

Exploring nurses' communication skills in relationship with patient: A qualitative content analysis

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Background & objectives

Nurses are informed from patients needs by effective communication and response to them. According to importance of nurse-patient communication process, it is necessary to recognize the communicative skills of nurses. So this study performed to explore the nurses' communication skills in relationship with patients.

Methods & materials

Study performed by qualitative approach and content analysis method. Participants were 23 nurses, patients and their families in medical and surgical wards of Imam Khomeini Hospital of Tehran University of medical sciences. Data collection methods were including interview and observation. Interviews performed unstructured initially that after the first and second interviews according to derived concepts from data analysis continued as semi-structured. In order to gain a deeper understanding and verifying data from interviews, observations were used. Observations focused on the interactions between nurses and patients during communication together.

Findings

Data analysis led to emerging of main category: the caring according to patient's need. This category derived from two subcategories, (1) how to identify the patient's need and (2) communicative behavior in the face of patient's need. How to identify the patient's need subcategory was composed of two concepts: type of patient problem and monitoring the health status of patient. Communicative behavior in the face of patient's need was composed of four concepts: providing care considerations, informal education for patient, induction of quietness to patient and getting the trust of patient.

Conclusion

The findings showed that applying care by nurses formed reactive to patient's need. In fact, nurses' communication skills defined according to patient's problem in clinical settings.

Keywords

Nurse, patient, nurse-patient communication, communicative skills