EXPLORATION OF THE EXTENDED LEVEL OF PRACTICE OF NURSE LEADERS IN THE CONTEXT OF DEALING WITH COMPLEX COMMUNICATION ISSUES OCCURRING BETWEEN THE PATIENT AND THEIR FAMILIES IN ACUTE MEDICAL UNIT SETUP

PRACTICES OF NURSE LEADERS BASED ON COMPLEX COMMUNICATION ISSUES
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Chapter 1: Introduction

1.1 Background of the study

In the medical or healthcare sector, nursing management requires a huge amount of intercommunication between patients and their families. For nurses, this amount of communication in healthcare can mean approaching every patient to understand their concerns of the patient, along with their experiences and their individual opinions as well (Norouzinia et al., 2016). Based on this, it can include verbal and non-verbal communication skills which have been seen to involve strategies like active listening and patient teach-back techniques as well.

Moreover, it has been noticed that good communication can be essential for the nurses as well as the patients and becomes essential for achieving a successful outcome which involves individualised nursing care regarding patients. It has been studied in earlier studies that poor nurse-patient relationships have not led to personal satisfaction where the health care quality has been seen to be strongly affected by the nurse-patient relationship ("The Importance of Effective Communication in Nursing | USAHS", 2022). Here, critically, it can be said that the lack of communication skills can lead to a negative impact on management led by the nursing leaders. Effective communication can be seen to require understanding regarding the particular experiences that they tend to express. Thus, nursing leaders can require skills where a sincere intention can make the nurse understand the things that can concern the patient.

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1.2 Aim

The aim of the proposed study is based on the *"exploration of practices that can be used for mitigating the complex communication skills that nurses tend to face regarding the management of the patient and their families in the acute medical unit."*

1.3 Objectives

Based on the aim of the study, the proposed objectives of this study are,

Objectives	Specific	Measurable	Achievable	Realistic	Time-Bound
To identify the necessary NSQHS guidelines and policies regarding healthcare management	This particular objective is important to analyse the policies which can contain the regulatory information used to know the extent of the effective	The goal can be reached if the study includes the guidelines and involves significant information based on the policies	The objective is highly achievable and compliant with the study due to secondary research needing to be done	The objective will make the study more credible and the NSQHS guidelines will make the study stay genuine and without getting diverted	This objective will take 2-3 weeks to get completed

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	nursing management				
To assess the NSQHS-based along with extended levels of practices required in nursing management for mitigating complex communication skills	This objective will include the practices that will help in gathering an in-depth analysis regarding the nursing management which can be used in knowing the factors responsible for complex communication skills	This objective can be reached if the safe practices are involved in the study to make a comparison between effective and non-effective practices	This objective is also highly achievable due to the discussion of safe practices to be employed in the study due to secondary research	This objective will include the most effective practices to be employees in the study, making it more credible.	This will take 1-2 weeks to get completed

To analyze the primary and secondary data required for an in-depth data collection regarding the practices that are needed to be followed for the problems identified	This objective will consist of the data collected through both primary and secondary research which will be used for gathering in-depth data regarding the research topic	This objective can be reached effectively if the primary research and secondary research are done effectively based on proper data collection methods	This object becomes highly compliant be achievable if the primary data and secondary data are done properly using effective data analysis tools	This objective will be to make the research more real, genuine and credible, and not entirely dependent on the previously researched studies	This will take 3-4 weeks to get completed

1.4 Problem Statement

The factors add up to the complex communication among the nursing leaders, making nursing management more difficult and also increasing the communication gap between the health professionals and the patients and their families.

Based on the earlier studies, the communication pitfalls are seen to occur among the

nursing leaders and patients, where the main problems tend to occur among the complex

communication in acute medical units (Maria et al., 2020). This has been seen to include the

hospitalized patients who can be seen to experience the complex communication which can need

the mobility, sensory as well as cognitive needs. This can be due to the involvement of language

barriers where the situations based in hospitals can be more stressful and can further involve

unpleasant experiences for the patients as well as their families (Intechopen.com, 2022).

1.5 Significance of the study

Here, the significance of the study is to discuss all the aspects of care where nursing can

be of high importance which can involve unpleasant experiences for the patients along with the

families (Maria et al., 2020). Here, the nurses must become familiar with the needs of their

parents, where the study would help gather an in-depth insight, helping in establishing the factors

which can induce positive interactions with the patients.

Chapter 2: Literature review

2.1 Introduction

Hospitals around the world have prioritised quality and safety. Being able to

communicate effectively between team members is an important part of providing safe and

reliable patient care. As the medical and social environment rapidly changes, improving

communication among healthcare team members is essential. Positive effects of effective nurse

communication include decreased adverse events for patients, shortened length of stay (LOS),

and improved patient satisfaction (Riga et al., 2015).

2.2 Clinical governance and patient safety

In Western Australia, the Department of Health is dedicated to ensuring the safety and

quality of public health services. According to the Australian Commission on Safety and Quality

in Health Services, the Department of Health's Clinical Governance Framework outlines clinical

governance roles and responsibilities and the steps for achieving them.

According to a paper published by Chattu & Kumar in 2018, to ensure good clinical

practise within a health service organization, clinical governance refers to the relationship and

responsibilities established among its stakeholders, patients, clinicians, and the body's executive,

territory, or state department of health (Chattu & Kumar, 2018). As part of the complex set of

integrated systems, processes, leadership behaviours, and cultures that are corporate governance

processes, clinical governance must work harmoniously with financial, risk, and other

governance processes.

Figure 2.1: Corporate governance functions include clinical governance by "Clinical

governance and patient safety" in 2022

A medical governance plan has five components based on clinical governance and patient

safety; clinical performance and effectiveness; quality improvement and patient safety systems;

culture, leadership, and governance; partnering with consumers: and a safe environment for the

delivery of care.

2.3 National Safety and Quality Health Service Standards in Nursing Management

The Australian Commission on Safety and Quality in Health Care developed the National

Safety and Quality Health Service Standards in collaboration with care groups, patients, clinical

experts, the private sector, and territories and states. In general, the NSQHS Standards serve two

main purposes: protecting the public from harm and improving wellbeing services. These types

of standards and protocols help a health facility achieve maximum productivity and, in the

process, also benefit the patients. The following is a list of the eight NSQHS Standards: Clinical

governance; collaboration with patients; control of and prevention of healthcare-associated

infections; medication safety; comprehensive care; communication for safety; blood

management; and responding and recognizing acute deterioration ("National Safety and Quality

Health Service Standards," 2021).

2.4 Nursing Communication Education

The nurse only communicates with patients for a short period, superficially, while

focusing only on their physical needs, ignoring their psychological needs (Sarvestani et al.,

2013). Another problem is that nursing students are not skilled in interpersonal communication,

treatment, and clinically. Based on the findings of Xie et al. (2013), 88.1% of nursing students

lacked those skills (Xie et al., 2013). Moreover, Sabzevari et al. (2006) found that nursing

performance was good for initiating conversations and using interactive skills, moderate for

following problems and discussing illnesses, and completely inadequate for terminating

conversations (Sabzevari et al., 2016).

In a paper written by Swinny & Brady (2010), nurses and healthcare professionals use

communication skills to promote some main strategies for solving communication problems.

Supporting, providing information and feedback, comforting, and coping with anxiety are some

of the main strategies (Swinny & Brady, 2010). A close relationship between nurses and patients

is the key to providing good patient care, which has been a priority for the Joint Commission on

Accreditation of Health Care Organizations (JCAHO) since 2006.

During nursing school, nursing students must develop their reflection skills and

knowledge of nursing communication through experience. Reflecting on nursing experience is

one of the most important skills in nursing communication. This will help the nurse in critical

situations or intensive care units (Yamamoto et al., 2015). Education support systems must

provide learners with the capability to assess whether they are role-playing on their own.

Reflection is an example of a nursing communication skill in which students reflect on their

experiences.

2.5 Strategies to improve communication between nurses and patients

Many strategies can be applied to improve communication between nurses in critical

situations, especially in the intensive care units. The first strategy is to make a physical

connection. Nurses who converse with their patients while seated increased their patient

satisfaction scores increased to the 43rd percentile from 9 percentile, according to a 2017 study

(Heath, 2017). The second strategy is finding common ground through communication (Heath,

2017). Heath interviewed Christy Dempsey, MSN, CNOR, and CENP. According to her, "Every

time we interact, it will be easy to find something in common. When I reach the end of the

interaction, I always try to reinforce that connection "(Heath, 2017). Another strategy is tailoring

patient care through the BATHE (Background, Affect, Trouble, Handling, and Empathy)

method. BATHE utilises open-ended discussions to build relationships between patients and

nurses that can often extend beyond patient care. In such tumultuous circumstances, getting to

know the patient as a person will assist the nurse in connecting with her and making her feel

more comfortable (Pace et al., 2017).

Chapter 3: Methodology

3.1 Research Philosophy

The factors like premise, knowledge, and character of the study are all linked to research

philosophy. It is concerned with a certain method of knowledge development where research

philosophy is seen to play a major role in deciding the impact of the study and its view on the

nature of the study ("Research Philosophy - Research Methodology", 2022). By selecting the

optimal techniques and procedures, the researcher can achieve the research's goal and objectives.

To have a greater impact on the study's result regarding the results generated based on the

evidence, the researcher chooses positive philosophy. This research philosophy is implemented

by statistical analysis of the chosen research topic based on quantifiable observations.

3.2 Research Approach

The research approach in this study is mainly based on the use of an approach that will be

followed by the study to gather the pathway in which the theories can be deduced. Here, the

strategies like Inductive and Deductive approaches can be used ("Research Approach - Research-

Methodology", 2022). The deductive strategy will lead to the research being based on the

experiments and data collection done, leading to theory generation through the data collection.

3.3 Sample Size

The sample for this study will be consisting of two samples for primary and secondary

data collection, where the secondary research will contain a sample size of roughly 12 journal

articles relating to the medical and nursing management fields. On the other hand, in primary

data, roughly 100 nurses between the ages of 25 and 35 who are compliant and know the

NSQHS standards can provide an in-depth understanding of the issues faced regarding complex

communication among them and the patients and their families. As a result, data will be

collected by a quantitative closed-ended survey that will include the responses of these 100

people.

3.4 Ethical Consideration

To start the study, a correct ethical consideration is critical. To finish the study process,

the researcher should follow the ethical considerations listed below.

(i) While data is being collected, anonymity should be maintained.

(ii) Informed consent is a very important factor of ethical consideration which can be used for

referring to a situation where all possible participants must receive and comprehend all the

important types of information which tend to be necessary for making an informed decision

about whether or not to participate.

(iii) All participants must be free to leave the research at any time and they are not obligated to

give any type of reason or justification for leaving the study. Here, the participants are also not

required to give a reason for abandoning the study midway or in the middle of the data collection

as well.

3.5 Data Collection

There are two sorts of data collection are seen to be available in this study which is:

secondary data sources and primary data collection methods. In this study, the data is gathered

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from secondary sources such as medical journals, articles, and web portals to get relevant and in-

depth insight regarding the theories generated in this study. This is data that has already been

published. On the other hand, the primary data can be obtained using the quantitative data

collection method. The mixed techniques of data collection combine these two strategies. Here,

the primary data will include the use of close-ended surveys that will involve the data collected

in a much larger way.

3.6 Data Analysis

The approaches for examining quantitative and qualitative data are not the same. The

examination of this data in non-statistical or qualitative research can be done with descriptive

statistics, which is well-known for examining quantitative data. This provides a critical

examination of the research findings. It enables the researcher to come up with a precise solution

to the challenges. The data analysis procedure in quantitative research works with quantifiable

figures found in primary sources and critically analyses them. The findings of the primary data

are equivalent to those of the literature review. In both qualitative and quantitative research, this

is critical.

On the other hand, the secondary data will include the use of Thematic analysis, which is

considered a qualitative data analysis technique and highly used in analyzing secondary

qualitative data as well.

3.7 Research Strategy

This demonstrates the utility of a quantitative framework in which the influence of others

changes. The exploratory case study investigates the issues that arise before the research project

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is conducted in a formulaic manner. It is mostly used to provide information for upcoming

studies in the field. In a typical dissertation, the research strategy is quite significant. The

researcher uses surveys, interviews, and thematically strategies to collect data from primary and

secondary data sources.

Close-ended Survey Strategy

For obtaining quantifiable data from primary sources, the survey research technique is the

most appropriate and efficient. This strategy uses statistical methods to measure and interpret

primary data. To collect data, the survey technique involves a closed-ended questionnaire. This

approach is mostly used to collect data from a large group of people who reflect the total

population for the given issue.

Thematic Strategy

This approach can be used to analyse data acquired from secondary sources.

3.8 Project Timeline

Activities	February	March	April	May	June	July
Introduction	🟨					
Literature Review		🟦				

Methodology						
Data Analysis						
Discussion and Results						
Conclusion and Recommendations						

3.9 Evaluation Plan

The evaluation plan in this research is completely based on the completion of each chapter of the study within the timeframe by maintaining the records through the time planner made for this research.

Chapter 4: Conclusion

The study can be concluded based on the acquired knowledge regarding factors leading to complex communication among the nursing leaders and the patients in the acute medical unit,

where good communication among the nurses and patients tends to be critical for obtaining a

successful outcome, which includes individualised nursing care for patients. Poor nurse-patient

interactions have been shown to not lead to personal satisfaction when health care quality is

perceived to be highly influenced by the nurse-patient relationship. Critically, it can be claimed

that a lack of communication skills might harm nursing leaders' management. The methodology

section in this study included the ways that the study will be conducted, which includes research

philosophy, approach and data collection techniques, along with a generated timeframe of the

research as well.

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