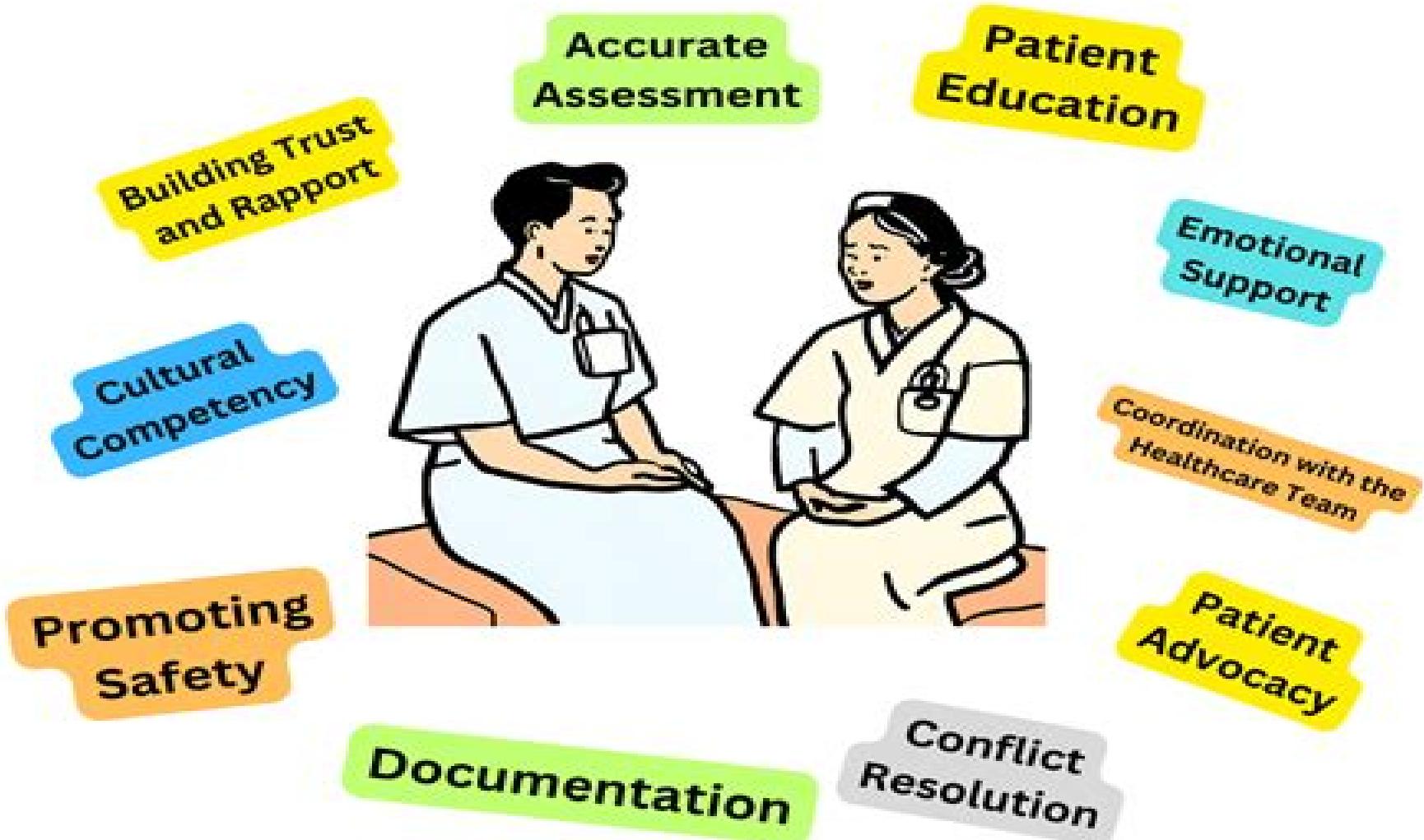


# Communication



# Nurse Patient Communication

**Cynthia Clare Pierpont Barrere**

## **Nurse Patient Communication:**

**Nurse-patient Communication** Garland K. Lewis,1969      **Improving Nurse-patient Communication Using the Teach-back Method** Sheila R. Smallwood,2018 Effective nursing communication considers health literacy the person's ability to understand and make health decisions based on the information given. Health professionals often overestimate the health literacy of patients thereby affecting patient outcomes. In a hospital environment patients rate the ability of the nurse to explain things in a way patients understand by completing the Hospital Consumer Assessment of Healthcare Providers and Systems HCAHPS after discharge. The HCAHPS results are converted to a score which is used in a formula to determine hospital reimbursement the lower the score the lower the reimbursement. The purpose of this project was to improve nurse communication skills and facilitate patient understanding of care. A literature review revealed the teach back method as a best practice strategy. Teach back is a communication technique designed to improve patient understanding about what was said by healthcare providers. Teach back is a way of presenting information then asking patients to repeat what was said in their own words. An education module designed to improve nurse communication skills was implemented on a 14 bed hospitalist medical unit for the registered nurse staff N 13. The education included content on health literacy and the teach back method of communication. Nursing staff was surveyed before 61 5% response rate and six weeks following 50% response rate the educational offering using the Health Professionals Communication Skills Scale HP CSS an 18 item tool measuring empathy informative communication respect and social skills. In addition patient responses to the HCAHPS question the nurse explained things in a way you could understand were compared before and after the educational offering. Overall the post survey responses were lower than the pre survey responses in each domain indicating a decreased perception of communication by the nursing staff. The aggregate mean score for informative communication decreased from 5.01 to 4.83 p 0.37 and social skills decreased from 3.85 to 3.75 p 0.87 on the post survey with significant aggregate mean score decreases for respect 5.46 to 4.76 p.      *Communication for Nurses: Talking with Patients* Lisa Kennedy Sheldon,2009-10-07 Communication for Nurses offers valuable techniques delivered in a concise user friendly format that encourages reader's development of a personal professional communication style. Topics include effective communication in difficult situations the nurse patient relationship working with different patient groups and families and communicating with other healthcare providers. Book Jacket      **Nurse-patient Communication** Robert C. Hanson,Lyle Saunders,1967

**Patient-Provider Communications: Caring to Listen** Valerie A. Hart,Hart,2010-10-25 Patient Provider Communications Caring to Listen offers specific patient communication for advanced practice nurses. Role plays for different clinical situations with varying patient populations provide a bridge for implementing communication strategies in the clinical setting. Each chapter gives a brief synopsis of current communication theories that relate to the topic and which drive communication strategies with patients. Communication and Journaling exercises are included at the end of each chapter. Accompanied by

PowerPoint Slides 2010 320 pages *Exploring Therapeutic Nurse-patient Communication* Pierina Rossini,2021 Effective nurse patient communication also described as therapeutic communication is essential for providing high quality nursing care It increases patient satisfaction and health decreases patient anxiety and disease symptoms and increases patient cooperation and compliance to treatment Some therapeutic communication techniques include attentive listening empathy silence focusing open ended questions clarification exploring clarifying and summarizing Unfortunately there are barriers to therapeutic communication that have been identified Research regarding nurse patient therapeutic communication consisting of secondary qualitative descriptive data points to several barriers to therapeutic communication Some of the barriers to therapeutic communication include nurse patient gender difference patient physical discomfort nurse patient language culture and religion differences and a nurse s workload which includes both the number of tasks the nurse must complete during a shift and the number of patients the nurse has been assigned to care for during the shift Through analysis of the findings nurse workload can be identified as one of the more pressing barriers to therapeutic communication as it affects the nurse s time and energy during the shift and may decrease the effort to improve communication For this reason a proposed solution in response to the barriers to therapeutic communication is to improve nurse workload *Communication for Nurses: Talking with Patients* Lisa Kennedy Sheldon,2008-12-17

**Communication for Nurses** Pamela McHugh Schuster,2010-02-24 This exceptional book for nurses and nursing students guides the development of the comprehensive professional communication skills to prevent errors that result in patient injuries and death With a patient safety focus thorough coverage of communication and extensive interactive ancillaries it demonstrates how communication is tied to desired clinical outcomes *Nurse-patient Communication* Ann L. Jessop,19??

**Nurse-patient Communication** Martha C. Nelson,2017 Effective communication between nurses and patients constitutes a challenge for nurses In particular the establishment of common ground during their interactions with patients is essential to avoid misunderstanding and misinterpretations McCabe 2004 Common ground has been studied in other disciplines including psychology linguistics and medicine Koschman Stalnaker 2002 Lang McCord Harvill Van Nuland Van Den Noortgate Degryse Goedhuys 2007 There is limited information in the literature about the establishment of common ground in the nurse patient interaction Kristjanson Chalmers 1990 This small qualitative study explored how bedside nurses establish common ground with their patients Thirty bedside nurses were interviewed Their answers revealed that they view common grounds in terms of a personal relationship based on a process that occurs during their communication with patients They described this as a human connection

**Perceptions of the Nurse-patient Communication Process** Lois Marie Latshaw,1969 *Nurse-patient Communication. a Manual for Public Health Nurses in Northern New Mexico* Robert C. Hanson,1967 **Nurse-Patient Communication** Ann L. Jessop,1979-10 **Critical Conversations in Healthcare, Third Edition** Cheri Clancy,2024-06-04 Regardless of position or title healthcare professionals from the bedside to the boardroom will discover

Critical Conversations in Healthcare as a complement to enhance competency and purpose in managing communication to promote win win results Martin S Manno PhD RN NEA BC CEN Associate Chief Nurse Medical Center Education and Library Services Corporal Michael J Crescenz VA Medical Center Cheri Clancy's Critical Conversations in Healthcare is a superb and inclusive primer on the importance of communication skills for practicing nurses. It is a wonderful resource on conversational know how in healthcare Joan Kearney PhD APRN FAAN Professor and Chair Yale University School of Nursing Have you ever wished for help finding the right words when you are midway through another difficult conversation with a colleague manager or patient The third edition of Critical Conversations in Healthcare feature do's and don'ts reflective questions and practical tools to help you improve your on the job interactions Whether you are new to the bedside or CEO of a major healthcare facility this fully revised third edition will show you how to Communicate mindfully Interpret body language Deal with gossip and harassment Address workloads and management styles Overcome conversation traps Improve the patient experience Work with frustrated families angry physicians and uncooperative colleagues

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Appendix A Sample Rounding Template

Appendix B Develop Your Own AIDET Worksheet

*Nurse-patient Communication* Cynthia Clare Pierpont Barrere, 1999

**Nurse-Client Communication: A Life Span Approach** Deborah Antai-Otong, 2006-05-04

**Staff-patient Communication in the Health Services** Jacquelyn A. Peitchinis, 1976

**Care to Communicate** Pat M. Ashworth, 1980

**Nurse-patient Communication and Other Predictors of Quality of Care Provided to Patients in the Intensive Care Unit**, 2018

Communication Skills in Nursing Practice Lucy Webb, 2019-11-25 Written specifically for student nurses developing their communication and interpersonal skills in any field of nursing The book addresses all the competencies for communication skills outlined in the 2018 NMC standards and features insightful contributions from experienced nurses and healthcare leaders across different clinical fields As communication and interpersonal skills have become essential to modern nursing this book will focus on demonstrating how the theory behind these skills can be successfully applied in practice Helping students to become confident assured communicators when interacting with patients whilst on placement and into their post registration nursing career The new edition includes the following updates A new chapter on person centred care and intercultural communication Further content on modern forms of communication such as social media and other new technologies A new theme Emotional intelligence integrated throughout the book

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