



Impact Of Nurse–Patient Communication On Patient Recovery Outcomes In Medical-Surgical Units

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Abstract

Effective nurse–patient communication is a fundamental component of quality healthcare delivery. This study explores the relationship between communication practices of nurses and patient recovery outcomes in medical-surgical units. A quantitative descriptive design was employed, involving 120 patients and 40 registered nurses from a tertiary care hospital. Data were collected using structured questionnaires and patient recovery assessment scales. Results indicated a significant positive correlation between effective communication and improved patient recovery indicators, including reduced anxiety, shorter hospital stays, and higher patient satisfaction. The study highlights the importance of communication training in nursing practice and recommends integrating communication skill development into continuing nursing education programs.

Keywords:

Nurse–patient communication, patient recovery outcomes, medical-surgical units, patient satisfaction, hospital stay duration, anxiety reduction, nursing care quality, therapeutic communication, healthcare outcomes, nursing education, communication skills training

Introduction

Nursing is a patient-centered profession that emphasizes holistic care, where communication plays a crucial role. Effective communication not only helps in understanding patient needs but also fosters trust, reduces anxiety, and enhances treatment adherence. Poor communication, on the other hand, may lead to misunderstandings, decreased patient satisfaction, and compromised health outcomes.

In medical-surgical units, where patients often experience acute conditions, the role of nurses in providing clear, empathetic, and timely communication becomes even more significant. Despite advancements in clinical care, gaps in interpersonal communication still exist, affecting patient recovery. This study aims to evaluate how nurse–patient communication influences recovery outcomes.

Methodology

Research Design

A quantitative descriptive cross-sectional study design was used.

Setting and Participants

The study was conducted in the medical-surgical units of a tertiary care hospital. A total of 120 patients and 40 registered nurses were selected using convenience sampling.

Inclusion Criteria

- Patients aged 18 years and above
- Patients admitted for at least 3 days
- Nurses with at least 6 months of clinical experience

Data Collection Tools

1. **Structured Communication Questionnaire** (for patients)
2. **Nurse Communication Practice Checklist**
3. **Patient Recovery Scale**, measuring:
 - Pain management
 - Emotional well-being
 - Length of hospital stay
 - Patient satisfaction

Data Collection Procedure

Data were collected over a period of four weeks. Patients were interviewed prior to discharge, and nurses completed self-assessment checklists.

Data Analysis

Data were analyzed using descriptive statistics (mean, percentage) and inferential statistics (Pearson correlation coefficient).

Results

- **Demographics:**
Majority of patients (60%) were aged between 30–50 years; 55% were male.
- **Communication Scores:**
70% of patients rated nurse communication as “good,” while 20% rated it as “excellent.”
- **Recovery Outcomes:**
 - Patients reporting effective communication had:
 - 25% lower anxiety levels
 - 15% shorter hospital stays
 - 30% higher satisfaction scores

- **Statistical Findings:**

A significant positive correlation ($r = 0.68$, $p < 0.01$) was found between nurse–patient communication and patient recovery outcomes.

Discussion

The findings demonstrate that effective communication significantly contributes to better patient recovery. Patients who perceived nurses as attentive and empathetic showed improved emotional well-being and faster recovery. These results align with previous studies emphasizing communication as a core competency in nursing.

The study also reveals the need for structured communication training programs to enhance nurses' interpersonal skills. Barriers such as workload, time constraints, and lack of training may hinder effective communication and should be addressed by healthcare institutions.

Conclusion

Nurse–patient communication is a critical determinant of patient recovery outcomes. Strengthening communication skills among nurses can lead to improved patient satisfaction, reduced hospital stays, and better overall health outcomes.

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