

Effectiveness of Teaching Learning Module on the Attitude and Communication Skills of Nursing Students: A Narrative Review

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Abstract

Communication is an important topic, perceived as inevitable for providing effective and high-quality health care among patients and health care professionals. Research evidence has shown the critical role of communication in several healthcare-related outcomes, such as better utilization of healthcare, better patient compliance, higher social support, or improved clinical outcomes and prevention. We search the article form the Pubmed, web of science, Scopus and google scholar in the month of October. The searches used in the process were selected based on the keywords used previously and through Medical Subject Headings (MeSH). Communication with the patient is an individual part of the 'long art' of Hippocratic medicine. It is not only based on an innate ability that varies from person to person, but also on the necessary training and experience that one acquires during exercise.

Keywords: Communication, Health Care, MESH, Experience

Introduction

Communication is an important topic, perceived as inevitable for providing effective and high-quality health care among patients and health care professionals. Research evidence has shown the critical role of communication in several healthcare-related outcomes, such as better utilization of healthcare, better patient compliance, higher social support, or improved clinical outcomes and prevention [1–3].

Research findings also showed that contrary to expectations, most patients did not report that their most memorable experiences were related to the clinical or technical quality of the care they received. Instead, they were associated with healthcare professionals' attitudes or interpersonal communication [1]. Street et al. [2] conclude that the pathways through which the quality of clinicians/patient communication can influence health outcomes may be both direct and indirect. The direct path may be shown, for instance, in lowering physiological arousal and pain, enhancing well-being, and lessening the anxiety of patients by empathic communication provided by health care professionals. More indirectly, communication influences factors such as satisfaction with care, motivation to adhere, trust in the clinician and health system, self-efficacy in self-care, or cooperation between patient and clinician.

Inter-professional communication within the health care team is also essential for effective health care. Quality of team cooperation and communication plays a vital part in fostering a healthy work environment, increasing job satisfaction, preventing burnout syndrome, and lowering healthcare

professionals' intentions to leave [3–5]. Some studies have also demonstrated a relationship between the effectiveness of communication and the occurrence of medical errors [6,7].

The level of communication skills among students of the healthcare professions has been explored in several studies. However, most studies aimed at attitudes toward the importance of communication skills focused on medical students [8–11]. Examining the attitudes towards communication skills among students of health care professions is important essent due to a close relationship between individuals' attitudes and behavior in social situations, as shown in the often-cited "Theory of reasoned action" [12]. Based on this theory, a behavioral change might be evoked by a change in a person's attitude. As the behavioral component of the perspectives are manifestations of underlying cognitive and affective components, behavioral changes might be provoked by influencing the related aspects of attitudes: mental and emotional components [10]. This theoretical background might be effectively used in the education process and demonstrates the importance of exploring the attitudes towards communication among students of the healthcare professions. Negative attitudes towards learning communication skills and an inability to perceive communication as an essential part of effective healthcare might negatively influence the effectiveness of the education process in the healthcare professions. The relationship between communication skills and personality traits among healthcare professionals has been explored less often, although some studies have studied empathy in communication skills training [12–14].

The present study is focused on a less examined

personality trait: the sense of coherence and its association with communication skills and attitudes. Sense of coherence (S.O.C.) is an individual's ability to cope with difficult situations and maintain physical and mental health in stressful situations. S.O.C. is composed of three dimensions, including comprehensibility (the capacity to perceive the world and life events as understandable, ordered, and, to some extent, predictable), manageability (the confidence that one has the necessary resources to deal with environmental demands successfully) and meaningfulness, the belief that life is worthwhile and that the challenges in life deserve the investment of effort and resources [15].

Review

Method

The search was done systematically using PubMed, Google Scholar, and ScienceDirect. The last date of search for the databases was October 10, 2022. The searches used in the process were selected based on the keywords used previously and through Medical Subject Headings (MeSH).

Necessity for communication skills in nursing

The need for nurses to possess and make use of a wide range of communication skills has never been greater. Communication occurs continuously between the nurse and the patient, the patient's family, the nurse's co-workers and management. Nurses are increasingly working within multidisciplinary teams, furthering the need for advanced communication and interaction skills [4, 5]. The communication undertaken depends on the context and roles being played. Communication could include giving information, breaking news, asking or answering questions, reassuring, calming or motivating. The list is infinite, and each communication activity demands particular skills and strategies from the nurse. However, there is one underlying requirement for all communication, namely conveying the message that we value the patient as an individual who deserves to be treated with dignity and respect and good communication enables nurses to build therapeutic relationships with patients.

Communication in nursing can be a complicated process, and the possibility of sending or receiving incorrect messages frequently exists. In situations where there is poor communication, important information may not be conveyed. In the healthcare setting, poor communication can have disastrous consequences when ineffective. As many as 440,000 people die each year from preventable medical errors, representing the third leading cause of death in the United States on the list from the Centers for Disease Control [6]. Of these deaths, the Joint Commission estimated that 80% involved miscommunication.

Improving communication has been shown to be effective in reducing medical error rates. The study

of Starmer et al. [7] undertaken by in the United States and Canada where medical error rates in nine children's hospitals decreased by 23% after a handoff programmed was begun to enhance and standardize communication is considered.

Similarly, improving communication also increased recovery rates, increased the sense of safety and protection and improved the levels of patient satisfaction and treatment adherence [8]. Poor communication has been identified as a cause of delay and poor team performance in the care of critically ill patients [9, 10].

It is essential therefore that nurses know the key components of the communication process, how to improve on skills and the potential challenges to communication that exist.

Factors impacting on learning communications skills

However, even with full consideration of teaching and assessment strategies, students may not recognize the teaching and learning of communication skills as an important part of academic education and practice. They may not perceive a need to improve their own skills in this area; instead, they may choose to focus on practical technical skills and fail to realize the true value of learning communication skills.

The attitude of the student is pivotal, and nurse educators need to know to be aware of the possible impacts of the students' attitude towards learning communication skills on the learning which occurs. Attitudes involve the creation of evaluations to which good or bad qualities of a topic/organization or person are attached. Ajzen [19] as one of the leading attitude scientist's states that an "attitude represents a summary evaluation of a psychological object captured in such attribute dimensions as good-bad, harmful-beneficial, pleasant-unpleasant, and likable-dislikeable". Therefore, attitudes facilitate the adaption of an individual to an environment and drive behavior [20]. The assessment of attitudes towards patient-oriented care has its legitimation, as they refer to beliefs that are relatively stable over time [21].

Research has been under taken previously on healthcare professionals' attitudes towards learning communication skills. It seems initially that this research focused on medical student education but has moved to consideration of attitudes in many healthcare professional disciplines.

Several studies have examined attitudinal scores before and after a communication skills training [22–26]. Research using the CSAS shows different patterns of attitude development during medical education, showing decreased [27–29] to increased scores [30]. Anvik and colleagues [31] found stable cognitive attitudes in contrast to decreasing affective attitudes. Furthermore, attitudes towards communication skills appear to be less positive in students with higher levels of state anxiety [32].

Finding from Lumma-Sellenthin [33] and Molinuevo et al. [34] reproduced the gender effect known from earlier research [29, 35], wherein it was identified that

female students were more positive towards communication skills training than their male peers. This was often explained by female students' stronger openness towards information-giving, partnership-building and interest in psychosocial topics.

It seems that students' positive attitudes towards learning communication skills are related to a caring patient orientation and to a good self-regulation of learning strategies [33]. However, a caring patient orientation did not depend on metacognitive abilities. Instead, it seems that the caring patient orientation was explained by a positive attitude towards communication skills learning, female gender, higher age and parents' work outside the health sector [33].

The literature has highlighted the importance of communication skills for nursing students; therefore, the aim of this cross-sectional study was to explore the attitudes of nursing students towards learning communication skills. The objective of the study was to explore both the negative and positive attitudes of nursing students towards learning communication skills.

Effective Communication Skills for Nurses

Verbal Communication

Excellent verbal communication is key. Aim to always speak with clarity, accuracy, and honesty. It's also important to know your audience and speak appropriately according to the person's age, culture, and level of health literacy. If you are feeling stressed out or frustrated, be aware of your tone of voice and don't let these emotions leak into your patient interaction (Figure 1).



Figure 1: Shows effective communication skills.

Nonverbal Communication

Using elements of nonverbal communication—such as facial expressions, eye contact, body language, gestures, posture, and tone of voice—is also essential in creating rapport. Simply smiling can go a long way.

Active Listening

"Active listening" means listening in order to understand the other person's experience. The highest and most effective form of listening requires complete attention and engagement. This skill is important not only for clinical nurses but also for nurse executives and other healthcare providers as a tool for building trust and commitment with their staff. Active listening includes both verbal and nonverbal communication skills.

Written Communication

Written communication skills are also essential for effective nurse-to-nurse communication. As a nurse, you will be responsible for creating and updating the patient's medical record. It is critical that the medical record is accurate and current so your patients can receive the best care possible. Also, remember to protect patient confidentiality.

Presentation Skills

Effective presentation skills are most applicable during "handover"—when you are transferring patient care to another nurse or other healthcare providers. These skills will also help you demonstrate your knowledge and expertise clearly in a variety of workplace settings, such as presenting at conferences, participating in job interviews, giving case reports to physicians, and more.

Patient Education (Patient Teach-Back)

Nurses are in charge of most of the communication between the healthcare team and patients. This includes informing patients and family members of health conditions, diagnoses, treatment plans, and medication protocols. This skill is especially important for family nurse practitioners who work with patients and families to provide health and education counseling.

Patient teach-back is an effective communication strategy where providers ask patients to repeat the information back to them. This method improves patient understanding and encourages adherence to care instructions. Poor understanding of information can cause patients and their family members to feel anxious or become defensive.

Making Personal Connections

It's important to get to know the person behind the patient. Patient-centered relationships are critical in helping patients feel safe and comfortable. Creating meaningful connections with patients can improve outcomes and trust.

Trust

It's important for healthcare professionals to inspire trust in patients by listening actively and taking every complaint and concern seriously. Building trust takes time. Healthcare settings are scary for some patients. It's important to make them feel as comfortable as possible. Trust is something that nurse educators and leaders should also cultivate as they work to develop the next generation of nurses.

Cultural Awareness

You will likely work with people every day who come from a wide range of social, cultural, and educational backgrounds. Every patient and coworker is unique, and it's important to be aware and sensitive. For example, gauge the patient's fluency with English and grade your vocabulary accordingly or bring in a translator if necessary and possible. With trans and gender nonbinary patients, be sure to use their preferred name and pronoun.

Compassion

Conveying compassion is an essential communication skill in healthcare. According to the *Journal of Compassionate Healthcare*, "studies show that compassion can assist in prompting fast recovery from acute illness, enhancing the management of chronic illness, and relieving anxiety."

Conclusion

Communication with the patient is an individual part of the 'long art' of Hippocratic medicine (19). It is not only based on an innate ability that varies from person to person, but also on the necessary training and experience that one acquires during exercise (13). The need also for education in communication has been recognized worldwide (6). The results of this will be to demonstrate greater understanding among patients with greater benefit to patients and personal satisfaction to nurses in the performance of nursing (29). Good communication also improves the quality of care provided to patients, which is observed in the results. Additionally, it is considered an inalienable right and a prerequisite for building a genuine and meaningful relationship between patients and nurses and other health professionals (30). So, in order for modern Nursing as a service to humans to realize the project, there is a need for dialogue and a good interpersonal climate that develops personally with each sick person, especially in our modern multicultural society. The best expertise training and continuing education of nurses in matters relating to the proper technique of communication will enable them to respond adequately and humanely to the expectations of patients.

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