

Nurse´s Experiences with the Confirming Communication model in Patient Communication - an Intervention Study

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BACKGROUND

- Technological environment in emergency departments require nurses attention, so that the patients do not feel seen (Almerud et al. (2007).
- Nurses detects 21% of patients cues, of these are only 24% recognized. 55% of the cues that are discovered, are faced with a distancing behavior (Uitterhoeve et al. (2009).

AIMS

- Evaluate nurses initiating and responding to postoperative patients cues and concerns before and after an intervention.
- Describe the nurses experiences with a communication model.

INTERVENTION

- A one-day communication course based upon simulation-learning method was given. The confirming communication skills were (ref. Eide and Eide, 2007):
1. *Verbally following, addressing and providing immediate feedback*
 2. *Providing encouragement and recognition*
 3. *Repeating key words and key phrases*
 4. *Clarifying and specifying*
 5. *Rephrasing and mirroring emotions and summarizing content*
 6. *Sharing experiences*
 7. *Using humour*

METHODS

- Nineteen registered nurses participated from six postoperative care units.
- Quasi-experimental design "one-group pre- and post-test" was used. 38 video-recordings of simulated "nurse-patient dialogues", from individually pre- and post-test. These were coded according to "Verona Coding Definitions of Emotional Sequences".
- Interviews. 19 audio recordings from individually interviews after post-test. These were analysed with manifest content analysis.

RESULTS

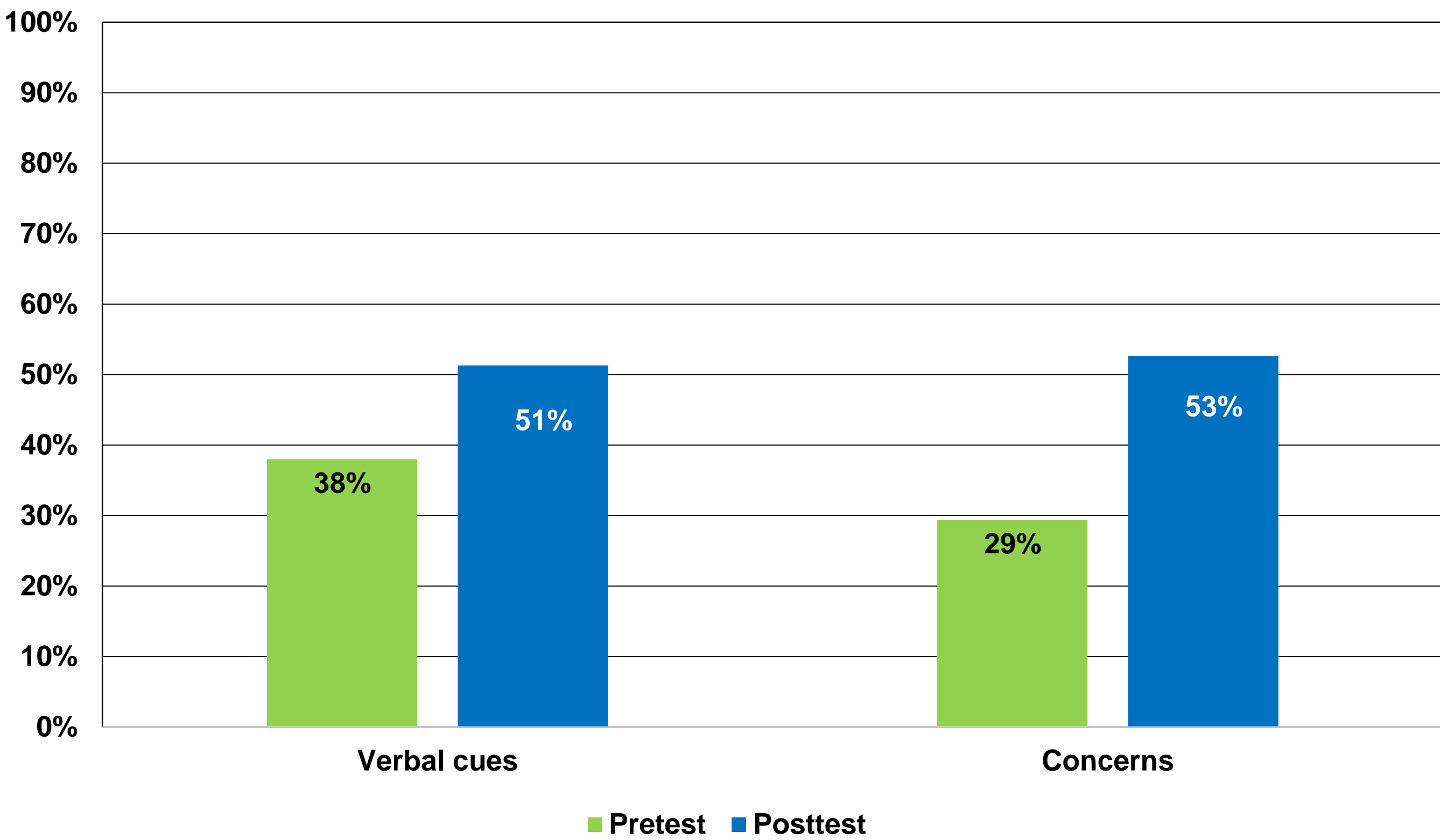


Fig. 1: Nurses initiating to cues and concerns at pre- and post-test. Significantly more cues and concerns were initiated at post-test.

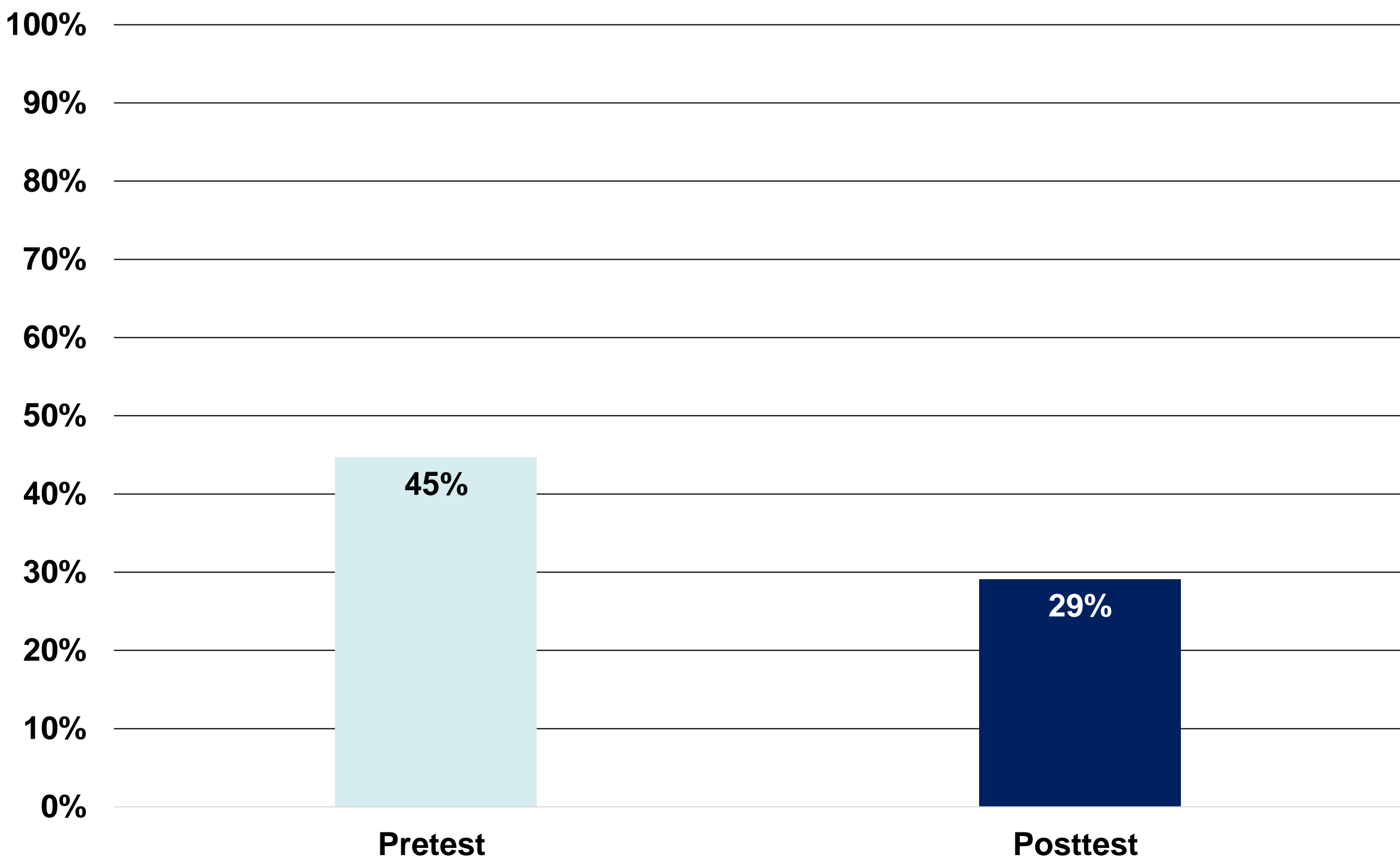


Fig. 2: Nurses responding to cues and concerns at pre-and post- test. Significantly more reduction of the response "reduce room" according to total amount of cues and concerns at post-test.

Nurses experiences of the communication model emerged in three categories:

- Quality improvement in dialogue with the patient; "...I felt I received a positive feedback, I thought it was fine that I showed that I cared and would listen. "
- Experiences in lack of competence; "... it was hard ... that she wasn't able to relax more ... she could have gotten better if I had been better in communicating."
- Contribution to own management and competence development; "... if you're a little more conscious ... it is very helpful ... I felt a little safer to enter into the conversation because now I knew how to handle ... the situation ... I have seen with other eyes, how my communication can influence the patient".

CONCLUSION

- The communication course practising with the confirming communication model offer a promising method to enhance initiating and responding to patients cues and concerns. Nurses experienced the model as suitable, but challenging.
- The results indicated that education and training could be important in raising the skills and improving the quality of communication with patients. But A one-day course may not be enough and further communication training may be needed.

REFERENCES

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