



EFFECTIVENESS OF COMMUNICATION MANUAL REGARDING THERAPEUTIC COMMUNICATION TECHNIQUE AMONG STAFF NURSES WORKING IN PEDIATRIC WARD AND PICU IN SELECTED HOSPITALS OF KAMRUP DISTRICT, GUWAHATI ASSAM: AN EVALUATIVE STUDY.

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ABSTRACT:

BACKGROUND: Communication is the exchange of information between people by sending and receiving it through speaking, writing or by using any other medium. Clear communication means that information is conveyed effectively between people coming to the nursing profession, to be a successful nurse, excellent communication skills are required. Nurses speak to people of varying educational, cultural and social backgrounds and must do so in an effective, caring and professional manner, especially when communication with patients and their families. The quality of communication in interactions between nurses and patients has a major influence on patient outcomes. This influence can play a very important role in areas such as patient health, education and adherence. Good communication plays an important role in the organization's effective functioning. A nurse must therefore, continuously try to improve his/her communication skills as poor communication can be dangerous and lead to confusion.

OBJECTIVE:

1. To assess the pre-test and post-test knowledge of the staff nurses working in pediatric ward and PICU regarding therapeutic communication technique before and after distributing communication manual.

2. To determine the effectiveness of communication manual regarding therapeutic communication technique among staff nurses working in pediatric Ward/PICU
3. To find out the association between pre-test level of knowledge regarding therapeutic communication technique among the staff nurses with the selected demographic variables.

METHODS AND MATERIALS: The pre-experimental one group pre- test research designed was adopted in the study. 120 nurses were selected as sample by using convenience sampling technique in selected hospitals of Kamrup District, Guwahati, Assam. The structured questionnaire was used to assess effectiveness of communication manual regarding therapeutic communication technique among staff nurses working in pediatric ward and PICU. Post-test was performed after 7 days of administration of communication manual.

RESULT: Out of 120 nurses, majority 70 (58.4%) were in the age group of 20-30 years; majority were female 120 (100%); 55(45.8%) were GNM ; majority 53 (44.2%) had <1 year – 1 year working experience. And shows that 31(25.8%) of nurses were exposed to in-service education. In pre- test knowledge it shows that in the pretest, 63(52.5%) had moderate knowledge. After the intervention, 111(92.5%) had adequate knowledge. the pretest mean score of knowledge was 11.62 ± 5.36 and the post test mean score of knowledge was 25.82 ± 3.56 . The mean difference score was 14.20. The calculated paired “t” test value of value of $t=21.905$ was statistically significant at $p < 0.001$ level. the pretest level of knowledge regarding communication strategies among staff nurses in Pediatric ward / PICU with their selected demographic variables. It was observed that the demographic variable professional qualification ($p=0.048$) and Total years of working experience (both pediatric ward and PICU) ($p=0.001$) had statistically significant association with pretest level of knowledge regarding communication strategies among staff nurses in Pediatric ward / PICU at $p \leq 0.001$ level. The demographic variable age ($p=0.007$) had statistically significant association with pretest level of knowledge regarding communication strategies among staff nurses in Pediatric ward / PICU at $p < 0.01$ level. The demographic variable exposure to any in-service education related to communication ($p=0.020$) had statistically significant association with pretest level of knowledge regarding communication strategies among staff nurses in Pediatric ward / PICU at $p < 0.05$ level. Hence , there should be more programs, trainings related to communication in hospitals for the nurses and other healthcare teams, so that they will be able to identify and understand more about human psychology through therapeutic communication. There is a saying “The most important thing in communication is to hear what isn’t being said”. So health care workers having adequate knowledge can promote adequate practice which will help in proper therapeutic communication . This in turn can be a provision for nurses to provide quality health care for health society.

CONCLUSION:

Through this study, it has been concluded that 89(74.2%) of nurses have not been exposed to any in-service education on communication. After referring therapeutic communication manual there was a significant improvement in the knowledge score, suggestive of effectiveness of therapeutic communication

manual. Hence, more teaching and guiding of therapeutic communication for nurses and student nurses will help gain in gaining knowledge and practices regarding therapeutic communication to provide quality health care for a healthy society.

KEYWORDS:

Knowledge, Communication Manual, Therapeutic communication.

INTRODUCTION:

Communication is the exchange of information between people by sending and receiving it through speaking, writing or by using any other medium. Clear communication means that information is conveyed effectively between people coming to the nursing profession, to be a successful nurse, excellent communication skills are required. Nurses speak to people of varying educational, cultural and social backgrounds and must do so in an effective, caring and professional manner, especially when communication with patients and their families. The quality of communication in interactions between nurses and patients has a major influence on patient outcomes. Communication with children and adolescents is an area that requires special attention. It is our job as health care professionals to ensure that the information being relayed is provided at a level that can be understood. Communication failures between clinicians are the most common primary cause of errors and adverse events in health care. It was found **Globally** by researchers studies that: in complex environment of ICU, the potential for adverse events is high, the results showed that 37% of all errors are due to some form of poor communication between nurses, physicians and attendants in ICU, many of which are preventable. According to study by National library of medicine (2019): it has been estimated that 27% of medical malpractice is the result of the communication failures.

OBJECTIVES OF THE STUDY :

1. To assess the pre-test and post-test knowledge of the staff nurses working in pediatric ward and PICU regarding therapeutic communication technique before and after distributing communication manual.
2. To determine the effectiveness of communication manual regarding therapeutic communication technique among staff nurses working in pediatric Ward/PICU
3. To find out the association between the pre-test level of knowledge regarding therapeutic communication technique among the staff nurses with the selected demographic variables.

METHODOLOGY:

A descriptive design was used in the study to accomplish the objectives using non-probability convenient sampling technique for obtaining adequate sample for the study. Study was done on 120 nurses in selected hospitals of Guwahati Assam. Respondents were selected on the basis of inclusion and exclusion criteria; semi structured questionnaire was used to assess effectiveness of communication manual regarding therapeutic communication technique among staff nurses working

in pediatric ward and PICU. Post-test was performed after 7 days of administration of communication manual.

DESCRIPTION OF THE TOOL:

In order to meet the objectives of the study, the following tools were constructed which consists of three sections:

Section-I: Demographic Variables

Section-II: Semi structured questionnaire

Section-III: Therapeutic communication manual

DATA COLLECTION PROCEDURE:

Data collection period was schedule from 8th November , 2023 to 30 November, 2023.

Prior data collection, permission was obtained from the respective authorities. After

getting permission, the investigator visited the hospitals on the given dates and was introduced to the nurses who fulfilled the pre- determined selection criteria. The investigator explained the purpose of her study and she assured them of the confidentiality and anonymity to get their co-operation and prompt responses during data collection. 120 nurses were selected using non-probability convenience sampling method. A written informed consent was also taken from the nurses . Then the investigator distributed the tools developed to assess the knowledge on therapeutic communication which took 15-20 minutes and then distributed therapeutic communication manual which was allowed to take home . The investigator distributed the same knowledge assessment tool after 7 days to see the effectiveness of the manual .

RESULTS:

SECTION I: frequency and percentage distribution of staff nurses according to their age

TABLE:I

n=120

Demographic Variables	Frequency (f)	Percentage (%)
Age in years		
20 – 30 years	70	58.4
31 – 40 years	46	38.3
Above 41 years	4	3.3
Gender		
Male	-	-

Demographic Variables	Frequency (f)	Percentage (%)
Female	120	100
Transgender	-	-
Professional qualification		
GNM	55	45.8
Post Basic B.Sc. Nursing	40	33.4
Basic B.Sc. Nursing	25	20.8
M.Sc. Nursing	-	-
Total years of working experience (both pediatric ward and PICU)		
<1 year – 1 year	53	44.2
2 – 5 years	48	40.0
6 – 10 years	14	11.7
Above 10 years	5	4.2
Exposure to any in-service education related to communication		
Yes	31	25.8
No	89	74.2
If yes, specify the duration		
1 session	22	71.0
2 session	9	29.0
More than 2	-	-

The table 1 portrays that most of the staff nurses, 70(58.4%) were aged between 20-30 years, 119(99.2%) were female, 55(45.8%) were GNM, 53(44.2%) had <1 year – 1 year of total years of working experience (both pediatric ward and PICU), 89(74.2%) were not exposed to any in-service education related to communication and 22(71%) were exposed for 1 session.

SECTION II: Frequency and percentage distribution of pretest and post test level of knowledge regarding therapeutic communication manual in Pediatric ward /PICU among nurses.

TABLE 2:

n = 120

Level of Knowledge	Pretest		Post Test	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Inadequate (<33%)	48	40.0	0	0
Moderate(33 – 66%)	63	52.5	9	7.5
Adequate (>66%)	9	7.5	111	92.5

The table 2 depicts the frequency and percentage distribution of pretest and post test level of knowledge regarding therapeutic communication manual in Pediatric ward /PICU among nurses.

It shows that in the pretest, 63(52.5%) had moderate knowledge, 48(40%) had inadequate knowledge and 9(7.5%) had adequate knowledge regarding therapeutic communication technique in Pediatric ward / ICU.

After the intervention, 111(92.5%) had adequate knowledge and 9(7.5%) had moderate knowledge regarding therapeutic communication technique in Pediatric ward / ICU.

SECTION-III: Effectiveness of therapeutic communication manual on knowledge regarding therapeutic communication technique among staff nurses in Pediatric ward / PICU.

TABLE 3:

n = 120

Variables	Mean	S.D	Mean Difference	Paired “t” test and p- Value
Pretest	11.62	5.36	14.20	t = 21.905 p=0.0001, S***
Post Test	25.82	3.56		

***p<0.001, S – Significant

The table 3 shows that the pretest mean score of knowledge was 11.62±5.36 and the post test mean score of knowledge was 25.82±3.56. The mean difference score was 14.20. The calculated paired “t” test value of value of t=21.905 was statistically significant at p<0.001 level. This clearly infers that after the

administration of therapeutic communication manual on knowledge regarding therapeutic communication technique among staff nurses was found to be effective in improving the level of knowledge in the post test.

SECTION IV: Association of pretest level of knowledge regarding therapeutic communication manual among staff nurses in Pediatric ward / PICU with their selected demographic variables.

Table 4:

n= 120

Demographic Variables	Inadequate		Moderately Adequate		Adequate		Chi-Square p-value / Fisher Exact test p-value
	f	%	f	%	f	%	
Age in years							
20 – 30 years	21	17.5	43	35.8	6	5.0	p=0.007 S**
31 – 40 years	27	22.5	16	13.3	3	2.5	
Above 41 years	0	0	4	3.3	0	0	
Gender							
Male	-	-	-	-	-	-	p=1.000
Female	48	40.0	62	51.7	9	7.5	N.S
Transgender	0	0	1	0.8	0	0	
Professional qualification							
GNM	11	9.2	39	32.5	5	4.2	p=0.0001 S***
Post Basic B.Sc. Nursing	28	23.3	11	9.2	1	0.8	
Basic B.Sc. Nursing	9	7.5	13	10.8	3	2.5	
M.Sc. Nursing	-	-	-	-	-	-	
Total years of working experience (both pediatric ward and PICU)							
<1 year – 1 year	12	10.0	37	30.8	4	3.3	p=0.001 S***
2 – 5 years	29	24.2	15	12.5	4	3.3	
6 – 10 years	7	5.8	6	5.0	1	0.8	
Above 10 years	0	0	5	4.2	0	0	

Demographic Variables	Inadequate		Moderately Adequate		Adequate		Chi-Square p-value / Fisher Exact test p-value
	f	%	f	%	f	%	
Exposure to any in-service education related to communication							p=0.020 S*
Yes	7	5.8	23	19.2	1	0.8	
No	41	34.2	40	33.3	8	6.7	
If yes, specify the duration							p=0.569 N.S
1 session	6	19.4	15	48.4	1	3.2	
2 session	1	3.2	8	25.8	0	0	
More than 2	-	-	-	-	-	-	

*** $p \leq 0.001$, ** $p < 0.01$, * $p < 0.05$, S – Significant, $p > 0.05$, N.S – Not Significant

The table 4 shows the pretest level of knowledge regarding therapeutic communication technique among staff nurses in Pediatric ward / PICU with their selected demographic variables. It was observed that the demographic variable professional qualification (**p=0.048**) and Total years of working experience (both pediatric ward and PICU) (**p=0.001**) had statistically significant association with pretest level of knowledge regarding therapeutic communication technique among staff nurses in Pediatric ward / PICU at $p \leq 0.001$ level.

The demographic variable age (**p=0.007**) had statistically significant association with pretest level of knowledge regarding therapeutic communication technique among staff nurses in Pediatric ward / PICU at $p < 0.01$ level.

The demographic variable exposure to any in-service education related to therapeutic communication (**p=0.020**) had statistically significant association with pretest level of knowledge regarding therapeutic communication manual among staff nurses in Pediatric ward / PICU at $p < 0.05$ level.

The other demographic variables did not show statistically significant association with pretest level of knowledge regarding therapeutic communication manual among staff nurses in Pediatric ward / PICU.