



ORIGINAL RESEARCH PAPER

Nursing

"A STUDY TO ASSESS THE EFFECTIVENESS OF SELF-INSTRUCTIONAL MODULE ON KNOWLEDGE REGARDING THERAPEUTIC COMMUNICATION AMONG STAFF NURSES WORKING IN SELECTED HOSPITAL INDORE (M.P.)."

KEY WORDS: Therapeutic communication, knowledge, socio-demographic, variable

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ABSTRACT

Therapeutic communication in nursing reinforces the nurse client relationship. It makes the nurse appear more humane to a patient. Therapeutic communication in nursing can help cut through barrier of culture, establish a connection and help deal in a situation where empathy is needed with the patient. A pre-experimental study was conducted to assess the knowledge regarding therapeutic communication among staff nurses working in selected hospital, Indore. 40 staff nurses working in general ward were selected by using convenient sampling technique. Data were collected through structured knowledge questionnaire. Demographic data reveals that 18 (45%) staff nurses were belonged to 40-50 year age group, 22 (55%) were female, 30(75%) had 0-10, year working experience. The results shows that the post interventional mean score (27.90; SD ± 1.35) was higher than the pre interventional mean score (13.50 ± 5.87). The calculated paired 't' value 14.49 shows that there is a significant difference between pre-test and post-test knowledge.

INTRODUCTION:-

A large part of a nursing carrier involve both verbal and non-verbal transmission of information to the patient. When considering this idea of nursing and communication there is what is called therapeutic communication in nursing. Therapeutic communication in nursing reinforces the nurse client relationship. It makes the nurse appear more humane to a patient. Therapeutic communication in nursing can help cut through barrier of culture and gender, establish a connection and help deal in a situation where empathy is needed with the patient. Therapeutic communication in nursing allows for the patient and family to feel like someone actually cares for him or her in their time of need. This can be fundamental in the recovery or death process of a patient. Modern health care systems are seeking to adopt more client-oriented approach to the delivery of health care. With this program shifts, patient satisfaction ad quality of life are becoming increasingly as important as a more traditional clinic outcome in the monitoring and evaluation of health care delivery. Therapeutic communication in nursing can help cut through barrier of culture and gender, establish a connection and help deal in a situation where empathy is needed with the patient. Therapeutic communication in nursing allows for the patient and family to feel like someone actually cares for him or her in their time of need. This can be fundamental in the recovery or death process of a patient. Modern health care systems are seeking to adopt more client-oriented approach to the delivery of health care. With this program shifts, patient satisfaction ad quality of life are becoming increasingly as important as a more traditional clinic outcome in the monitoring and evaluation of health care delivery.

NEED FOR THE STUDY

Quality of care is a system approach to health satisfaction and is a major indicator of quality of care services, which emphasizes both technical competence as well as interpersonal dimension of patient satisfaction with nursing.. Nursing services is one of the most important components of hospital services which has two quality of care which includes respect for the major objectives nursing care of sick patient and prevention of disease and promotion of health. In a survey conducted by department of public health, Ireland on the level of satisfaction among the patients, 94% doctors and nurses were perceived it friendly by 61% and 72% and rude by 1% and 1% of patient's respectively. In a study conducted at Magdeburg, Germany only 3.6% of patients were dissatisfied. In a case such as this the nurse should stay and further explore how the person actually feels. There are many factors associated with the healing and comforting aspects of therapeutic communication. Circumstances, surroundings, and timing all play a role in the effect of therapeutic communication.

PROBLEM STATEMENT

"A study to assess the effectiveness of self-instructional module on knowledge regarding therapeutic communication among staff nurses working in selected hospital Indore. (M.P)".

OBJECTIVE:

1. To assess the pre-test knowledge of staff nurses regarding therapeutic communication.
2. To assess the effectiveness of self-instructional module on therapeutic communication

HYPOTHESES:

H1- there will be significant difference between pre- test and post-test knowledge score of nurses regarding therapeutic communication

RESEARCH METHODOLOGY:-

A quantitative approach with a pre-experimental research design was carried out to assess the effectiveness of self instructional module for staff nurses on knowledge regarding therapeutic communication in selected hospitals of Indore" 40 staff nurses of general ward working in selected Hospital, Indore were selected by using convenient sampling technique. Data were collected through structured knowledge questionnaire. Data was analyzed with both descriptive and inferential (chi-square test) statistics.

FINDINGS AND RESULT:

Section A:- Distribution of staff nurses according to demographic variable In this study demographic data reveals that,

- Majority of the staff nurses 18 (45%) were belonged to 40-50 year age group, 16 (40%) were 30-40 years old whereas 04 (10%) were belonged to 20 – 30 year age group and only 02 (05%) were 50 year old and above.
- Most of the staff nurses 22 (55%) were female and rest of the staff nurses 18 (45%) were male, among them no one was unmarried/separated.
- 16 (40%) staff nurses' monthly income was Rs 10000-15000/- and proportionally belonged to 15000-20000/- income group, whereas staff nurses 04 (10%) had 5000-10000/- month & proportionally related to ≥20000/- month income group.
- Most of the staff nurses 30(75%) had 0-10, year working experience and 10(25%) staff nurse were fresher while 10-20 year, no one of them had above 20 years of working experience.
- Most of the nurses were 22 (55%) staff nurses completed G.N.M. while 18 (45%) staff nurses were completed B.Sc. Nursing graduate.
- All staff nurses 40(100%) knew Hindi language and among them 22(55%) were belonged to rural area whereas 18(45%) were from urban area.

Section B:- Effectiveness of self instructional module on knowledge regarding therapeutic communication among staff nurses.

Table 1.1 : Comparison of mean pre-test and post-test knowledge score

Pre-test / Post-test	Mean ± SD	Mean difference	't' Value	df	P value
Pre-test	13.50 ± 5.87	14.40	14.490	29	0.05*
Post-test	27.90 ± 1.35				

The results shows that the post interventional mean score (27.90; SD ± 1.35) was higher than the pre interventional mean score (13.50 ± 5.87). The calculated paired 't' value 14.49 shows that there is a significant difference between pre-test and post-test knowledge.

Conclusion:-

This study revealed that staff nurses working in hospital have average level of knowledge regarding therapeutic communication in pre-test knowledge assessment & there is need to improve knowledge about therapeutic communication. we can conclude that there was a statistically significant improvement seen in the knowledge score after intervention(by self structured module). Thus, intervention was very helpful in improving the knowledge score of the staff nurse regarding therapeutic communication.

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