

How to Cite:

Hadi, M. A., & Mohammed, S. S. (2022). Nursing communication skills in preoperative care: Nurses' feedback. *International Journal of Health Sciences*, 6(S2), 10480–10488. <https://doi.org/10.53730/ijhs.v6nS2.7721>

Nursing communication skills in preoperative care: Nurses' feedback

Masarrah Aqeel Hadi

Academic Nurse, Ministry of Health/ Karbala Health Directorate, Iraq
Corresponding author email: masarrahadi94@gmail.com

Shatha Saadi Mohammed

Prof.Dr. Adult Nursing/ College of Nursing University of Babylon, Iraq.
Email: shathasaadi64@gmail.com

Abstract---Nursing communication skills are critical. As most patients have little understanding about the medical procedures, many patients may feel confused about what is happening around them. Nurses with excellent communication skills can help reassure patients, understand their needs during preoperative care. Objectives: The purpose of this study is to assess nursing communication skills in preoperative care and to look at disparities in nurses' communication skills based on sociodemographic factors. Methods: A descriptive study with a purposive sample of (N=104) nurses was conducted. This sample is distributed throughout two hospitals regarding to the Babylon Health Directorate. The questionnaire consists of (45) items. The reliability of the questionnaire was verified by conducting a pilot study and submitting it to a list of experts in nursing field. Data was obtained using self-report and a questionnaire, then analyzed using descriptive and inferential statistical methods. Results: The findings revealed that (45.2%) of nurses' expressed a moderate level of communication skills with the surgical patients. The nurses' communication skills are significantly associated with their gender ($p=0.000$), education level ($p=0.000$), years of experience in surgical wards ($p=0.007$) and number of training sessions ($p=0.000$). Conclusion: More years of experience in surgical wards and training the nurses on communication skills in preoperative care by local officials which indeed helps to develop their skills. A continuous educational sessions and programs should be applied to enhance nurses' communication skills when dealing with surgical patients during preoperative care.

Keywords---nursing, communication skills, preoperative.

Introduction

The concept of communication refers to information exchange between people by sending and receiving it through speaking, writing or by using any other media. [1]. Effective communication is one of the basics of good nursing care. The forms of nurse-patient communication involve verbal and non-verbal communication (such as body language, facial expressions, gestures, and distance between the nurse and the patient). Effective communication between nurses and patients can lead to relationships that improve the quality of care and clinical outcomes and increase patient satisfaction [2]. Nursing theorist Levine emphasized that the language of nursing must be crystal clear to understand by all practitioners. And this is a necessary skill in communication in a professional practice model that emphasizes interdisciplinary communication [3]. Patients undergoing general surgeries are always accompanied by feelings of fear, anxiety and insecurity during the preoperative period. Patients are generally vulnerable and are prone to physiological, psychological and social needs. As a result, the need for information, care, and support is critical, which might corroborate the patient's belief that he or she is attempting to figure things out and interfere in the procedure [4]. Nurses use basic communication skills such as touch and eye contact to reduce anxiety. By paying attention to physical comfort (such as warm blankets, pads, changes in position), the patient can feel more comfortable. Informing the patient of who else is in the operating room, the time it may be taking, and other details will help the patient prepare for the experience and gain a sense of control [5]. Communication is one of the necessary competencies required of nurses since their work is concentrated on interpersonal relationships with patients, the nursing team, and the multi-professional team, both to implement patient care and monitor care and health services. Furthermore, communication encompasses and supports the development and use of other professional nursing abilities. However, many nurses have difficulties communicating, particularly in situations that need frequent decision making [6].

Methodology

To assess nurses' communication skills in preoperative care. Throughout the non-probability sampling method, a purposive random sample of (104) nurses is chosen. A constructed questionnaire includes (socio-demographic data and 45 items about communication skills in preoperative care), data was collection through the use of a questionnaire and self-report. Through the application the descriptive statistic and inferential, data were analyzed.

Results

Table 1: Descriptive Statistic of Socio-Demographic Variables (SDVs)

Socio-Demographic Variables	Rating	N=104	%
Age/years ($M \pm SD = 29.77 + 8.433$)	21-29years old	68	65.4
	30-39years old	27	26.0
	40-49years old	4	3.8
	≥ 50 years old	5	4.8
	Male	49	47.1

Gender	Female	55	52.9
Education Level	Secondary School Nursing	21	20.2
	Nursing Institute graduate	57	54.8
	College of Nursing	26	25.0
Marital Status	Single	40	38.5
	Married	62	59.6
	Divorced	2	1.9
Years of Experience	<5 years	51	49.0
	5-10 years	38	36.5
	>10 years	15	14.4
Years of Experience in Surgical Wards	<5 years	85	81.7
	5-10 years	9	8.7
	>10 years	10	9.6
Number of Training	No	52	50.0
	1-2 Sessions	37	35.6
	>2 Sessions	15	14.4

Table 2: Overall Nursing Communication Skills in Preoperative Care

Communication Skills	Freq.	%	$M \pm SD$
Poor ($M=45-75$)	36	34.6	84.13 ± 19.318
Fair ($M=76-105$)	47	45.2	
Good ($M=106-135$)	21	20.2	
Total	104	100.0	

The analysis of nursing communication skills for preoperative care was demonstrating at $M \pm SD=84.13 \pm 19.318$; and according to the study criteria, the majority of nurses expressed fair communication skills ($n=47$; 45.2%).

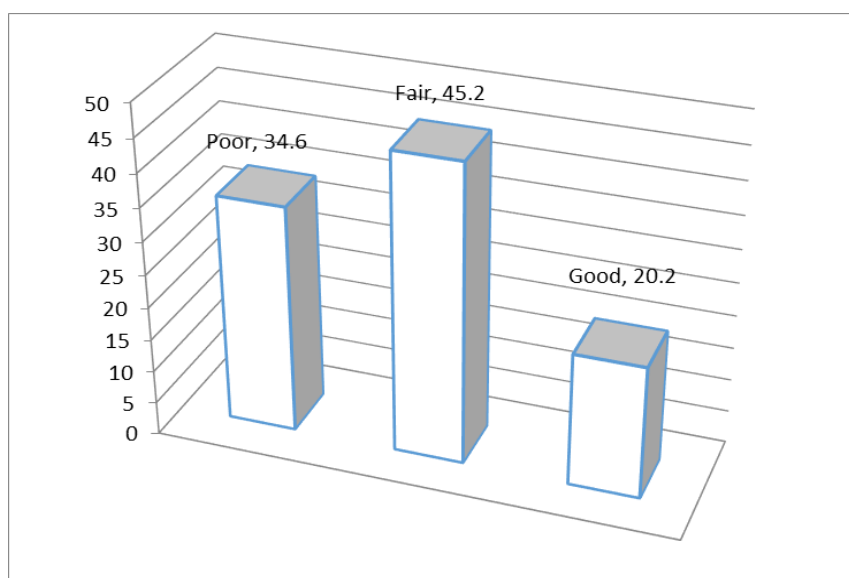


Figure 1: Overall Nurses' Communication Skills

Table 3: Significant Differences in Communication Skills with regards Nurses' Age Groups ($n=104$)

Age	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	.320	3	.107	.572	.635
	Within Groups	18.662	100	.187		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is no-significant differences in nursing communication skills with regard to age groups ($p=0.635$).

Table 4: Significant Differences in Communication Skills with regards Nurses' Gender ($n=104$)

Communication Skills	Gender	Mean	S.D	t-value	d.f	P-value	Sig
Communication Skills	Male	1.63	0.279	6.175	102	0.000	Sig.
	Female	2.08	0.431				

M: Mean, SD: Standard deviation, t: t-test, d.f: Degree of freedom, Sig: Significance, p: Probability value, S: significant

Findings demonstrated that there is highly significant differences in nursing communication skills with regard to those who are male and female ($p=0.000$).

Table 5: Significant Differences in Communication Skills with regards Nurses' Education Level ($n=104$)

Education Level	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	12.190	2	6.095	90.63	.000
	Within Groups	6.792	101	.067		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is a highly significant differences in nursing communication skills with regard to education level ($p=0.000$).

Table 6: Significant Differences in Communication Skills with regards Nurses' Marital Status ($n=104$)

Marital Status	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	.230	2	.115	.619	.540
	Within Groups	18.752	101	.186		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is no significant differences in nursing communication skills with regard to marital status

Table 7: Significant Differences in Communication Skills with regards Nurses' Years of Experience (n=104)

Years of Experience	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	.222	2	.111	.597	.552
	Within Groups	18.760	101	.186		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is no significant differences in nursing communication skills with regard to years of experience ($p=0.552$).

Table 8: Significant Differences in Communication Skills with regards Nurses Years of Experience in Surgical Wards (n=104)

Experience in Surgical	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	1.775	2	.887	5.208	.007
	Within Groups	17.207	101	.170		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is significant differences in nursing communication skills with regard to years of experience in surgical wards ($p=0.007$).

Table 9: Significant Differences in Communication Skills with regards Nurses' Number of Training related to Communication Skills (n=104)

No. Training	Source of variance	Sum of Squares	d.f	Mean Square	F	P-value
Communication Skills	Between Groups	6.891	2	3.446	28.78	.000
	Within Groups	12.090	101	.120		
	Total	18.982	103			

d.f: Degree of freedom, F: F-statistic, Sig: Significance

Findings demonstrated that there is a significant differences in nursing communication skills with regard number of training sessions related to communication skills ($p=0.000$).

Discussion

The groups of studied age of the subjects in this study was 21-29 years old, and they made up (65.4%) of the total number of participants. Because of the nature of their duties, surgical wards require young nurses. This age group is capable of

offering nursing interventions swiftly and effectively. This result matches the result of those who found in their study that the majority of the study subject's age younger than 30 years [7]. Regarding the gender, female nurses predominated and accounted for more than half of all nurses, as opposed to male nurses, who account for (52.9%) of the total number of participants. These results agree with those who found that the majority of their study sample are females [8].

The data show that more than half of the study sample had diplomas (54.8%), that is due to the large number of institutions that offer such degrees. This conclusion is also based on the fact that hospital wards are totally depend on nurses who have graduated from nursing institutes, despite the fact that nurses who have graduated from nursing colleges are still in the minority when compared to other nurses. This finding comes along with the result of the study who found that the majority of nurses hold a diploma and account for percent of (52.8) [9]. Regarding the marital status, (59.6 %) out of total participants were married. This result agreed with those who found in their study that the highest percentage of the participants were married [10].

According to the data collected from research participants, (49.0 percent and 81.7 percent, respectively) have less than 5 years of experience in their profession and in surgical wards. This is due to the fact that a lot of nurses think working in surgical wards requires a great amount of effort and a considerable measure of sensitive and skilled care when dealing with the surgical patients both pre and post operation, as well as dealing with patients' families and relatives by providing them the needed information and education regarding patients' health conditions. Alternatively, the few years of nursing experience in certain wards might be explained by nurses rotating from one unit to another within the hospital. This finding matches with other study which mentioned that the majority of their study samples were have less than 5 years of experience [11].

The findings show that half of the participants were not trained (50.0%). This is because of that most of the nurses are newly employees who have not yet had the opportunity to attend training sessions on communication skills, in addition to the lack of interest of some nurses in the training sessions held by the continuing education units in the hospitals. These results are incompatible with the result of those who state that the majority of the study subjects didn't have communitive training and account for (62.5%) [12].

Overall Nursing Communication Skills in Preoperative Care

The overall nursing communication skills in preoperative care were fair at $M \pm SD = 84.13 \pm 19.318$. Nurses working in the surgical wards understand the importance of preoperative communication. This is because of its importance in reducing patients' anxiety, fear and concerns regarding the surgical procedure, as well as knowing patients' needs by communicating with them and developing a care plan to achieve positive health outcomes. However, some obstacles hinder and weaken the communication process, such as nurses' excessive workload, which leads to a limited amount of time spent with each patient, the few years of experience in nursing generally and in the surgical ward specifically, as well as

the lack of training sessions, programs and workshops about communication skills in the preoperative period.

In an observational study on 215 nurses in hospitals affiliated with Jahrom University of Medical Sciences in Iran. Showed results which indicate the low ability of nurses in terms of communication skills with the patient"^[13]. However, it found in another study that more than half of the nurses were had effective communication skills. Year of working experience, workload, and poor evidence-based utilization were the main contributing factors of the communication skills^[14]. Also, it depicted that there was a moderate positive correlation between communicative competence and care behaviors of nurses ($r = 0.5$, $P < 0.01$)^[15].

Differences in Communication skills with regards Nurses Socio-demographic Characteristics

Findings indicate that nurses' communication skills are significantly associated with their gender ($p=0.000$), education level ($p=0.000$), years of experience in surgical wards ($p=0.007$) and number of training sessions ($p=0.000$). While, the nurses' age group, marital status, and years of employment and have been insignificant related to their communication skills. "It was discovered that the educational level of nurses, their average age, and their job experience all had a statistically significant association with the quality of their communication abilities"^[16]. However, it demonstrated that communication skills training is an effective method to improve the quality of care, it is suggested that managers and staff to consider it to improve the quality of patients' care^[17]. One strategy to improve communication between nurses and their patients is to provide particular training in communication skills^[18]. Furthermore, communication skills training can improve a nurse's communication abilities and lead to improved nursing care quality^[19].

Conclusion

More years of experience in surgical wards and training the nurses on communication skills in preoperative care by local officials which indeed helps to develop their skills. A continuous educational sessions and programs should be applied to enhance nurses' communication skills when dealing with surgical patients in preoperative care.

Ethical Clearance

"All experimental protocols were approved under Babylon Health Directorate, Iraq and all experiments were carried out in accordance with approved guidelines".

References

1. Sibiyi, Maureen Nokuthula. "Effective Communication in Nursing." *Effective Communication in Nursing*, 21 Mar. 2018, www.intechopen.com/books/nursing/effective-communication-in-nursing, 10.5772/intechopen.74995.

2. Seal, Nuananong, and Mary Wiske. "Keys to Improving Nurse-Patient Communication." *Medpage Today*, 19 Aug. 2018, www.medpagetoday.com/nursing/nursing/74623.
3. Ellison, Deborah. "Communication Skills." *Nursing Clinics of North America*, vol. 50, no. 1, Mar. 2015, pp. 45–57, 10.1016/j.cnur.2014.10.004.
4. Rezende, Laura Cristhiane Mendonça, et al. "Therapeutic Communication between the Nurses and Patients during the Preoperative Admission to a Unit of Clinical Surgery." *Revista de Enfermagem UFPE on Line*, vol. 7, no. 8, 25 July 2013, pp. 5280–5287, periodicos.ufpe.br/revistas/revistaenfermagem/article/view/11804, 10.5205/1981-8963-v7i8a11804p5280-5287-2013.
5. Hinkle, Janice L., and Kerry H. Cheever. *Brunner & Suddarth's Textbook of Medical-Surgical Nursing*. 14TH EDITION ed., vol. 2, Wolters Kluwer, 2018. pp. 1292
6. Santos, José Luís Guedes dos, et al. "Interpersonal Communication Competence among Nursing Students." *Revista Latino-Americana de Enfermagem*, vol. 27, 2019, 10.1590/1518-8345.3226.3207.
7. Shohirat, Noordeen, et al. "Nurses' Knowledge, Attitudes, and Barriers toward Pain Management among Postoperative Patients in Jordan." *Journal of PeriAnesthesia Nursing*, vol. 34, no. 2, Apr. 2019, pp. 359–367, 10.1016/j.jopan.2018.05.012.
8. MAHSAN I. ABED-ELMEGEED, D.N.Sc., EMAN S. MOUSTAFA, M.Sc., and FATMA A. ABED, D.N.Sc. "The Relationship between Nursing Staff Communication Skills and Quality of Nursing Care in a Pediatric University Specialized Hospital." *The Medical Journal of Cairo University*, vol. 88, no. 3, 1 Mar. 2020, pp. 305–310, 10.21608/mjcu.2020.93991.
9. Song, Hyo-Suk, et al. "The Relationship between Professional Communication Competences and Nursing Performance of Critical Care Nurses in South Korea." *International Journal of Nursing Practice*, vol. 23, no. 5, 28 July 2017, p. e12576, 10.1111/ijn.12576.
10. Gholami, Hamid Reza et al. "Nurses' communication skills in military hospitals." *Journal of Nursing and Midwifery Sciences* 2 (2015): 40-45.
11. Abid, Raja, et al. *Assessment of Nurses Documentation for Nursing Care at Surgical Wards in Baghdad Teaching Hospitals*. (2018), pp. 2568-2571.
12. Kirca, Nurcan, and Kerime Bademli. "Relationship between Communication Skills and Care Behaviors of Nurses." *Perspectives in Psychiatric Care*, vol. 55, no. 4, 16 Apr. 2019, pp. 624–631, 10.1111/ppc.12381.
13. Fakhr-Movahedi, A., et al. "A Qualitative Content Analysis of Nurse-Patient Communication in Iranian Nursing." *International Nursing Review*, vol. 58, no. 2, 15 Feb. 2011, pp. 171–180, 10.1111/j.1466-7657.2010.00861.x.
14. Badiyepymaiejahromi, Zohreh, et al. "Quality of Communication Skills of Nurses Worked at the Hospitals Affiliated to Jahrom University of Medical Sciences, Iran." *Bangladesh Journal of Medical Science*, vol. 17, no. 2, 23 Mar. 2018, pp. 275–281, 10.3329/bjms.v17i2.35884.
15. Gebeyehu Yazew, Kassahun, et al. "Nurses' Communication Skills and Determinant Factors in Amhara Region Referral Hospitals, Northwest Ethiopia, 2019." *International Journal of Africa Nursing Sciences*, vol. 14, 2021, p. 100310, 10.1016/j.ijans.2021.100310.
16. Agha Mohammad Hasani, Parvin, et al. "Interpersonal Communication Skills and Its Association with Personality Dimensions of Nurses in Rafsanjan

- University of Medical Sciences, Iran, in 2015." *Journal of Occupational Health and Epidemiology*, vol. 7, no. 2, 1 Apr. 2018, pp. 112–118, 10.29252/johe.7.2.112.
17. Hossein Karimi moonaghi; Narjes khatoon Taheri; Hamidreza Behnam vashhani; Saeed Vaghee; Mehri Yavari. "The effect of communication skills training on the quality of nursing care of patients". *Evidence Based Care*, 2, 4, 2013, 37-46. doi: 10.22038/ebcj.2013.462
 18. Banerjee, Smita C., et al. "The Implementation and Evaluation of a Communication Skills Training Program for Oncology Nurses." *Translational Behavioral Medicine*, vol. 7, no. 3, 16 Feb. 2017, pp. 615–623, link.springer.com/article/10.1007%2Fs13142-017-0473-5, 10.1007/s13142-017-0473-5.
 19. Khodadadi, Esmail et al. "The effect of communication skills training on quality of care, self-efficacy, job satisfaction and communication skills rate of nurses in hospitals of tabriz, iran." *Journal of caring sciences* vol. 2,1 27-37. 26 Feb. 2013, doi:10.5681/jcs.2013.004