Challenges in Nursing Communication

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Outline

- Elements of Professional Communication
- Challenges in Nursing Communication
  - Multigenerational Nursing Workforce
  - Language barriers
  - Information technology and communication
  - Patient`s perspective
“The face is the mirror of the mind, and eyes without speaking confess the secrets of the heart.”

St. Jerome
COMMUNICATION

- Is culture bound
- The way individual communicates emanates from his/her culture
- A complex process which involves sending and receiving information between two or more persons i.e the receiver and the sender
- A social process
Elements of professional communication
A professional is expected to be:

• Clean
• Neat
• Well-groomed
• Conservatively dresses
• Odor-free
Professional behavior should reflect:

- Warmth
- Friendliness
- Confidence
- Competence
Professional Speak

- In clear well-modulated voice
- Use good grammar
- Listen to others
- Help and support teammates
- Communicate effectively
- Being on time, organised, well prepared, equipped for responsibilities of the nursing role
COURTESY

- To practice courtesy
- Self-introduction, states purpose
- Address people by name, thank you
- Apologizes for making an error/causing distress
Privacy and confidentiality

- Carefully protecting information of sensitive, private nature
- Sharing personal information
- Gossiping about others violates nursing ethical codes and practice
- Respect for patients – treat with dignity and maintain their physical and emotional privacy
Assertiveness

- Assertive people express feeling and emotions confidently, spontaneously and honestly.
- Contentious- they stand up and argue for their rights, even if this entails unpleasantness with others.
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- Multigenerational Nursing Workforce
- Language barriers
- Information technology and communication
- Patient's Perspective
Multigenerational Nursing

- The veterans (1925-1945)
- The Baby Boomers (1946-1964)
- Generation X (1963-1980)
Leadership Strategies

It is important that every employee is held to the same expectations, organizational policies and procedures; yet nurse leaders should also consider individual employee needs and generational differences.
Coaching and motivating

- **Veteran nurses**: traditional, one-on-one coaching style and formal instructions. They value seniority and experience in coaching relationship.

- **Baby Boomers**: desire to feel empowered in work setting and to be asked for their feedback.
Coaching and Motivating

- **Generation X**: believe that recognition and career advancement should be based on merit, they like to see rapid progress toward the goals they set.

- **Millennial nurses**: expect more coaching and mentoring, they are optimistic and goal oriented but also want structure, guidance and extensive orientation.
Communication

- Veteran: face-to-face or written communication
- Baby Boomer: open, direct, less formal, value staff meetings and discussion
- Generation X: communication with technology – bored with meetings
- Millennial: like immediate feedback, enjoy teamwork, read less, email is good mechanism
Language Barrier

- Finding the right words – nursing diagnosis & nursing intervention.
- Documentation: patient progress, charts
- Lack of knowledge - Low Self esteem
Information technology & communication
Patient

Disease and Disability:

- Heart problems
- Lung disease, Brain injury
- Stroke, Head trauma, Dementia
- Mental illness
Let the person know you care

through your:

- Tone of voice
- Facial expression
- Words
- Gestures
- Ability to listen to criticism, complaints, sadness without disagreeing, “correcting”, retaliating, or withdrawing.
Sensitive Listening

- Listen Attentively
- Acknowledging
- Responding
- Giving appropriate feedback

- Listen without interrupting, cutting the person off, or “tuning out” what is being said
- Listen for MEANGING. What is the real problem?
Sharing empathy

- To understand and accept another person`s feeling
- Show interest in positive attributes/ strengths while talking about problems
- Empathy statements are neutral and nonjudgmental

TO BE IN ANOTHER PERSON`S SHOES & FEEL THE PAIN
Sharing Hope

- To communicate a “sense of possibility”
- Appropriate encouragement, positive feedback
- Commenting on positive aspects of other person's behavior
Sharing feelings

- Sharing emotion makes nurses more human and bring people closer
- Patient are perceptive, sense a nurse's emotions:
  - anger
  - sadness
  - happiness
  - disappointment
Using touch

Most potent forms of communication

- Comfort touch
- Gentle touch
- Firm touch
Asking relevant questions

Seek information needed for decision making
- Ask only one question at a time
- Explore one topic before moving to another area
- Open ended question
Providing Information

- Provide relevant information to help them make decisions.
- Provide information that enables others to understand what is happening and what to expect.
Assess the person's level of personal comfort

- Are they physically comfortable?
- Are they distracted by hunger, thirst, pain or needing to use the toilet
- What are they thinking or feeling?
Patient

Age related changes:
Hearing, Vision, Touch
- Reaction time
Adjust how you interact with the older person

Give them time to answer your questions or tell you what they have to say
(Remember: reaction time slows!)

Use words that are familiar and understandable

Be clear and concise: avoid long, wordy explanations or instructions
Adjust the environment and routines

- Accommodate changes in vision
  
  *Provide more light so that the older person can see you*
  
  *Stay in front of the person where they can see you*

- Accommodate changes in hearing
  
  *Make sure that the person can read your lips*
  
  *If you need to talk louder try to lower your tone of voice*
  
  *Make sure hearing aids are IN and batteries are fresh*
Conclusion

Professional communication

• Clear and simple
• Good grammar
• On time, organised
• Well prepared
Conclusion

Communication techniques

● Sensitive listening
● Empathy
● Hope
● Touch
● Provide information
Thank you for your attention