

Original article

Knowledge of Therapeutic Communication among Nurses in Maternal Wards at Hospital

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ABSTRACT

The study aimed to assess nurses' knowledge of therapeutic communication in maternal wards at Mosul Hospitals. A descriptive study was designed and selected of a purposive sample of 100 nurses. The tool consists of demographic data from six variables and therapeutic communication from twelve questions with three answers. The study was performed in four hospitals from November 2023, April 2024. A statistical analysis uses the SPSS (26) to determine nurses' knowledge of therapeutic communication among nurses. The study results were found through descriptive statistics. Most of nurses (65%) represented moderate knowledge among nurses. A study finds a relationship between age, experience years, with their knowledge. More than half of nurses have an average knowledge of therapeutic communication. There is need to increase nurses' knowledge about therapeutic communication by providing educational program according therapeutic communication with patients.

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INTRODUCTION

Effective collaboration between nurses and patients is made possible by therapeutic communication, which entails meaningful, continuous exchanges in an environment of respect and trust. Its purpose is not limited to enabling communication through spoken and nonverbal cues; it also aims to cultivate partnerships founded on trust and collaboration [1]. Therapeutic communication is an interaction between nurse and patient that aims to enhance the patient's comfort, safety, trust, health, and well-being. Good communication knowledge is essential in the nursing profession to gain information and provide quality care to a patient, by effective use of these therapeutic communication techniques enables nurses to identify and meet their patient's needs and satisfaction. Most of the difficulties in nurse-patient interaction have resulted from miscommunication. In addition, therapeutic communication training helps nurses develop knowledge regarding therapeutic communication [2].

The hospitals have a good role in medical services, one of which is nursing. The performance of nursing services in hospitals is determined by three main factors, namely the type of service provided, the management as the service manager, and the nursing staff as the service manager [3]. In obstetrics and gynecology, medical errors cause high healthcare costs and negative outcomes for women and their newborn babies [4].

A key component to reducing errors and thus ensuring patient safety is promoting good patient-provider communication and effective communication between healthcare professionals [5,6]. However, communication in obstetric care needs to be improved, and this need has been reflected in public debates about obstetric violence, and in the face of emergencies

[7]. It is necessary to prevent such traumatic accidents and/or employ debriefing in an emergency by means of efficient, effective and safe communication [8].

METHODS

Study design and setting

A descriptive study was designed to assess the therapeutic communication levels of nurses working in maternal wards. A study selected (100) nurses as a purposive sample. A study started in November 2023 until April 2024. The study used a tool from a structured questionnaire specifically designed to collect data from each female nurse in maternal wards. This tool consists of the first part of demographic data (age, marital status, residence, educational level, experience years, and do nurses have courses on therapeutic communication?), and the second part involves twelve questions about nurses' knowledge of therapeutic communication. The questionnaires were content validated by (7) experts from different specialties, with (0.86) reliability.

Data collection procedure

The data was collected in hospitals from January until March 2024. Permission was obtained from nurses who were present during the sample collection and agreed to participate in the study, and each observation of the nurse lasted 20 to 25 minutes. This study collected a non-probability sample from participants recruited from the obstetrics and gynecology units (maternal wards room) of four hospitals in Mosul, Iraq.

Data analysis

Descriptive and inferential statistics were calculated using SPSS software version 26, to find a relationship between variables, and determine nurses' knowledge.

RESULTS

Demographic information of Nurses

Table 1 shows the demographic information of the entire study sample. The mostly of the participants (62%) was into the age group of 20-29 years, The age group with the lowest frequency was 40 and more years old, the majority of the participants (91%) resided in urban areas, and the lowest group resided in rural. Education: The participants had varying levels of education. The highest percentage (45%) had a diploma certificate and the lowest percentage (19%) had Bachelor Certification, Experience years: The mostly of the participants were percentage (54%) were had years of experience 1-5 years of experience, while the less than this percentage (30%) of nurses who had 6-10 years of experience, while the lowest percent (11%) were had 11 years and more years of experience. The nurses who had courses about therapeutic communication percentage (45%) more than from nurses not had courses about therapeutic communication percentage (55%).

Table 1. Distribution the demographic information of therapeutic communication for the sample (n=100)

| Demographic Information | Frequency | Percent | |
|---|----------------------|---------|------|
| Age Group | 20-29 year | 62 | 62.0 |
| | 30-39 year | 27 | 27.0 |
| | 40 year and more | 11 | 11.0 |
| Marital Status | Single | 34 | 34.0 |
| | Married | 66 | 66.0 |
| Residence | Urban | 91 | 91.0 |
| | Rural | 9 | 9.0 |
| Educational level | School Certificate | 36 | 36.0 |
| | Diploma Certificate | 45 | 45.0 |
| | Bachelor Certificate | 19 | 19.0 |
| Experience years | 1-5 year | 54 | 54.0 |
| | 6-10 year | 30 | 30.0 |
| | 11 year and more | 16 | 16.0 |
| Do you have courses on therapeutic communication? | No | 55 | 55.0 |
| | Yes | 45 | 45.0 |

Nurses Knowledge of Therapeutic Communication

This is a figure (1) nurses' knowledge was moderate, which was (65%), weak knowledge about therapeutic communication, which was (22%), and a small percentage of nurses had good knowledge. About therapeutic communication, it was (9%). Table (2) distribution of nurses' knowledge according demographic information and associated factors about therapeutic communication.

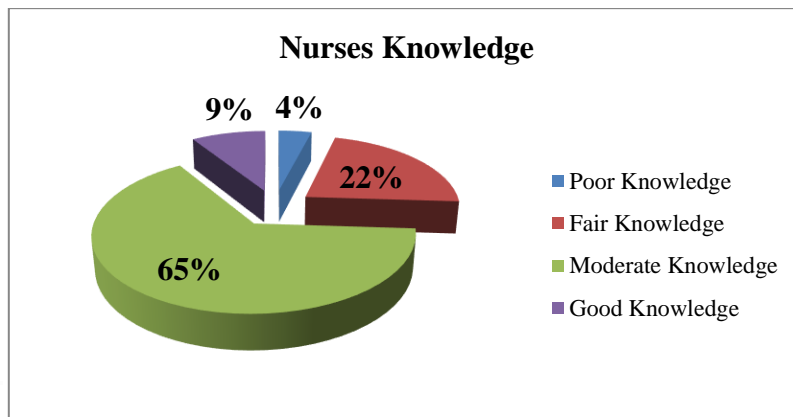


Figure 1. Displays the nurses' knowledge of therapeutic communication.

Demographic information of nurses with knowledge of therapeutic communication

It was shown through the table that there is a significant difference between the age groups of nurses, and years of experience with nurses' knowledge of therapeutic communication. While no effect relationship with marital status, place of residence, educational level of nurses, expect the nurses who participation in therapeutic communication courses with the nurses' knowledge about therapeutic communication at p- value less than or equal 0.05.

Table 2. Comparison demographic information of nurses with knowledge about therapeutic communication

| Nurses Knowledge | Nurses Knowledge | | | | Chi-Square Tests | | |
|---|------------------|------|----------|------|------------------|----|---------------|
| | Poor | Fair | Moderate | Good | Value | Df | Sig. |
| Age Group | | | | | | | |
| 20-29 year | 1 | 18 | 41 | 2 | 16.417 | 6 | 0.012 Sig. |
| 30-39 year | 3 | 2 | 18 | 4 | | | |
| 40 year and more | 0 | 2 | 6 | 3 | | | |
| Marital Status | | | | | | | |
| Single | 1 | 10 | 22 | 1 | 3.533 | 3 | 0.317 N. Sig. |
| Married | 3 | 12 | 43 | 8 | | | |
| Residence | | | | | | | |
| Urban | 4 | 19 | 59 | 9 | 1.867 | 3 | 0.600 N. Sig. |
| Rural | 0 | 3 | 6 | 0 | | | |
| Educational level | | | | | | | |
| School Certificate | 2 | 7 | 20 | 7 | 9.199 | 6 | 0.163 N. Sig. |
| Diploma Certificate | 2 | 10 | 31 | 2 | | | |
| Bachelor Certificate | 0 | 5 | 14 | 0 | | | |
| Experience years | | | | | | | |
| 1-5 year | 1 | 18 | 33 | 2 | 17.325 | 6 | 0.008 Sig. |
| 6-10 year | 2 | 1 | 24 | 3 | | | |
| 11 year and more | 1 | 3 | 8 | 4 | | | |
| Do you have courses on therapeutic communication? | | | | | | | |
| No | 2 | 13 | 36 | 4 | 0.598 | 3 | 0.897 N. Sig. |
| Yes | 2 | 9 | 29 | 5 | | | |

Df: degrees of freedom, sig: Significant, N.S = Not significant

DISCUSSION

Patients stay in hospitals for extended periods, studying appropriate and effective knowledge and skills for patients will enhance patient and nurses' communication in wards [9]. According to the study findings, concerning the personal characteristics of the studied nurses, the nurses' age were 20-29 years old, and the majority of nurses were married and experienced from urban. Most of the nurses have Diploma degrees, as table (1). This finding was supported by Mohamed & Ahmed, who carried out their study at Assiut University Main Hospital in Egypt about "effect of nurse's therapeutic communication and protecting patient's rights on patient's satisfaction" and showed that the majority of study subject were female, married, and had more than ten years of experience [10]. Also, in the same line Norouzinia et al, carried out their study at two hospitals affiliated with Alborz University of Medical Sciences in Iran about "communication barriers Perceived by nurses and patients" and revealed that the majority of nurses were female and more than two-quarter of them were married [11].

This study found that the moderate knowledge of nurses became an obstacle in conducting therapeutic communication. If the nurse's knowledge is insufficient, it will be difficult when explain or educate patients. This is in line with previous research, which states that in providing information to patients, nurses need to prepare themselves beforehand both in their minds and knowledge. This result is shown in figure (1). Along the same lines Elayan, & Ahmad, did their study on registered nurses at Eight Largest Hospitals in Jordan and founded that miscommunication by nurse with them patient were aspects that diminished the quality of nursing care [12]. A study Minanton, also identified the limited time nurses spend with patients and the high workload that causes the scarcity of time with patients to become a barrier to therapeutic communication [13]. Similar findings also appeared in other studies, which stated that the lack of time to sit with patients made nurses unable to show empathy [14].

In table (2) the study finds nurses' knowledge was significant with nurses' age and experience years, and there is no significant difference with other variables and therapeutic communication courses of nurses' knowledge. The investigator could explain this result as when the nurse uses therapeutic communication knowledge and practices this helps them in collecting complete data, teaching the patient, applying the nursing process, and improving the quality of nursing care. These findings agreed with Taghizadeh et al., who indicated in their study at Khoy University of Medical Sciences in Iran that there was a direct and significant relationship of nurses' knowledge about communication skills with the patient [15]. These findings agreed with Molina-Mula & Gallo-Estrada, who carried out their study at a General Hospital in Spain about "impact of nurse-patient relationship on quality of care and patient autonomy in decision-making" and displayed that a good nurse-patient relationship reduces the days of hospital stay and improves the quality of care [16].

CONCLUSION

The study shows that some nurses from urban and nurses' participants had a variety of education and the most of nurses had Diploma degrees. The nurses' knowledge had an average knowledge level about therapeutic communication but when nurses' application of therapeutic communication with the patient is low level because of some barriers that face the nurses while working in the maternal wards in Mosul Hospital. The result of the study has clearly shown that a high percentage of nurses had moderate knowledge about therapeutic communication and the smallest percentage of nurses had good knowledge of therapeutic communication. Whereas, the nurses' age group and experience years effect on knowledge of therapeutic communication.

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Conflicts of Interest. Nil

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معارف التواصل العلاجي بين الممرضات في الردهات النسائية في المستشفى

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المستخلص

هدفت الدراسة الى تقييم معارف الممرضات حول التواصل العلاجي في ردهات النسائية في مستشفيات الموصل ز تم استخدام تصميم الدراسة الوصفية. تم اختيار 100 ممرضة مشاركة كعينات الأداة هي الاستمارة المتكونة من المعلومات الديموغرافية من ست متغيرات واسئلة حول معارف الممرضات عن التواصل العلاجي والتي تتكون من احدى عشر سؤال في ثلاث اختيارات ز الدراسة كانت في أربع مستشفيات من الشهر نوفر 2023 الى شهر ابرل 2024 وتم التوصل الى نتائج الدراسة من خلال الإحصاء الوصفي معظم الممرضات بنسبة 65 بالمئة يملكون معارف عن التواصل العلاجي مع المرضى. واوصت الدراسة على زيادة معارف الممرضات عن التواصل العلاجي بواسطة تقديم البرامج التثقيفية حول التواصل العلاجي.

الكلمات الدالة : المعرفة, التواصل العلاجي, الرعاية التمريضية