

The Influence of Effective Nurse Communication Application on Patient Satisfaction: A Literature Review

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ABSTRACT

Communication is an important element for building trust and comfort in nursing, and it is the foundation of the nurse-patient relationship. The purpose of this study is to find out how effective communication influences nurses' perceptions of patient satisfaction. A recent literature review was conducted using the Pubmed, Wiley Online, and Science Direct electronic databases. The review method uses the terms and expressions of the keywords "effective communication," "nurse," and "patient satisfaction." Based on the screening results for inclusion and exclusion criteria, a literature search turned up 10 studies. Effective communication provided by nurses greatly affects patient satisfaction; the better effective communication is carried out, the greater the patient satisfaction will be. With patient satisfaction, nurse communication can improve service by creating good cooperative relationships and fostering trust so as to improve patient recovery. Not only with patients, but effective communication must also be carried out with colleagues and other professions by applying several methods such as ISBAR, PCC, and MCA communication methods. Therefore, health services, especially nurses, should pay more attention to effective communication with patients and implement this effective communication in nursing care activities.

Key words: Effective communication, Nurses, Patient satisfaction.

BACKGROUND

Nurses have an important role in the delivery of health care and strengthening the health system. Nurses act as protectors, advocates, and communicators for the community. Therefore, skills in communication are needed for nurses and other health care teams to support more optimal health services.¹ Communication is very important in improving patient recovery.² Communication is the process of exchanging information between individuals by sending and receiving it through speech, writing, or other media.¹ Improved communication within the healthcare team has an important role in the quality of patient care and increased patient satisfaction. Conversely, failure in communication can result in patient harm and negative health outcomes.²

As a health care team, nurses will communicate a lot, both to patients and their families, with various educational, cultural, and social backgrounds that require nurses to be able to communicate effectively, attentively, and professionally. There are three principles in communicating: the sender, a clear message, and the recipient.¹ Communication can be done in two ways, namely verbally and non-verbally. Verbal communication is communication using words that are spoken directly. whereas non-verbal communication is communication that is carried out using body language, which consists of accents, body contact, gaze direction, facial movements and gestures, physical appearance, attitude, and closeness.¹

In order to have effective communication, nurses and the nursing care team will sometimes be faced with several obstacles, such as language differences, cultural differences, conflicts, settings

where care is given, noise, mental or emotional pressure, perceptions, speech or hearing difficulties, medication, and noise.¹ Patient-centered care requires good communication skills. In some cases, terminal illness requires a health care team that has good communication skills in expressing the truth, which has a positive effect on patient examination results, adherence to treatment, and self-management of chronic disease.³

Until now, there are still many nurses and other members of the health care team who have not been able to apply effective communication properly when interacting with patients; therefore, a lot of guidance and training is needed for nurses and other members of the nursing care team in implementing effective communication with patients.

Several previous research studies have explained much about how effective communication influences patient health care. However, it has not been thoroughly explained how effective communication improves patient satisfaction. As a result, a systematic review is required to determine how effective communication is on patient satisfaction.

METHOD

In this study, the method used was a systematic review using the PICOT technique. In searching journals, the authors use the keywords "effective communication," "nursing," and "patient," with the possible operators "AND, OR, and NOT." Data collection was carried out using the Pubmed, Wiley Online, and Science Direct databases. Based on the results of an article search conducted through the Pubmed database with the keywords "communication" or "interpersonal communication"

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Table 1: Results of the literature review.

No.	Writer's name	Research Methods	Country	Research purposes	Results
1	Anna Barilaro, Arianna Conidi, Sabrina Ligarò, Francesca Licata, Maria Anna Marinaro, Saverio Ventura, Anna Varano, Iolanda Zangari, Caterina Pagliuso, Raffaele Pagnotta, Pietro Garieri, Anna Papaleo, Laura Grande, Elena Manduci, Daniele Napolitano, Bianco Aida, Caterina De Filippo and Rocco Spagnuolo	Experimental and cross-institutional study	Italy	Evaluate the degree of patient satisfaction related to nursing communication at various times of hospitalization, pain management, and treatment.	Nursing communication is significantly correlated with satisfaction with the information received about the functioning of the department at admission, about nursing skills and ways related to communication during hospitalization, about pain management, about new drug intake, and about information received at discharge.
2	Chulei TANG, Bingjie TIAN, Xiaoxia ZHANG, Kaili ZHANG, Xueling XIAO, Jane M. SIMONI	Cross-sectional	China	To put to the test a pathway model that assesses the impact of nurses' cultural competence on patient satisfaction and the role of patient beliefs as a moderator.	Interventions should be designed to enhance the nurse's cultural competence, particularly in the positive communication behavior domain, building behavioral trust and shared decision-making as well as trust to enhance patient satisfaction. Weaknesses in nurse-patient communication were evident in our study, and patients were dissatisfied with this type of communication; consequently, patient satisfaction was reported to be very low. Improving patient satisfaction in hospitals must be a priority for hospital managers. As a result, by educating staff, particularly nurses, and identifying motivators and dissatisfaction factors, they can improve patient satisfaction.
3	Mojgan Lotfi, Vahid Zamanzadeh, Leila Valizdeh, Mohammad Khajehgoodari	descriptive-correlational	Iran	The purpose of this study was to assess nurse-patient communication and patient satisfaction with nursing services in women's and men's burn wards.	Improving patient satisfaction in hospitals must be a priority for hospital managers. As a result, by educating staff, particularly nurses, and identifying motivators and dissatisfaction factors, they can improve patient satisfaction.
4	Yao Justin Bossou, Sun Qigui, Glory George-Ufot, Victor Bondzie-Micah, Nadège Muhimpundu	descriptive-correlational	China	The purpose of this study was to examine the effect of patient-centered communication (PCC) on patient trust and patient satisfaction from the perspective of interpersonal-based medical service encounters.	PCC (the influence of patient-centered communication) has a significant indirect effect on patient satisfaction through mediators, interpersonal-based medical service encounters, and patient trust.
5	J. Randall Curtis, Lois Downey, Anthony L. Back, Elizabeth L. Nielsen, Sudiptho Paul, Alexandria Z. Lahdya, Patsy D. Treece, Pricilla Armstrong, Ronald Peck, Ruth A. Engeberg	Multicenter cluster-randomized trial	Washington	To evaluate the efficacy of patient-specific pre-conversational communication (Jumpstart-Tips) interventions that target patients and clinicians and are designed to enhance conversational goals of care compared to usual care.	This intervention improved the incidence, documentation, and quality of communication of goals of care during routine outpatient visits and improved care on purpose at 3 months among patients with stable goals and no change in anxiety or depression symptoms.
6	Ying-Hui Hou, Li-Jung Lu, Pei-Hsuan Lee, I-Chui Chang	Quasy experiment	Taiwan	Different designs of electronic hand-off systems may have different levels of effectiveness; this study compares the effectiveness of a system with an Identification, Situation, Background, Assessment, and Recommendation (ISBAR) design to one without such a design.	A system with an ISBAR design can ensure effective transmission of information between nurses for continuity of care and prevention of side effects.
7	Linda Wieke Noviyanti, Ahsan Ahsan, Tita Sefti Sudatya	Desain cross-sectional	Indonesia	This study aims to analyze the relationship between nurse communication satisfaction and the quality of patient safety culture in hospitals.	There is a significant relationship between nurse communication satisfaction and the quality of patient safety culture. Furthermore, the higher the level of nurse communication satisfaction, the better the implementation of patient safety culture.
8	Katja Krug, Jasmin Bossert, Nicole Deis, Johannes Krisam, Matthias Villalobos, Anja Siegle, Corinna Jung, Laura Hagelskamp, Laura Unsöld, Jana Jünger, Michael Thomas, Michel Wensing.	Randomized Trial was conducted with baseline assessment and follow-up assessments	Jerman	The aim of this study was to evaluate the effect of the MCA (milestone communication approach) on addressing support needs, quality of life, and mood compared to standard oncology care.	MCA decreases the need for patient-reported information but has no other effect. MCA contributes to customized communication as an adequate level of information and orientation form the basis for patient-centered care.

9	Esmail Shariati, Ali Dadgari, Seyede Solmaz Talebi, Gholam Reza Mahmoodi Shan, Hossein Ebrahimi	Randomized controlled trial	Iran	The purpose of this study was to identify the effect of web-based communication between nurses and family members of COVID-19 patients on the stress they feel.	The use of web-based communication between nurses and family members is effective in reducing perceived stress. In addition, the use of this communication approach, apart from being inexpensive, is a safe way to communicate with patient families in the current situation of the Puskesmas, and therefore, its use is recommended to nurses and medical staff.
10	Shannon D. Simonovich, Roxanne S. Spurlark, Donna Badowski, Susan Krawczyk, Cheryl Soco, Tiffany N. Ponder, Debi Rhyner, Rachel Waid, Elizabeth Aquino, Christina Lattner, Lucy Mueller Wiesemann, Kashica Webber-Ritchey, Suling Li, Joseph D. Tariman	Qualitative descriptive	United States	The aim of this study was to conduct a primary examination of the qualitative communication experiences of nurses during the first wave of the COVID-19 pandemic in the United States.	Researching existing crisis communication policies and procedures across the healthcare organization is critical to maintaining highly relevant, innovative, and data-driven policies and strategies that are fundamental to maintaining quality patient care and supporting optimal nursing practice.

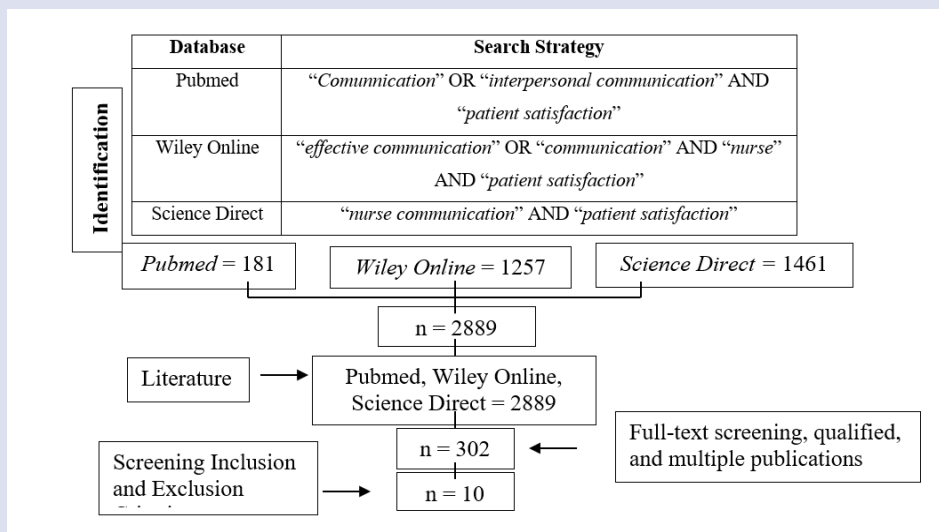


Figure 1: Depicts a summary of the evidence search and selection criteria

and "patient 181 research articles were found. A search through the Wiley Online database using the keywords "effective communication" or "communication" and "nurse" and "patient satisfaction" found 1257 research articles. A search using the Science Direct database with the keywords "nurse communication" and "patient satisfaction" found 1461 research articles. From the results of searches conducted through the Pubmed Database, Wiley Online, and Science Direct, 2899 articles were found. After full text screening, fulfilling the requirements, and multiple publications, 302 research articles were found. The journal article selection process was adjusted to the inclusion criteria, namely the search range for the last 5 years, namely from 2018-2022, clinical research, accredited journals, full text, and exclusion criteria, namely English articles, not A systematic review, article review, and review the literature so that the desired journal articles are obtained, namely as many as 10 articles.

RESULTS

Based on the screening results for inclusion and exclusion criteria, a literature search turned up 10 studies. From this study, it was found that there was an effect of effective nurse communication on patient satisfaction, and that patient satisfaction on nurse communication can

increase effective service by creating good cooperative relationships and fostering trust so as to improve patient recovery.

DISCUSSION

In the current era of globalization, excellent service is a very important basic thing for all health institutions, such as hospitals and health units. Health agencies are required to provide health services that meet optimal service standards. This is the basis for health agencies to be able to compete with other health agencies. Every health agency needs to improve its communication skills in order to improve health services. Based on the results of the literature review table, it was found that effective communication greatly influences patient satisfaction, which will greatly impact the quality of health services. Effective communication is also required for efficient and patient-centered comprehensive care. Furthermore, poor communication can be harmful to patients and has a negative impact on patient satisfaction with health care services. Communication can be considered the foundation of the nurse-patient relationship and is an important element in building trust and comfort in nursing care. Effective communication is a fundamental but complex concept in nursing practice. This conceptual analysis aims to clarify effective communication and its impact on patient care.⁴

Improving patient satisfaction can reduce the risk of lawsuits, increase health agency profits, increase patient involvement in their own care, and provide better opportunities to improve patient health conditions (Alam *et al.*, 2018). In research conducted by Lotfi *et al.* (2020),⁵ it was found that there were weaknesses in communication between nurses and patients, which had an impact on patient satisfaction; besides that, there was also patient dissatisfaction with nursing care, a lack of interaction between patients and nurses, and a lack of attention from nurses and hospital managers towards patient satisfaction. The results of this study revealed that the least attention was paid to professional communication between nurses and patients and patient satisfaction with nursing care.

Hospital managers and nurses should reconsider their priorities and improve hospital staff communication. Interpersonal techniques and the appropriate use of verbal and non-verbal communication are essential for providing care. adequate nursing. The communication skills of healthcare professionals can promote a patient-centered communication approach, enabling them to engage in hospital-wide communications in identifying better diagnostic and therapeutic approaches, as well as in pain management. Nursing communication is the key to building a good therapeutic relationship with patients so that there is patient satisfaction with health services.⁶

In a study conducted by Tang *et al.* (2018),⁷ it was found that the cultural competence of nurses is related to patient satisfaction, which is based on the patient's trust in nurses. In particular, three aspects of the cultural competence of nurses—positive communication behavior, trust-building behavior, and shared decision-making—were identified as significant factors connected with patient satisfaction. With the patient's trust, you can provide a more effective therapeutic effect.

Effective communication can be done with several methods, such as patient-centered communication, as in the study of Bossou *et al.* (2021).⁸ PCC has a significant indirect effect on patient satisfaction through mediators, interpersonal-based medical service encounters, and patient trust. Today, patients are constantly awake due to the ever-increasing means of seeking information. PCC (patient-centered communication) is a group of communication and behavior strategies that promote mutuality, shared understanding, and shared decision-making in healthcare encounters. PCC measures include verbal (introduction by healthcare providers, empathy with patients, listening carefully, clarity in explanations, and use of humor) and non-verbal (use of facial gestures, physical distancing) closeness behaviors (Liu *et al.*, 2019).

Apart from that, there is also the Milestone Communication Approach method in Krug's research, *et al.* (2021),⁹ which contributes to customized communication as an adequate level of information and orientation form the basis for patient-centered care. The Milestone Communication Approach (MCA) was developed and implemented with the aim of strengthening the communication skills of healthcare professionals and providing needs- and goal-oriented care suitable for patients. MCA intends to reach joint decisions that are sensitive to preference, continuity of care, and early recognition, integration, and treatment of palliative care needs (Villalobos *et al.*, 2019). By addressing relevant issues in a timely manner, the Milestone Communication Approach provides individual patient-centered care, facilitating the timely integration of palliative care for patients with limited prognoses.

Effective communication is needed not only to patients but also to other health workers. By providing correct information and reducing misinformation in health services to patients, using ISBAR (Identify, Situation, Background, Assessment, and Recommendation) for effective communication, such as research conducted by Hou *et al.* (2019),¹⁰ it can ensure effective transmission of information between nurses for continuity of care and prevention of side effects. Poor communication

between nurses and other health workers causes sentinel incidents in health services. This also contributes to job dissatisfaction, which tends to affect service quality and patient safety.

One of the important factors affecting the quality of health services is implementing a patient safety culture. For example, positive perceptions are associated with a lower incidence of adverse events in patients. It is important to analyze the determinants of patient safety culture that apply in all healthcare settings. As research conducted by Noviyanti *et al.* (2021)¹¹ found, there was a significant relationship between nurse communication satisfaction and the quality of patient safety culture. Furthermore, the higher the level of satisfaction in nurse communication, the better the application of patient safety culture.¹²⁻¹⁴

In addition, communication also affects documentation and maintenance activities, such as research conducted by Curtis *et al.* (2018)¹⁵ on patient-specific Increased patient reports and physician documentation of communication of treatment goals between patients with serious illness and their primary care physicians and specialists are associated with Jumpstart-Tips interventions. Of course, effective communication is critical for health services with the goal of patient recovery, which is based on patient trust in health care and patient satisfaction. This communication can also be done directly or indirectly.^{16,17}

Research conducted by Shariati *et al.* (2021)¹⁸ found that the use of web-based communication between nurses and family members was effective in reducing the stress felt during the COVID-19 pandemic. In a study conducted by Simonovich *et al.* (2021),¹⁹ it was found that effective communication had a positive impact on patient care and nursing practice experience during the first wave of the COVID-19 pandemic. Effective communication is critical to supporting caregivers through prolonged crisis periods. COVID-19 represents a unique contemporary challenge for the nursing workforce, given the high stress and prolonged strain it has created for human resources and healthcare supplies. There is value in the presence of nurses at local, unit, and organizational leadership levels to convey critical information that directly informs leadership decision-making during unprecedented emergencies such as the COVID-19 pandemic.

The quality of services provided by hospitals tends to be seen or assessed by patients or the public who use these health facilities based on the form of services provided by nurses and doctors, especially in inpatient rooms. This is because they have been in contact with the hospital for a long time, first interacting with the emergency room or "poly" unit, which is then continued in the treatment room for several days. Patients feel satisfied if nurses and doctors have a good or quality relationship or collaborate well, because the higher the quality of the service provided, the higher the patient's satisfaction. For this reason, it is important to have effective communication among nurses and patients, colleagues, and other professions so as to improve the quality of comprehensive services and patient safety.

CONCLUSION

Effective communication provided by nurses greatly affects patient satisfaction; the better effective communication is carried out, the greater the patient satisfaction will be. With patient satisfaction, nurse communication can improve service by creating good cooperative relationships and fostering trust so as to improve patient recovery. Not only with patients, but effective communication must also be carried out with colleagues and other professions by applying several methods such as ISBAR, PCC, and MCA communication methods. Therefore, health services, especially nurses, should pay more attention to effective communication with patients and implement this effective communication in nursing care activities.

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