

# “Nurses communication skills in health education: patient’s perspective”

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**Abstract**— Nurses are frequently described in the literature as poor communicators; however, very few studies have examined patients' experiences of how nurses communicate. Patient- centred communication is a basic component of nursing and facilitates the development of a positive nurse-patient relationship which, along with other organizational factors, results in the delivery of quality nursing care. The purpose of this study to evaluate the nurse’s communication skills in health education: patient’s perspective, in BURN CENTER ALLIED HOSPITAL FAISALABAD. To know the impact of nursing communication in health education regarding patient perspective.

**Index Terms**— health education; communication; perception; nurse; patient.

## 1 INTRODUCTION

(Abd El Mohsen 2009)Wellbeing training assumes a focal part in wellbeing advancement: support, reclamation, and evolving, empowering, guaranteeing, inducing or altering patients' wellbeing practices. In this way, it is a science which underscores the creating of person's reasoning limits; self-mind basic leadership and acknowledgment of qualities identified with wellbeing and sickness. It gives a brilliant opportunity to instructive, motivational, ability assembling and educated self-sufficient sound choices for patients. (Organization 2012) (Fathy 2006)Nurture as wellbeing instructors ought to convey wellbeing messages successfully with patients, family and society trying to ideal prosperity. Human services experts ought to know with refreshed learning and situated by the instructive, correspondence, and social procedures in setting up wellbeing training intercession. (McCabe and Timmins 2013) Sustain client correspondence depends on warmth, trust, sympathy, and shared respect. The client must trust that the specialist minds, comprehends, and is stressed over his or her issue. A disapproving and safe condition helps the chaperon handle and regards the client's inside and external experience, sustain shared fundamental authority, bring out critical clinical data, and detail individualized care. Likewise, restorative guardians should have the ability to apply the prosperity preparing process: examination, orchestrating, utilization, evaluation and documentation, a fused and constant process, with a total course of action for patient care.

### Methodology:

#### ❖ Study design:

Descriptive study.

#### ❖ Sample size:

Sample size = n = 102

#### ❖ Statistical analysis:

Analytical statistics were done using T-Test

#### ❖ Study tool:

Self made Questioner

#### ❖ Sampling technique:

Convenient sampling will be use for study.

#### ❖ Inclusion criteria:

patients of burn center Allied hospital Fsd

#### ❖ Exclusion criteria:

Other departments.

### Results:

Attention, care, feelings, emotions, tone, peace, posture, trustworthy, decrease fear & anxiety and verbal/nonverbal communication are important variables in the impact of nurse’s communication skills in health education.

By analysing either nurse took interest in patients as a person and greets with him/her 62% strongly agree shows positive perspective. And only 13% responses strongly disagree.

69.61% respondents of patients is agree with nurses attention & eye contact during communication, 28.43% patients answers is strongly agree while only 1.96% concludes disagree response.

54.90% client’s response agrees that nurse gives information in a clear and understandable manner, 41.18% client’s answers strongly agree. And only 0.96% strongly disagrees so conclusion is that, nurse-patients communication is clear.

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In speaking issue in health care setting while asking about is nurse speaks in a rapid hasty way or not. 38% results show positive response but similarly 37.9% responses are disagreeing by this statement.

50% patients agree that nurses use verbal & non verbal communication but 25% responses are disagree that shows nurses should made more improvement in communication skills.

listening is a basic part of communication . the results show that 54% patients disagree that nurses intend to avoid any discussion and listening to them. That shows positive perspective.

Data also show nurses need to learn provincial level languages to accommodate patients in their own language. Patients show negative perspective in this regard.

### Conclusion:

After conducting a brief research on the factors those effects on the nurses communication skills in burn center allied hospital Faisalabad. This survey emphasise on the patients' view focuses about restorative specialist customer's correspondence, particularly in prosperity preparing which is unprecedented as there are to great degree immaterial audits in this track. Most importantly else, the survey revealed that generally speaking both sex either male or female patients have a positive acknowledgment concerns restorative overseers' correspondence in the midst of prosperity preparing. This was not expected in Pakistan in light of the fact that there are different parts impacting nursing in AHF, for instance, absence of staff, work inconvenience, general deceivability, low pay rates and time confinements which may impact nursing correspondence and her/his way in patients educating. (Rashdan 2007) supported this viewpoint while discussing that there are different challenges that cripple the progress of master nursing practices in copy focus which progressively may subdue target obtaining including free market movement for orderlies, informative level of restorative overseers, long duty hours, working circumstances and low salary issues.

Most of both sexual introduction groupings of study subject are apparent that medicinal guardians talk in a way that was open, engaging and bona fide. In any case, they were not capable use enlightenments or cases. These affirmations came in the first and second client's arranging for both genders for positive perspectives. The first might be a direct result of client's are considering masters to be the fundamental wellsprings of support and the standard individual remaining with him/her for a long amplify. While for the second recognition, it can be protected that therapeutic gatekeepers have a restricted time to blueprints or illuminations. Great with patients' discernments,

(Macdonald, Stubbe et al. 2013) declared that medicinal overseers should have the high ground in prosperity meeting with flexibility and humankind. While numerous therapeutic overseers were qualified in reasonable edges, they were yet to use a legitimate path for elucidation and level of acknowledgment with driving customer's emissary stations. Additionally,(Abd El Mohsen 2009) outlined that notwithstanding the way that the medicinal overseer nurture in prosperity correspondence is a tried and true well-spring of help, he/in any case she required in the claim to fame of elucidation and discourse. Plus, (Collins R. 2014) talked about that restorative supervisors must be available physically for patients, and furthermore guarantee them, with full care and dynamic correspondence.

### Suggestions:

- This survey recommends coordinating further audits on the impression of patients with consistent ailments e.g. consume patients.
- More examinations are required in impediments to the prosperity teacher part, particularly with respect to prosperity settings.
- It is desperate to make and execute in-organization get ready projects in administrative and nongovernmental attendants offices in consume focus as to suitable correspondence dominantly in prosperity guideline.
- Nursing instructive program should join a prosperity guideline subject for clinical and speculative perspectives. In like way, an audit should be driven in all benefits of nursing in Pakistan to pick the degree of thriving rule content in nursing enlightening module.

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