



INFLUENCE OF NURSES' INTERPERSONAL COMMUNICATION ON THE QUALITY OF CARE IN THE HOSPITAL OF LAHORE, PAKISTAN

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Abstract

Background: In a nurse-patient interaction, communication skills are considered important and can affect the outcome of high-quality care.

Objective: This research aims to evaluate the relationship between patient satisfaction and the quality of treatment provided in hospitals and the interpersonal communication abilities of nurses.

Methodology: The present study was done from January 21, 2024, to March 15, 2024, using a descriptive design study conducted at Jinnah Hospital, Lahore. Two hundred nurses and two hundred patients make up a convenience sample that was picked from the hospital using a non-probability purposive sampling technique. The data acquired by the questionnaire is divided into two sections, which are discussed below. Section I: Demographic information and data about nurses: There are two sections in this section, which are organized as follows: Section (A): Healthcare Professionals Information about Demography Nurses in Section (B) Interpersonal Communication Abilities Section II: Healthcare Quality. There are two sections in this section, which are organized as follows: Patients in Section (A) Statistics by Category; Section (B): This section presents five domains to assess patients' satisfaction with the quality of care they received in the Jinnah Hospital, Lahore.

Results: The study results reveal that there is a significant association between interpersonal communication skills and patients' perspective on the quality of health care (Chi Square= 9.60; P =0.047).

Conclusion: It can be concluded that there is a need to introduce on-job training and refresher courses to build interpersonal communication skills among nurses to improve the quality of care in hospitals.

Keywords: Nurses, Interpersonal Communication, Quality of Care, Patient's Satisfaction

Introduction

Interpersonal skills are demonstrated in the healthcare sector by nurses when they communicate with patients and colleagues using theory- and evidence-based approaches. They can also be viewed as actions that facilitate the accomplishment of a goal. Strong interpersonal abilities are typically valued more in both personal and professional contexts (Villela, 2013). The Latin word "communis," which means common, is where the term "communication" originates. The definition emphasizes that there can be no communication until there is a shared understanding due to information sharing. Transmitting information and understanding from one person to another is communication. (Mahvar et al., 2020). Effective communication between nurses and patients can result in several benefits, including better vital signs, decreased pain and anxiety, increased satisfaction, and increased engagement in therapy programs. Conversely, poor communication can result in an inaccurate diagnosis and a decrease in the patient's involvement in the treatment plan (Siamian et al., 2014). Building and sustaining relationships as well as social engagement depend on having effective interpersonal communication abilities. Ineffective communication can destroy relationships irreversibly and hurt morale, productivity, performance, satisfaction, trust, respect, self-confidence, and even physical health (Ibrahim, 2019). The nature of connections between nurses and patients, viewing each patient individually, the implications of poor nursing care, nursing care, an effective care process, patients feeling secure in their care and not feeling worthless, and receiving care from a team (Literat & Indonesia, 2020). Patients' satisfaction is a crucial indicator of the quality of healthcare because it reflects not only their expectations and preconceptions about the services they receive but also the outcomes of the care they receive. Lastly, it is a vital component of ongoing treatment because it encourages the patient to work with the doctor to address any issues related to their health (Cook & Testa, 2012).

Methodology

Data are gathered using the study questionnaire and structured interviews with nurses and patients who were scheduled at predetermined times for care. All nurses and patients were interviewed using the same questionnaire for the study sample in the hospitals, which was not a likely sample (purposive sample).

The current investigation was carried out at Jinnah Hospital in Lahore between January 21, 2024, and March 15, 2024, utilizing a descriptive design study. A non-probability purposive sampling strategy was used to select a convenience sample of 200 patients and 200 nurses from the hospital. Two sections comprise the data collected by the questionnaire; these are covered in more detail below. Section I: Data and demographics about nurses: This section is divided into two sections, which are arranged as follows: Healthcare Professionals in Section (A) Details regarding the demographics of nurses are provided in Section (B): Interpersonal Communication Skills Section II: Quality of Healthcare. This section is divided into two sections, which are arranged as follows: Patients in Statistics by Category in Section (A); in Section (B): Five domains are presented in this section to gauge how satisfied patients are with the level of care they received at Jinnah Hospital in Lahore.

Results

Table 1. Demographic Characteristics of the Patients

Demographic Data	Sub-groups	Frequency (N=200)	Percentage
Age/years	33-42	144	72.0
	43-52	37	18.5
	53-62	17	8.5
	63-72	2	1.0
Gender	Male	94	47.0
	Female	106	53.0
Marital	Single	30	15.0

Status	Married	143	71.5
	Widowed	18	9.0
	Divorced	7	3.5
	Separated	2	1.0
Educational Level	Do not Read and Write	38	19.0
	Read and Write	159	79.5
	Primary school and above	3	1.5
Residence	Rural	19	9.5
	Urban	181	90.5
Occupation	Free Job	40	20.0
	Employee	47	23.5
	Retired	20	10.0
	Housewife	78	39.0
	Jobless	15	7.5

Table 2. Demographic Characteristics of the Nurses

Demographic data	Sub-groups	Frequency (N=200)	Percentage
Age/years	21-34	161	80.5
	35-48	32	16
	49-62	7	3.5
Gender	Male	80	40.0
	Female	120	60.0
Marital Status	Single	128	64.0
	Married	70	35.0
	Widowed	1	0.5
	Divorced	1	0.5
Educational Level	Diploma	77	38.5
	B.S Nursing	123	61.5
Residence	Urban	193	96.5
	Rural	7	3.5
Years of Experience	1-15	176	88.0
	16-30	20	10.0
	31-45	4	2.0
Work Shift	Morning	136	68.0
	Evening	53	26.5
	24 hours	11	5.5
Participation in communication skills training	Yes	64	32.0
	No	136	68.0

Table 3. Level of Interpersonal Communication Skills among Nurses

No.	Items	MS	SD	Assessment
1	Your words come out the way you would like them to in conversation.	2.56	0.55	Good
2	When you are asked a question that is not clear, do you ask the person to explain what he means?	2.45	0.57	Good

3	When you are trying to explain something, do other people tend to put words in your mouth?	2.21	0.66	Moderate
4	You assume the other person knows what you are trying to say instead of explaining what you meant.	1.98	0.63	Moderate
5	Have you ever asked others to tell you how they feel about the point you try to make?	2.09	0.63	Moderate
6	Difficult for you to talk with other people.	2.44	0.65	Good
7	In conversation, you talk about things that are of interest to both people.	2.33	0.67	Moderate
8	You find it difficult to express your ideas when they differ from those around you.	2.04	0.64	Moderate
9	In conversation, you try to put yourself in the other person's shoes.	2.06	0.76	Moderate
10	In conversation, you tend to do more talking than the other person	2.05	0.75	Moderate
11	You are aware of how your tone of voice may affect others.	2.55	0.61	Good
12	You refrain from saying something you know will hurt others or make matters worse.	2.57	0.67	Good
13	It is very difficult for you to accept constructive criticism from others.	2.21	0.76	Moderate
14	When someone has hurt your feelings do you discuss this with them?	2.09	0.73	Moderate
15	You later apologize to someone whose feelings you may have hurt.	2.47	0.62	Good
16	It upsets you a great deal when someone disagrees with you.	1.91	0.70	Moderate
17	You find it difficult to think clearly when you are angry with someone.	1.77	0.67	Moderate
18	You avoid disagreeing with others because you are afraid they will get angry.	2.14	0.73	Moderate
19	When a problem arises between you and another person, are you able to discuss it without getting wm.	2.22	0.61	Moderate
20	Are you satisfied with the way you settle differences with others?	2.28	0.64	Moderate
21	You pout and sulk for a long time when someone upsets you.	1.96	0.72	Moderate
22	You become very uneasy when someone pays you a compliment.	1.75	0.77	Moderate
23	Generally, you can trust other people.	1.98	0.64	Moderate
24	You find it difficult to compliment and praise others.	2.29	0.74	Moderate
25	You deliberately try to conceal your faults from others.	2.08	0.70	Moderate
26	You help others to understand you by saying how you think, feel, and believe.	2.47	0.62	Good
27	It is difficult for you to confide in people.	2.13	0.66	Moderate
28	You tend to change the subject when your feelings enter into a discussion.	1.84	0.64	Moderate

29	In conversation, you let the other person finish talking before reacting.	2.19	0.78	Moderate
30	You find yourself not paying attention while in conversation with others.	2.42	0.66	Good
31	Have you ever tried to listen for meaning when someone is talking?	2.45	0.60	Good
32	Others seem to be listening when you are talking.	2.57	0.56	Good
33	In a discussion, it is difficult for you to see things from the other person's point of view.	2.08	0.57	Moderate
34	You pretend you are listening to others when you are not.	2.26	0.64	Moderate
35	In conversation, can you tell the difference between what a person is saying and what he may be feeling?	2.34	0.55	Good
36	While speaking, are you aware of how others are reacting to what you are saying?	2.37	0.58	Good
37	You feel other people wish that you were a different kind of person.	1.72	0.68	Moderate
38	Other people understand your feelings.	2.07	0.60	Moderate
39	Others remark that you always seem to think you are right.	1.92	0.64	Moderate
40	You admit that you are wrong when you know you are wrong about something.	2.41	0.63	Good
Overall nurses' interpersonal communication skills		2.19	0.66	Moderate

MS: Mean of Scores; SD: Standard Deviation; Poor: MS = 1-1.66; Moderate: MS=1.67-2.33; Good: MS \geq 2.3

Table 4. Percentage of Nurses with the Level of Interpersonal Communication Skills

Descriptive Statistics	Interpersonal Communication Skills		
	Poor	Moderate	Good
Frequency	1	160	39
Percentage	0.5	80	19.5

Table 5. Status of Quality of Care according to the Patients

No.	Items	MS	SD	Assessment
Tangibility				
1	In Hospital units, all amenities are provided (i.e. continuous electricity, water, sanitation, ventilation, and pleasant odors).	2.51	1.09	Moderate
2	Hospital units (waiting rooms, clinical testing rooms) are integrated and well-furnished.	2.53	1.05	Moderate
3	There is a medical and health staff for all medical departments in the hospital	2.84	1.00	Moderate
4	Hospital units have up-to-date Instruments, equipment, and medical supplies.	2.33	0.97	Moderate
5	nurses explain to patients what the complications are before giving treatment	2.53	0.93	Moderate
6	Nurses inform patients of their health	2.74	0.89	Moderate
7	Nurses in the hospital unit are excellent, and they have a neat appearance.	3.41	0.80	Good
Reliability				

1	The nurses' unit is interested in recording information about patients and their health status in the records accurately.	3.26	0.86	Good
2	When a patient has problems, the nurses will show a sincere interest in solving them.	2.62	0.79	Moderate
3	The nurses provide promised services at the appointed time.	2.48	0.92	Moderate
4	The nurses attempt to deliver Services in the right way the first time	2.98	0.87	Moderate
5	The nurses provide services with a high degree of accuracy and reliability.	2.89	0.83	Moderate
Responsiveness				
1	The nurses of the hospital's unit are telling patients exactly when the services will be provided.	2.65	0.80	Moderate
2	The nurses are too busy to respond to the patient's requests immediately.	2.86	1.03	Moderate
3	The nurses of the hospital's unit simplified the work procedure as much as possible to ensure speed and ease in providing health service.	2.82	0.92	Moderate
4	The Hospital organizes continuous shifts to ensure the provision of health services at all times of the day.	3.10	0.83	Good
Empathy				
1	Nurses put the patient's best interests at the introduction of their work.	2.37	0.87	Good
2	Nurses in this hospital interested in understanding the requirements of the patient and giving him individual attention.	2.26	0.92	Moderate
3	Nurses have the knowledge to answer patients 'questions understandably.	2.92	0.80	Moderate
4	Nurses in the Hospital units give enough time to caring for their patients.	2.61	0.89	Moderate
5	Nurses consider and respect the habits and customs of patients.	3.24	0.79	Good
Assurance				
1	Patients feel secure while receiving health care.	2.89	0.87	Moderate
2	The patient trusts the experience, skills, and qualifications of medical and nursing staff in Hospital units.	2.95	0.87	Moderate
3	Nurses were courteous and treated patients with dignity and respect.	3.38	0.75	Good
4	Nurses in hospital units are willing to help patients permanently.	3.23	0.74	Good

MS: Mean of Scores; SD: Standard Deviation; Poor: MS= 1-1.99; Moderate: MS=2-2.99; Good: MS \geq 3

Table 6. Overall Quality of Care According to Patients

No.	Items	MS	SD	Assessment
1	Tangibility	2.70	0.96	Moderate
2	Reliability	2.84	0.85	Moderate
3	Responsiveness	2.85	0.89	Moderate
4	Empathy	2.68	0.85	Moderate
5	Assurance	3.11	0.81	Good
Overall Quality of Health Care		2.84	0.87	Moderate

MS: Mean of Scores; SD: Standard Deviation; Poor: MS = 1-1.99; Moderate: MS =2--2.99; Good: MS \geq 3

Table 7. Relationship between Nurses' Interpersonal Communication and Quality of Care in Hospital according to Patients

Contingency Table		Interpersonal Communication Skills			Chi-Square (P value)
Quality of Health Care		Poor	Moderate	Good	
	Poor	0	3	2	9.60 (0.047) S
	Moderate	1	98	32	
	Good	0	59	5	

S: Significant association at $p < 0.05$

Discussion

1. Demographic Characteristics of the Patients

The results of the study's demographic data collection for 200 patients are shown in (Table 1). The bulk of the patients' categories, as indicated by this table in the study's results, are those whose ages range from (33–42) years (72%). This is in line with studies by Diab (2016), which found that over half of the subjects were between the ages of 20 and 24. On the other hand, a study on the quality of patient care undertaken by (Bakhtiar Aman, 2016) revealed that the majority of patients were between the ages of 40 and 45. This finding may have been caused by demographic disparities between the populations of Ghana and Iraq. This table presents the study's findings, which indicate that 53% of the patient subgroups are female. These results are consistent with those of Al-Delhi (2017), which reported that 57.5% of the patient population was female.

The study conducted by Diab (2016) (Bakhtiar Aman, 2016) titled "Measuring the Dimensions of the Quality of Medical Services in Jordanian Government Hospitals: A Staff and Patients Perspective" differs from the data presented in this paper. The study's goal was to assess the quality of medical services at Jordanian government hospitals from the viewpoints of the personnel and the patients. Out of the 200 patients the authors documented, 105 (67%) were men and 52 (33%) were women. According to the study, patients had a high level of trust in public hospitals due to their highly skilled and experienced medical staff. Regarding the patients' mother status, the current study's findings show that the largest proportion of patients who got married was (71.5%). Researchers in Kirkuk City concur with the aforementioned findings on the maternal status of patients in this study sample, since 87.5 percent of them were married. (AL- Ibrahim & Rahman Abdullah, 2016).

In terms of the patients' educational attainment, the current study's results show that the largest proportion of patients who met the required reading and writing proficiency was (79.5%). Researchers from Fishtail Hospital and Research Centre in Pokhara, Nepal concur with the aforementioned findings about the patients' educational backgrounds. In 2020, Ghimire et al. According to the results of the current study, 90.5% of the patients live in an urban region. Obtained findings that were comparable to ours, namely that the majority of patients (90.5%) in Al-Hilla City Hospitals were from urban areas (Al-Tae & Al-Harbawi, 2020). Additionally, the current data showed that 39% of patients in the entire sample were housewives. Considering that the majority of Iraqis have experienced an increase in unemployment over the past ten years and a lack of job opportunities for recent graduates in government organizations, this situation may appear commonplace. Researchers in Kirkuk City concur with the aforementioned findings about the fact that 40.0% of the study sample's patients were housewives. Ibrahim & AL-Rahman Abdullah, 2016)

2. Demographic Characteristics of the Nurses

The study's demographic data for the 200 nurses who took part is included in (Table 2). This table presents the study's findings, which indicate that 80.5% of the study sample's participants are between the ages of 21 and 34. This is because younger people are more effective and proactive when interacting with patients, whereas elderly people are more involved in organizing and handling paperwork. According to the survey, 61% of the nurses in AL-Nasiriya City were between the ages of 21 and 25 (Aziz and Mansi, 2018). This table in the data indicates that, at 60%, women make up

the majority of the nurse subgroups, and the results are consistent with this finding. According to Maheshwari & Kaur (2015), 95% of nurses employed in Punjabi hospitals in India were women. Toward the marital status of the nurses; the result of the present study reveals that the highest percentage of single nurses was (64%). Bangalore working at NIMHANS researchers agree with the above results regarding the marital status of nurses in this study. Most of them (64.7%) were unmarried. (Banu & Lalitha, 2014). Regarding the educational level of the nurses; the result of the current study reveals that the highest percentage of nurses who BS Nursing (61.5%) in Jordan researchers agree with the above results regarding the educational status of nurses in this study (Al-Damen, 2017). According to the results of the current study, 96.5% of nurses live in metropolitan areas. However, (Aziz & Mansi, 2018) found similar things to our study: 99% of the sample lived in an urban region, and most nurses in AL-Nasiriya City came from urban areas. Moreover, 88% of nurses with 1 to 15 years of experience were found in the current data. Considering that the majority of employees are more accommodating and patient during their initial years of employment, this scenario might seem commonplace. According to survey results in Erbil City (Qadir & Younis, 2015), approximately one-third of the population falls into the category of individuals with one to eight years of experience. These findings align with the findings of the current investigation. Additionally, the majority of personnel (68%) work the morning shift to handle the increased number of patients and clients and to deliver high-quality healthcare services. However, (Dehaghani et al., 2012) found comparable results to ours, with the majority of nurses in the sample (approximately 40%) working shifts just mornings at Al-Zahra Hospital in Isfahan, Iran. The findings indicated that 68% of the nurses did not take part in the communication skills training programs. Comparable results to our Jordanian research roughly 78% of respondents didn't enroll in a specific interpersonal communication skills course. The findings contradict the findings of (Naheeda, 2019), which indicated that 94% of nurses in Faisalabad had received training in communication skills.

3. Level of Interpersonal Communication Skills among Nurses

Except for a few items with (good) assessments, the study's results show in Table (3) that the majority of nurses have (moderate) levels of interpersonal communication. The results shown here are in line with a study conducted by (Agha et al., 2018). The relationship between interpersonal communication abilities and personality traits among nurses at Iran's Rafsanjan University of Medical Sciences Using a stratified random selection technique, 223 nurses were chosen for this descriptive study, and they filled out the Revised NEO Personality Inventory and the Burton ICSs. Outcomes 9.9%, 75.8%, and 14.3% of the nurses that were chosen had low, moderate, and high communication abilities, respectively.

4. Status of Quality of Care According to Patients

With the exception of a few items with an evaluation of "good," the majority of (medium) items in this part represent the level of health care quality in practically all areas, according to the study's Table (5) results. According to earlier research (Georgiadou & Maditinos, 2017), a patient's response may differ depending on their origins and other variables. The Greek patients at Kavala Hospital were found by the writers to be dissatisfied in certain areas yet satisfied in others. They therefore said that the outcomes might be used to provide input to hospital administration so that they may enhance the facility and better meet the needs of the patients.

5. Relationship between Nurses' Interpersonal Communication and Quality of Care in Hospital

Regarding recent discoveries (Table 8) Interpersonal communication skills and patients' perceptions of the quality of healthcare were found to be related in this study (Chi Square = 9.60; P = 0.047). The findings presented align with a study conducted by Sina Hospital of Tabriz (Lotfi et al., 2019). According to the data, the majority of patients had negative experiences with nursing care. Over 80% of people didn't know their nurse. Patient satisfaction with nursing care was shown to be substantially connected with the sex variable, and there was also a linkage between patient-nurse communication

and patient satisfaction. Patients were unhappy with this type of communication, and our study clearly showed how poorly nurses communicated with their patients. The improvement of patient satisfaction is influenced by the interpersonal communication abilities of nurses (Richard, 2012).

Conclusion

All the above findings and discussion can be concluded that nurses had moderate levels of interpersonal communication skills. Most importantly, it has been proved that interpersonal communication skills play a pivotal role in improving the quality of care in hospital. Therefore, it is recommended that on-job training and sessions related to interpersonal communication should be conducted at the hospital level.

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