

# Impact of Nurse- Patient Interactions on Patient Outcome: A Quality Improvement Project



## Introduction

The purpose of this project is to address the benefits of care related to nurse and patient interactions. Throughout the project we have researched these benefits within different specialties of medicine. Some different specialties we studied include, communication in the ICU (intensive care unit), communication within the palliative/hospice setting, communication in the ED (emergency department), communication in the med surgical setting, patients' perception of nurse/ patient interactions, nurse communication techniques and training, and lastly the costs of effective and ineffective communication.

The joint commission states that "Effective communication is critical to the successful delivery of health care services. The Joint Commission supports efforts to improve communication between health care professionals and patients".

For nurses, good communication in healthcare means approaching each patient interaction with the intention to understand the patient's concerns, experiences, needs, and opinions. This includes using both verbal and nonverbal communication skills, alongside active listening.

Maslow's Hierarchy of Needs tell us that communication fulfills our physical, personal, and social needs. Research has shown a powerful link between happiness and communication.

Communication is powerful and sometime words can affect people in ways that are unimaginable.

**Quote: "One of the participants responses to negative emotional response in the ICU was, "Terrifying, lonely, far from home, everything new, e.g., place, faces, unfortunately remember everything, felt powerless, one nurse treated her like a child, ignored when tried to say something and made her feel like she was nothing, scary""**

## Literature Review

**Studies Reviewed:** 56 studies were competently and thoroughly reviewed. There were 40 qualitative studies reviewed and there were 16 quantitative studies reviewed.

### Common Themes Throughout Studies:

- More education and clinical experiences that nursing students receive, comfortability increases in patient rooms, which in turn improves patient outcomes.
- Communication tools, two-way conversations, effective medication communication, and therapeutic relationships help to build a positive rapport, developing positive patient outcomes in medical surgical patients and hospice/palliative care patients.
- Language barriers create complications in nurse-patient communication which negatively affect patient outcomes.
- More education, better time management, and positive therapeutic relationships leads to better patient outcomes in ICU and emergency room patients.
- Patient surveys that rank patient perception of nursing care improve outcomes.

**Overlying Theme:** Different communication tools, therapeutic relationships, improved clinical experience, more-thorough education, and more effective time management by the nurse can lead to positive patient outcomes in patients across multiple hospital floors.

**Quote: "A 26-year-old woman expressed how the nonverbal behavior of sitting down was important, stating, "It [sitting down] showed that he's on my level. That was very helpful."**

**Quote: "A 30-year-old woman stated, "Mostly people are fast talking and want me out the door, and he was really listening to my problems that I was telling him. He was trying to figure out why I couldn't keep the food down."**

## Clinical Implications

- Therapeutic communication is improved when communication educational programs are put in place
- Positive nonverbal communication
- Hourly rounding
- Positive facial expressions
- Implementing patient surveys
- Speaking slow and clear
- Maintain eye contact when speaking with the patient
- Rephrase what the patient concerns are and readdress the problem
- Neutral or positive body language
- Do not rush the patient when they are speaking
- Be patient when communicating

## References

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- Troy Media, How Technology Affects The Ethics Of The Nurse-Patient Relationship, <https://troymedia.com/health/how-technology-affects-nursing-ethics-and-patient-relationship/>, May 15, 2022

See attached for more.



**NURSE-PATIENT INTERACTION DIRECTLY INFLUENCES PATIENT OUTCOMES**

Nurse-patient interaction has the ability to influence patient outcomes, positively or negatively. Certain key behaviors allow for all healthcare workers to positively influence their patients' experiences. Key behaviors include frequent updates, eye contact, and giving patients undivided attention while in the room.

**NURSE-PATIENT INTERACTION**

**HERE IS WHAT YOU CAN DO!**

- give your patient your undivided attention while in the room
- maintain eye contact
- smiling
- handing out pamphlets of information
- participating in workshops to improve interaction