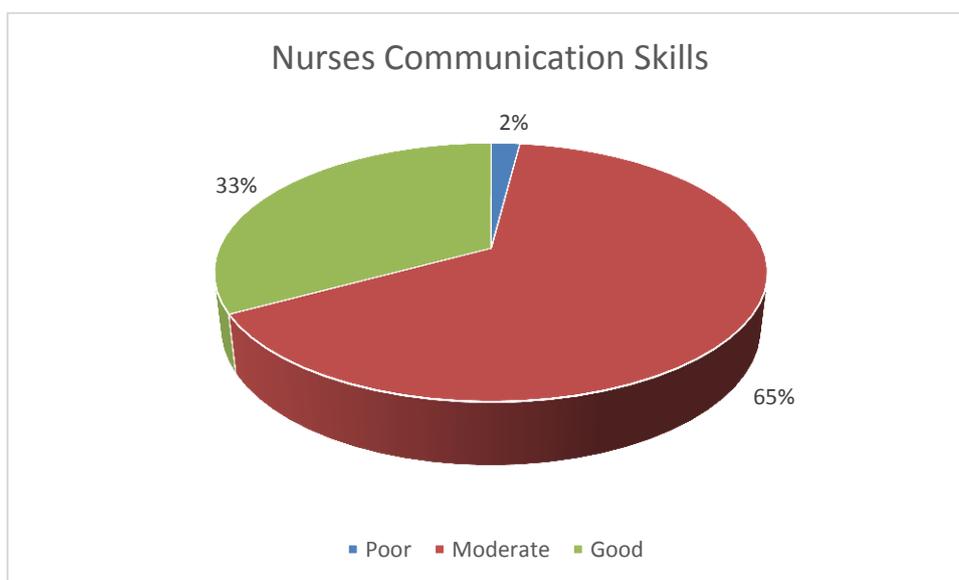


Figure 2: Nurse's Communication Skills.

The above graph illustrates 65 % of the Nurses had a moderate Level of Communication Skills, while only 33% of participants were had a good Level of Communication Skills. these findings less than Farmanbar et al (2016) findings carried out among nursing students(9).

Table 2: comparison between Nurses Communication Skills and Nurses Sociodemographic Characteristics

Variables	N (%)	Mean	Test	Test Value	P Value
Gender					
Male	33 (33)	71.82	<i>t</i> -test	0.855	0.396
Female	67 (67)	69.67			
Communication Skills Trying					
Yes	54 (54)	72.22	<i>t</i> -test	1.569	1.20
No	45 (45)	69.02			
Educational level					
Secondary nursing school	20 (20.0)	66.9	ANOVA	2.763	.036
Diploma in nursing science	50 (50.0)	70.10			
Bachelor in nursing science	29 (29.0)	72.45			
Postgraduate degree	1 (1.0)	94			
Professional Interest					
None	6 (6.0)	62.00	ANOVA	1.836	.128
Very low	18 (18.0)	70.06			
Low	33 (33.0)	72.15			
Moderate	41 (41.0)	69.73			
High	2 (2.0)	82.50			
Professional satisfaction					
Very low	8 (8.0)	67.25	ANOVA	.492	.742
Low	10 (10.0)	71.70			
Moderate	34 (34.0)	70.24			
High	26 (26.0)	72.27			
Very high	22 (22.0)	68.91			

The above table shows a statistically significant relationship between Nurses Educational level and Communication Skills. While the non-significant relationship between other variables. The outcomes of the study exhibited needs for improvement of communication skills during education courses, in addition to the increase Educational level of the staff. It seems that the Nursing staff needs to be more familiar with communication skills, and appropriate policies are required to develop these skills during attaining

certifications and during employing. Table two shows a significant relationship between nurses Communication Skills and Educational level and non-significant relationships with other variables this result congruent with the Kounenou et al,(2011)(10) and (11) Pendleton et al, (2003). communication skills should be obligatory during nursing training courses and should be incorporated in all levels of continuing education(10). The above table shows significant relationship between Nurses Communication Skills and Educational level. While the non-significant relationship between other variables.

Table 3: Spearman Correlation (r) Matrix for Association between Nurses Communication Skills with Age and Years of Experience.

Variables		Communication Skills	Age	Years of experience
Communication Skills	Pearson Correlation	1		
	Sig. (2-tailed)			
Age	Pearson Correlation	.155	1	
	Sig. (2-tailed)	.123		
Years of experience	Pearson Correlation	.120	.891**	1
	Sig. (2-tailed)	.233	.000	

Table 3 indicates that non-significant Association Nurses Communication Skills and Age or Experience the outcome in agreement with findings Alhassan M (2019) (12). While the findings show a highly significant relationship between years of experience and age, this result usually with an advance in age attain.

4. Conclusion

Overall sample level of communication skills of the current study was moderate level and the male had higher communication skills than females. Levels of communication skills increase with the increasing Level of Education.

5. Recommendations

Giving priority to communication skills during courses of study for the nursing students and conducting continuous communication skills training courses for the staff.

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