



A STUDY TO ASSESS THE EFFECTIVENESS OF THERAPEUTIC COMMUNICATION TRAINING ON KNOWLEDGE OF STAFF NURSES WORKING IN TERTIARY CARE HOSPITAL, LUDHIANA, PUNJAB.

Nursing

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KEYWORDS

Therapeutic communication, therapeutic communication training, staff nurses.

Introduction:

Therapeutic communication is an interaction between nurse and patient that aims to enhance the patient's comfort, safety, trust, health and well-being. Good communication knowledge is essential in nursing profession to gain information, provide quality of care to patient.¹ Effective use of these therapeutic communication techniques can encourage conversation and nurse-patient interaction, and this in turn will enable nurses to identify and meet their patient's need and patient's satisfaction.² Most of the difficulties in nurse-patient interaction have resulted from miscommunication.³ Therapeutic communication training helps nurses to develop knowledge regarding therapeutic communication.

Objectives:

To assess the effectiveness of therapeutic communication training on knowledge of staff nurses.

Methodology:

Pre-experimental research design was used on 60 staff nurses working in tertiary care hospital, Ludhiana, Punjab. The total enumerative sampling technique was used. Pre-interventional knowledge on therapeutic communication was checked by using self structured questionnaire. Therapeutic communication training was given to the staff nurses as an intervention. After the intervention, post-interventional scores were assessed and compared with pre-interventional scores.

Results:

Among 60 staff nurses maximum number of staff nurses i.e 38 (63.4%) were from age group 20-30 years. Almost all the staff nurses i.e 57 (95%) were females. During pre-intervention, near about three-fourth of the staff nurses 47 (78.3%) were having average knowledge followed by 13 (21.7%) staff nurses who were having poor knowledge. During post-intervention half of the staff nurses 31 (51.6%) were having average knowledge followed by 28 (46.7%) who were having good knowledge and only one (1.7%) staff nurse who was having poor knowledge regarding therapeutic communication. It was found that the post-interventional mean score (16.5 ± 3.22) was found to be more than the pre-interventional mean score (9.48 ± 1.86) at $p = 0.00$. It reflects the improved level of knowledge on therapeutic communication of staff nurses.

Table 1 : Distribution of level of knowledge on therapeutic communication of staff nurses. N = 60

Level of knowledge	Poor (<34%) f (%)	Average (34-64%) f (%)	Good (>64%) f (%)	Mean \pm SD
Pre-interventional	13 (21.7%)	47 (78.3%)	00	9.48 \pm 1.864
Post- interventional	01 (01.7%)	31 (51.6%)	28 (46.7%)	16.5 \pm 3.223

Maximum score = 25

Minimum score = 00

Table 2 : Comparison of pre and post-interventional knowledge on therapeutic communication of staff nurses. N=60

Scores of knowledge	Mean \pm SD	Mean%	t value	p value
Pre- interventional	9.48 \pm 1.864	37.90	17.29	0.00 *
Post- interventional	16.5 \pm 3.223	66.00		

Maximum score = 25

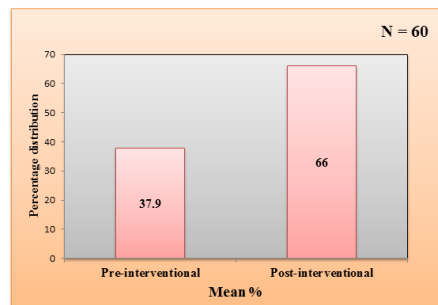
Minimum score = 00

*significant $p < 0.05$

Conclusion

The study concluded that, the knowledge score during post-intervention was high as compared to pre-intervention. So, this depicts that therapeutic communication training has increased the knowledge of staff nurses. Hence, therapeutic communication training has significant effect on knowledge on therapeutic communication of staff nurses.

Figure 7: Pre and post-interventional mean% of knowledge on therapeutic communication of staff nurses.



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