

Communication Skills Training in Continuing Nursing Education: Enabling Nurses to Improve Competency and Performance in Communication

Authors : Marzieh Moattari Mitra Abbasi, Masoud Mousavinasab, Poorahmad

Abstract : Background: Nurses in their daily practice need to communicate with patients and their families as well as health professional team members. Effective communication contributes to patients' satisfaction which is a fundamental outcome of nursing practice. There are some evidences in support of patients' dissatisfaction with nurses' performance in communication process. Therefore improving nurses' communication skills is a necessity for nursing scholars and nursing administrators. Objective: The aim of the present study was to evaluate the effect of a 2-days workshop on nurses' competencies and performances in communication in a central hospital located in the sought of Iran. Materials and Method: This is a randomized controlled trial which comprised of a convenient sample of 70 eligible nurses, working in a central hospital. They were randomly divided into 2 experimental and control groups. Nurses' competencies was measured by an Objective Structured Clinical Examination (OSCE) and their performance was measured by asking eligible patients hospitalized in the nurses work setting during a one month period to evaluate nurses' communication skills before and 2 months after intervention. The experimental group participated in a 2 day workshop on communication skills. Content included in this workshop were: the importance of communication (verbal and non verbal), basic communication skills such as initiating the communication, active listening and questioning technique. Other subjects were patient teaching, problem solving, and decision making, cross cultural communication and breaking bad news. Appropriate teaching strategies such as brief didactic sessions, small group discussion and reflection were applied to enhance participants learning. The data was analyzed using SPSS 16. Result: A significant between group differences was found in nurses' communication skills competencies and performances in the posttest. The mean scores of the experimental group was higher than that of the control group in the total score of OSCE as well as all stations of OSCE ($p < 0.003$). Overall posttest mean scores of patient satisfaction with nurse's communication skills and all of its four dimensions significantly differed between the two groups of the study ($p < 0.001$). Conclusion: This study shows that the education of nurses in communication skills, improves their competencies and performances. Measurement of Nurses' communication skills as a central component of efficient nurse patient relationship by valid and reliable methods of evaluation is recommended. Also it is necessary to integrate teaching of communication skills in continuing nursing education programs. Trial Registration Number: IRCT201204042621N11

Keywords : communication skills, simulation, performance, competency, objective structure, clinical evaluation

Conference Title : ICNHS 2016 : International Conference on Nursing and Health Sciences

Conference Location : Montreal, Canada

Conference Dates : May 16-17, 2016