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**Essay Tittle: Nurses are a key element in a complex health care network and, as such, require outstanding communication skills**

**Word count: 1600**

**Aim: Nurses are a key element in a complex health care network and, as such, require outstanding communication skills.**

**Introduction:**

**Why you are needed communication skills:-**

* **Communication skills** are needed to speak appropriately with a wide variety of people whilst maintaining good eye contact, demonstrate a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely, and work well in a group.

1. **Why it is important for Registered Nurses (rns) to communicate effectively in healthcare? (**Ioanna V. Papathanasiou, RN, MSc, PhD, Clinical Professor**)**

* Communication skills play vital role for effective healthcare.Nursing as a health care science, focuses on serving the needs of human as a biopsychosocial and spiritual being. Its practice requires not only scientific knowledge, but also interpersonal, intellectual and technical abilities and skills.
* In **Covid19** disasters and emergencies nurse are play important role. Nurses are important in managing a health crisis because they are a vital link between the patient and the rest of the health care team. They are with their patients for their whole shift, and through assessment and critical thinking are able to notice subtle changes in their patients that could indicate they are decompensating or getting worse, or getting better. They are able to determine the human response to the medical problem. Nurses relay their assessment findings to providers, they are able to determine if respiratory therapy needs to be called, they are able to assess the patient’s response to medical treatments, and they educate the patients, along with providing a listening ear or a calming touch.
* “Effective communication is a clinician’s first step to helping a patient with a health problem,” **AHRQ said in the guide**. “The evidence-based, low-technology teach-back technique can be the gateway to better communication and better understanding, and ultimately it can improve patient outcomes.”
  1. Communication is a vital element in Nursing in all areas of activity and in all its interventions such as prevention, treatment, therapy, rehabilitation, education and health promotion.
  2. The nursing process moreover as a scientific method of exercise and implementation of Nursing, is achieved through dialogue, through interpersonal environment and with specific skills of verbal communication.
  3. As communication we can define the exchange of information, thoughts and feelings among people using speech or other means. Therapeutic practice involves the oral communication of public health officials and nurses on the one hand and the patient or his relatives on the other. It is a twoway process. The patient conveys their fears and concerns to their nurse and helps them make a correct nursing diagnosis. The nurse takes the information and in turn transmits other information to the patient with discretion and delicacy as to the nature of the disease and advises with treatment and a rehabilitation plan for health promotion.

For hospitals and health care institutions, ensuring that patients receive proper care takes more than performing procedures and making diagnoses. Communication is a crucial component in all steps of the health care process. Whether it be a clinic accurately sharing patient information with another facility, or a group of doctors, nurses, specialists, and other staff at a hospital discussing how to treat current and incoming patients, the need for concise, effective communication is always present in the health field.

1. **Effective verbal communication strategies that the RN can use to support a therapeutic nurse-patient relationship.**

* Effective Verbal communication is the use of auditory language to exchange information nurses with patients and other staff.
* Verbal nurse communication skills are of the most important. Always consider your audience.
* Speak in clear, complete sentences and consider your tone when speaking.
* Nurse communication skills are indispensable to your success as a nurse, and with practice, you can become a nurse communication expert!

**Types of Verbal Communication**

* + Intrapersonal Communication.
  + Interpersonal Communication. This form of communication takes place between two individuals and is thus a one-on-one conversation. For example, nurse or patients or nurse and doctor
  + Small Group Communication. for example, Nurses communicate with our staff
  + Public Communication.

Effective communication is one of the foundations of good nursing care. The honest forms of nurse-patient communication include verbal and non-verbal communication (e.g., body language, facial expression, gestures, and distance between you and your patients). Effective nurse-patient communication can improve quality of care, clinical outcomes, and a nurse-patient relationship that enhances patient satisfaction. However, effective nurse-patient communication is the biggest challenge for nurses and requires much more than experience and skills.

**3 principles you should follow to help you improve your communication skills with patients.**

* 1. **Always put the patients first:- Firstly, give priority our patients.** Start your conversation with the patients by taking the time to introduce yourself and tell them how you are going to take care of them. Smile and use a calm and welcoming voice. Provide comfort when they need to be comforted. Always show respect to your patients. Understanding who the patients are as individuals will help the nurse connect with them and will make the patients feel more comfortable while receiving care and treatment. These approaches can make the patients feel really cared for and can improve relationships.
  2. **Practice active listening: -** Active listening is an important part of communication and requires listening for the content, intent, and feeling of the speaker. Active listening involves paying attention to what the patients say and allowing them to finish without judgement and interruption. Paraphrasing or echoing back to them what they have just said, and maintaining eye contact are also key elements of active listening.
  3. **Talk with heart or eco-friendly: -** Communicating with patients requires ample time. Honesty and frankness are important parts of effective communication between nurses and patients. To achieve effective nurse-patient communication, nurses need to have a sincere intention to understand what concerns their patients have and show them their kindness and courtesy. Acknowledge the patients’ attitudes and tune into their feelings.
  4. **Speak slowly and use simpler and non-medical language.**
  5. **If the patient has difficulty understanding the information, you need to clarify or modify the information or instructions until the patient gets it.**

1. **Non-verbal communication behaviours that could be a barrier to effective communication between the RN and patient/client.**

* **Non-verbal communication: - Non-verbal communication** is Register Nurse communication between people through non-verbal or visual cues. This includes gestures, facial expressions, body movement, timing, touch, and anything else that communicates without speaking.



* Nursing is built on communication skills. To provide the highest level of care, it’s crucial for nurses to master the soft skills that allow them to excel in healthcare.

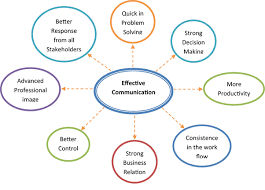
But nursing is also a high-workload profession. As duties pile up throughout a shift, nurses can find themselves rushing to complete their tasks. A nurse may not spend adequate time talking with patients, listening to concerns, or perceiving needs.

* You can communicate a powerful message without saying a word. Non-verbal nurse communication skills include making eye contact and controlling the tone of your voice.

Appropriate body language, posture, and simply adding a smile can go a long way in nurse communication with both patients and colleagues.

* 1. **Physical Barriers**
  2. **Psychological Barriers (**[**Abby Wilson**](https://blog.goreact.com/author/abby/)**| May 8, 2019)**
  3. **Be more aware of your body language.**

Many of your mannerisms are subconscious reactions,1 meaning that you really don’t know when you’re doing them. They become a part of your personality and may be hard to change without a lot of concentration and effort. In order to improve your body language, you need to become more aware of how you stand and present yourself in conversations.



* 1. **Show that you’re listening.**

It’s always important to listen to others when you’re in a conversation. Equally important is your ability to purposely show that you’re listening. Try not to multitask when speaking with patients or doctors. Stopping what you’re doing to pay direct attention to an important conversation shows respect, and you might remember the details of the conversation better.

* 1. **Use your hands with purpose.**
  2. **Keep smiling.**

1. **An introduction that introduces the topic and clearly explains the aim of the essay .**
2. Good communication between nurses and patients is essential for the successful outcome of individualized nursing care of each patient.
3. To achieve this, however, nurses must understand and help their patients, demonstrating courtesy, kindness and sincerity. Also they should devote time to the patient to communicate with the necessary confidentiality, and must not forget that this communication includes persons who surround the sick person, which is why the language of communication should be understood by all those involved in it.
4. Good communication also is not only based on the physical abilities of nurses, but also on education and experience.
5. Listening is important in communication. It is responsible nursing practice and requires concentration of attention and mobilization of all the senses for the perception of verbal and non-verbal messages emitted by each patient. By listening, nurses assess the situation and the problems of the patient.
6. SPEAKING WITH THE PATIENT
7. **Conclusion** 
   1. Communication with the patient is an individual part of the ‘long art’ of Hippocratic medicine ([19](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3990376/#ref19)). 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
   2. **Be precise and clear**. If you need information or you need someone to do something, say so. If you are giving information, present it in basic terms.
   3. **Ask if anyone has questions.** Your audience could be a roomful of academics at a conference, a team of colleagues in your unit, or a single patient—always ask if anyone has follow-up questions. Don’t assume that your audience heard and understood everything you said. This last step gives you an opportunity to recognize where your communication can be strengthened and to convey the needed information.
   4. **Consider your tone and body language.**

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