Thirty-three participants were approached to take in a virtual interview for this research study. However, sixteen of them either showed no interest or did not respond to the request. Therefore, only 17 participants were included to collect the data and reach out to the findings of the research study (Ref-DJ49F2). The research study conducted a thematic analysis to find out the results. Thematic analysis was based on various themes including nurse self-reflection, communication challenges, and barriers, and prioritization.

Participants spoke that they were facing issues communicating with patients and their families due to pandemic situations. Moreover, patients are unable to meet their loved ones while they are under medical care at hospitals (Ref-J7X8A2). Participants explained that due to hearing loss smartphones and mobile devices were not a good medium of communication for the patients.

The theme highlights the need to prioritize resources and time to patient communication. Participants revealed that they were unable to prioritize their time and hospital resources to Intensive care unit ICU patients in the Covid-19 pandemic situation (Ref-AB12CD). A participant expressed his/her sorrow by stating that a patient died of cancer when the participant was spending time to take care of Covid-19 patients.

Participants expressed concern over the barriers interfering with patient-nurse communication. Using self-reflection, participants described that what they could not do to ease the difficulty of families and patients. They explained that it was quite difficult for nurses to keep patients and their families updated regarding post-discharge care (Ref-J7Y3B9). Participants revealed that they had to follow the pandemic policies and thus were unable to allow the families of the patients to enter the hospital. However, they wanted to empathize with the families and to allow them to enter the hospital premises.

The study asserts the importance of communication between nurses, patients, and their families in the Covid-19 pandemic situation under restricted policies. It reiterates the significance of the relationship between nurses and patients to provide quality healthcare services. The problems faced by the nurses to communicate with patients and families have been emphasized in the research study. A sample of 17 participants was chosen to conduct this study based on primary research tactics. It concludes that nurses have been going through communication problems with patients and their families during the Covid-19 pandemic situation.

The research study recruited a small sample of 17 nurses for collecting data by conducting virtual interviews. These nurses were approached by using social media platforms, therefore, the responses of the sample may be equivocal and thus cannot present a full-fledged picture of communication issues faced by the nurses. Another limitation draws attention towards the time of conducting this research study (Ref-AB1CD2). Since this research study was conducted in January, therefore, various nurses must have been overwhelmed to respond. The research study also encompasses the element of homogeneity as all the participants belonged to Whites and Non-Hispanic. There was only one female among all 17 participants recruited for a virtual interview, therefore, it also raises questions on the element of equal gender participation.

Firstly, the problem statement requires rigorous research to find out which communication strategies are effective in the current pandemic situation and how healthcare services provide and nurses can implement those strategies. Secondly, the results of the study show that nurses face difficulty in prioritizing time and resources to Covid-19 and other patients. Therefore, hospitals need to increase the nursing staff and must conduct training and development sessions for them. Thirdly, the healthcare facilities should ensure adequate technical and logistical support to nurses, patients, and their families. The policies enacted considering the Covid-19 situations are viable to restrict the spread of Coronavirus. However, healthcare management needs to sanction additional budgets to bridge the gap of communication between nurses, patients, and families.

The study confirms that nurses started using their mobile devices in pandemic situations to communicate with families. Since hospitals moved towards social isolation, therefore, it restricted visitors from entering the hospital premises. Resultantly, nurses used mobile devices to communicate with families and provide patients with quality healthcare services. Therefore, it is highly recommended that healthcare facilities should introduce facilitate the nurses with mobile devices so nurses can use them to communicate with families in this pandemic situation. Moreover, the healthcare management needs to come up with proper planning that how they can treat the patient on virtual meetup. Heller (2017) explains in his book that Estonia linked to doctor’s appointments with the internet and patients can have a routine check-up from a virtual doctor. Likewise, the use of mobile phones and the internet can resolve the communication issues faced by nurses in the current pandemic situation.