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[DOI 10.35381/cm.v8i1.613](https://doi.org/10.35381/cm.v8i1.613)

Effective communication skills as a nurse in understanding patients

Habilidades de comunicación efectiva como enfermera en la comprensión de los pacientes

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Recibido: 15 de septiembre 2021
Revisado: 10 de noviembre 2021
Aprobado: 15 de diciembre 2021
Publicado: 01 de enero de 2022

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RESUMEN

El objetivo general de la investigación fue analizar las habilidades de comunicación efectiva como enfermera en la comprensión de los pacientes. Se planteó a partir del enfoque cuantitativo, mediante la indagación, recolección y análisis crítico documental y referencial bibliográfico, basándose en la revisión metódica, rigurosa y profunda de diversas fuentes documentales tales como investigaciones científicas, trabajos arbitrados y tesis. El diseño bibliográfico se apoya en los procesos lógicos y mentales. Los datos se obtuvieron de documentos-bibliográficos, relacionados a la comunicación, gestión de cuidado, atención sanitaria y habilidades de comunicación. Se concluye, las habilidades comunicativas es un elemento de suma importancia para la recuperación de la salud y una herramienta de mucho valor para garantizar la atención de los enfermos y sus familiares, además es transcendental saber comunicar para constituir un correcto cuidado con el paciente, que optimice su calidad de vida y bienestar tanto del paciente, como de sus familiares.

Descriptores: Comunicación interactiva; paciente; personal paramédico. (Tesauro UNESCO).

ABSTRACT

The general objective of the research was to analyze effective communication skills as a nurse in understanding patients. It was raised from the quantitative approach, through the investigation, collection and documentary critical analysis and bibliographical reference, based on the methodical, rigorous and in-depth review of various documentary sources such as scientific research, refereed works and theses. Bibliographic design is supported by logical and mental processes. The data was obtained from bibliographic documents related to communication, care management, health care and communication skills. It is concluded that communication skills are an element of great importance for the recovery of health and a tool of great value to guarantee the care of patients and their families, it is also transcendental to know how to communicate to constitute a correct care with the patient, which Optimize your quality of life and well-being for both the patient and their families.

Descriptors: Interactive communication; patient; paramedical staff. (UNESCO Thesaurus).

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INTRODUCTION

The nursing profession is of great importance in the health system, since the professionals in this area are the ones who provide support to the medical staff, patients and relatives who attend hospital care centers, which leads to a preparation in the communication skills that allow them to exchange ideas effectively. In this regard, Ramírez and Müggenburg (2015) indicate the following:

The personal relationships that nursing has with its patients in the practice of care are essential for professional performance. Nursing staff remain 24 hours a day caring for patients, providing assistance of a biological, technical, psychological, social and spiritual nature, and personal relationships support the performance of their activities. (p.136)

In this sense, communication has a primordial relationship in this patient-nursing relationship, which constitutes a management tool to comply with patient care, which highlights the importance of communication that improves the effectiveness and safety of the patients. care, in which nursing professionals communicate properly, to act assertively and safely during the workday. (Moreira, 2019). Likewise, according to West and Turner (2005), communication:

Its main objective is to understand; but it must be taken into account that the achievement of the objective depends on different intrinsic and extrinsic factors of those who intervene in the communicative act:

Communication is a relational human activity in which subjective consciences are put into play that, based on more or less shared knowledge, manage to understand in a similar way the basic behavioral strategies in the world of life and, as a result, manage to understand some others and confer similar meanings to the environment.

In this communicative human activity, the nursing professional is mainly the one who listens to all the concerns of both patients and their relatives, who expect answers in relation to their relative who suffers from an illness, it is important to know how to communicate and listen; thus, the localized evidence shows that non-verbal

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communication is one of the communication methods most used by nursing professionals. (Espinoza-Caifil, 2021, p.38).

In this sense, the organizational climate and the planning of health management in an action of responsibility, and communication plays a role, which allows the transmission of ideas, concerns, programs, action plans, among others, in this regard, Martínez-Reyes, et al., (2017) state:

This organizational environment, called safety culture, is the product of values, attitudes, perceptions, competencies, and individual and group behavior patterns that determine the commitment, style, and performance of an institution. It should be characterized by adequate interpersonal communication based on mutual trust, on the shared perception of the importance of safety, on the confidence in the effectiveness of preventive measures (p.279)

Therefore, the role of the nursing professional must guarantee comprehensive care in the care of patients, both those who are confined and those who come through the care center; for Madrigal Ramírez, Forero Pulido and Escobar (2013) the:

Rationalization of the communicative process, from teaching, allows the creation of guiding strategies for good communication, in such a way that a true helping relationship with patients is generated, in addition to the active and effective participation, by the patient, in the recovery of your health. (p.52)

The process of caring for patients leads to good communication, which allows a productive relationship, to guarantee help to patients, from a human and holistic teaching. According to Joyce Travelbee's Model of Relations between Human Beings, cited by Elers-Mastrapa and Gibert-Lamadrid (2016), it states the following:

This theory considers that, in nursing situations, the nurse-patient relationship is the way to achieve the goal of nursing. Relationship is established when nurse and patient reach a peak relationship phase after first passing through the original encounter phase, which progresses through phases of emerging identities, progressive feelings of empathy, and later sympathy, compassion, until the nurse and the patient achieve rapport in the last phase. (p.130)

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According to the approaches formulated, the general objective of the research is to analyze effective communication skills as a nurse in understanding patients.

METHODOLOGY

The research work was proposed from the quantitative approach, through the investigation, collection and critical documentary and bibliographical reference analysis, based on the methodical, rigorous and in-depth review of various documentary sources such as scientific research, refereed works and theses. Bibliographic design is supported by logical and mental processes. The researchers organized a research process, whose study population were mainly bibliographic documents related to care management, health care and effective communication skills as a nurse in understanding patients.

RESULTS

The following table presents the results of the documentary-bibliographic review, related to effective communication skills as a nurse in understanding patients.

Table1.
Communication influence.

Authors/year	Objective	Result
Hernández-Cruz, R., Moreno-Monsiváis, MG., Cheverría-Rivera, S., Díaz-Oviedo, A. (2017)	To determine the factors that influence nursing care lost in hospitalized patients.	To determine the influence of the factors of human resources, communication and material resources in nursing care lost, Spearman's correlation analysis was first applied between the indices of each of the factors with the indices of the dimensions of interventions and overall care. (p.3)

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		<p>Regarding the elements of communication, the nurses perceive as a significant reason that the nurse responsible for the patient is not available when the patient requests it (22.5%), followed by tension or failures in communication with the medical staff (21,one%). (p.4)</p> <p>Another important finding is the factors that are attributed to the loss of care. In the present study, the staff considered that the main factor corresponds to nursing human resources, followed by those corresponding to communication and finally to material resources. (p.6)</p> <p>In the communication factor, nurses perceive as an important reason that the nurse responsible for the patient is not available when the patient requests it, followed by tension or failures in communication with the medical staff. (p.7)</p>
Espinosa-Pérez, J. (2018)	Show how therapeutic communication based on humanization and excellence in care is really effective in alleviating suffering.	Coherence in communication is essential when creating an environment of trust and credibility. That is, verbal and non-verbal communication are in tune and harmony, expressing and manifesting the same

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		<p>message. A conclusion of a study on the relationship between verbal elements (words we say), vocal (intonation, projection and resonance of the voice) and visual elements (what the listener observes in the face and body of the one who sends the message) determined that the The degree of inconsistency between these three elements is the decisive factor for credibility. The results determined that 7% is constituted by the verbal element; 38% vocal and 55% visual. The emotion and enthusiasm of the voice work together with the energy and movement of the face and body to reflect the confidence and conviction of what is being said.</p> <p>From this review, we can say that dialogue, with specific purposes of knowing the other, of education, identification and satisfaction of needs, can become the key element, facilitating meeting scenarios that allow guiding care and stimulate that being from within When receiving the patient, welcoming him into their care, nurses must do</p>
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		<p>so with hospitality, presence and compassion; giving hope, but not false hope, it is about making him see that they will always be willing to act, to do something, that he will surely not be alone, even in the worst moments.</p> <p>Hopeful information-communication is the one that contemplates positive aspects about the evolution of the situation, such as the existence of treatments to avoid suffering, that at all times the patient will be considered as the ultimate responsible for the situation, that attempts will be made to fulfill their wishes and that will not be abandoned (p.43).</p>
Díaz Oviedo, A., Villanueva Delgado, I. y Martínez Licon, J. (2020)	El objetivo de este estudio fue evaluar las habilidades sociales necesarias para la comunicación en el cuidado humanizado de enfermería.	<p>This should contribute to the development and structuring of a socio-educational intervention project that effectively allows, through a training process, to strengthen the social skills involved in communication and humanized care of nursing staff. (p.3)</p> <p>The population participating in the diagnosis was 30 patients and 30 nurses and operative nurses from the area of internal medicine, women and men. The</p>

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		<p>surveyed patients had a prevalence of women (53.3%), with predominant age groups of 34 to 60 years, as well as their marital status of married (46.7%), in addition, the educational level with more preponderance was complete secondary school. (p.4)</p> <p>In the self-assessment of the nursing staff, it was found that the majority of the staff also turned out to be mostly women, in addition to the fact that this study showed that there is a medium level of empathy and communication in the nursing staff and 97.4% of Patients want to be understood and cared for, which suggests this factor as an element for improvement, given that communication in the nursing professional is a work tool with which to interact with other patients, as well as allowing patients to be guided to a better style and quality of life.(p5)</p> <p>Likewise, another area of improvement regarding the communication process is the therapeutic relationship maintained by the nursing staff during the hospital stay of patients, which is of</p>
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		the utmost importance since it is part of patient safety (p.5).
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Preparation: The authors.

CONCLUSION

It is concluded that effective communication skills as a nurse in understanding patients is a very important element for the recovery of health and a very valuable tool to guarantee the care of patients and their families, providing them with detailed information. pathology, care, and education for effective recovery. It is transcendental to know how to communicate to constitute a correct care with the patient, which optimizes their quality of life and well-being of both the patient and that of their relatives.

INTEREST CONFLICT

The authors declare that they have no conflict of interest in the publication of the article.

FINANCING

Self financed.

GRATITUDE

To the State University of South Manabí; for supporting the development of research.

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