



A STUDY TO ASSESS THE KNOWLEDGE AND ATTITUDE REGARDING THERAPEUTIC COMMUNICATION TECHNIQUES, AMONG STAFF NURSES WORKING IN SELECTED HOSPITALS

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ABSTRACT

Background: The vital relevance of therapeutic communication in patient care areas is now a days ,gaining more attention and often kept under discussion

Objectives: 1.To assess the level of knowledge of staff nurses regarding therapeutic communication techniques 2.To assess the level of attitude of staff nurses regarding therapeutic communication techniques 3.To associate the knowledge score and attitude score with their demographic variables.

Methodology: Non experimental descriptive research design with purposive sampling technique for 100 staff nurses of various hospitals of Wardha district. Structured questionnaire for knowledge assessment and modified likert scale for attitude assessment were the tools. The collected data was analyzed using descriptive and inferential statistics.

Main findings: In this study, 59% of the samples were having good knowledge regarding therapeutic communication technique, 11% had very good knowledge; where 29% had average knowledge and only 1% had poor knowledge .None of them had an excellent knowledge score. 72% of the staff nurses were having positive attitude and the remaining 28% were having strongly positive attitude towards therapeutic communication techniques. None of them had negative attitude and

Conclusion: The staff nurses had good knowledge and good attitude towards therapeutic communication techniques, and this can improve the quality of nursing care. The experience and place of work also influences to build up a good attitude towards patient care, when the health care providers communicate with the patients.

KEYWORDS : Therapeutic communication techniques, Staff nurses, Knowledge, Attitude

INTRODUCTION

Therapeutic communication is a vital element in nursing in all areas of activity and it achieves by the application of various techniques. It is a process in which the nurse consciously influences a client or helps the client to a better understanding through verbal or nonverbal communication. It involves the use of specific strategies that encourage the patient to express feelings and ideas and that convey acceptance and respect. Therapeutic communication helps nurses to build positive relationships with patients by showing warmth, respect, and empathy. It also increases confidence of the nurse by enabling them to ask for support, open up for feedbacks from patients and overcome anxiety. Therefore allows nurses to provide the best possible care for patients at its optimum level.

OBJECTIVES OF THE STUDY

1. To assess the level of knowledge of staff nurses regarding therapeutic communication techniques
2. To assess the level of attitude of staff nurses regarding therapeutic communication techniques
3. To associate the knowledge score and attitude score with their demographic variables.

METHOD & MATERIALS

Research Design: Non experimental descriptive study.

Population: Staff nurses.

Sample: Staff nurses working in selected hospitals of Maharashtra.

Sample Size: 100

Sampling Technique: Purposive sampling

Material: Research prepared structured questionnaire which consist socio demographic Performa, section A, of staff nurses working in AVBRH . The questionnaire continued as section B, knowledge regarding therapeutic communication techniques consists of 25 items. Their attitude, section B, is measured with the help of modified likert scale contains 25 items. Each item has 5 alternatives; strongly agree, agree , uncertain, disagree, strongly disagree.

ANALYSIS AND INFERENCES

MAJOR FINDINGS

Demographic findings

Distribution of staff nurses according to their age in years shows that 24% of them belong to the age of 20-30, 37% belongs to the age of 31-40, 25% belongs to the age of 41-50 and the remaining 14 % belongs to the age of 51 or above. 94 % of them were females and the remaining 6% were males. Majority of staff nurses were working in IPDs,74% and remaining,26%, in OPDs. 73% of them were married , 24% were unmarried, 2% were widowed 1% were divorced or separated .Distribution of staff nurses according to the educational qualification shows that, 75 % were educated up to G.N.M, 9 % were B.Sc. Nurses and 16% were P.B. B.Sc. Nurses. No post graduates where there as participants. Distribution of Staff nurses according to their years of experience shows that 20% had experience between 0-3 years, 43% had experience of 3.1 –5years and 37% had experience above 5 years respectively.

Level of knowledge of staff nurses regarding therapeutic communication techniques.

The findings shows that 12% had poor level of knowledge, 20% were having average level of knowledge and 37% were having good level of knowledge score and 31.66% were having very good level of knowledge. The minimum score was 04 and the maximum score was 19. The finding of the study shows that mean and standard deviation was 12.1 and 2.81 respectively. So it is concluded that majority of staff nurses have good knowledge regarding therapeutic communication techniques.

Table 1:level of knowledge of staff nurses

Level of knowled ge score	Score range	Percenta ge range%	Knowledge score	
			Staff nurses working in the hospital	
			Frequency	Percentage.(%)
Poor	0-5	0-20%	12	12.%
Average	6-10	21-40%	20	20%
Good.	11-15	41-60%	37	37%

Very good	16-20	61-80%	31	31%
Excellent.	21-25	81-100%	0	0%
Minimum	Score		4	
Maximum	Score		19	
Mean	Score		12.1	S.D-2.81
Mean	Percentage		20%	

Level of attitude of staff nurses regarding therapeutic communication techniques

While assessing of attitude regarding therapeutic communication among staff nurses, findings shows that. 72% of the staff nurses showed a positive attitude and the remaining 28 % were strongly in favor of therapeutic communication techniques during the interaction with patient. The minimum score was 59 and the maximum score was 94. In my study there is no association between attitude of staff nurses and their source of information. The finding of the study shows that mean and standard deviation was 14.77 and 5.4 respectively. So it is concluded that staff nurses have a positive attitude towards therapeutic communication techniques.

Table 2: level of attitude of staff nurses

Level of attitude score	Score range	Percentage range	Attitude score	
			Staff nurses working in the hospital	
			Frequency	Percentage. %
Strongly negative	20-40	20-40%	0	0
Negative	40-60	40-60%	0	0
Positive	61-80	61-80%	72	72%
Strongly positive	81-100	81-100%	28	28%
Minimum	Score		59	
Maximum	Score		94	
Mean	Score		14.77	S.D-5.4
Mean	Percentage.		66.8%	

Association of demographic variables with knowledge score and attitude score While assessing the association of findings with their demographic variables, it is found that, knowledge score has some association with the demographic variables, age in years, area of work and years of experience. These have significance and the remaining variables have no significance. In case of attitude it is found that, demographic variables, area of work, years of experience, and qualification, have greater significance and the remaining variables are non-significant.

Conclusion

Knowledge level of staff nurses should be more improved improve so as to achieve the maximum of the expected outcomes. If it is done in a proper way by using proper techniques, then it becomes a helpful for both the patient and staff nurses. Hence it is our responsibility to educate the staff nurses about therapeutic communication techniques, its importance, and its practices.

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