

Komunikacja interpersonalna – podstawowa umiejętność we współczesnym pielęgniarstwie

Communication – the essential skill in contemporary nursing

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STRESZCZENIE

Komunikacja interpersonalna – podstawowa umiejętność we współczesnym pielęgniarstwie

Wstęp. Komunikacja w ochronie zdrowia ma charakter transdyscyplinarny i nawiązuje do wielu dziedzin, w kompleksowym osiągnięciu zmian behawioralnych i społecznych. WHO określiła dobrą komunikację interpersonalną jako jedną z pięciu umiejętności niezbędnych do zdrowego i szczęśliwego życia.

Cel. Podkreślenie znaczenia komunikacji interpersonalnej jako podstawowej umiejętności we współczesnym pielęgniarstwie klinicznym.

Materiał i metoda. Opisowe podejście analityczne.

Wyniki. Praca w sposób zwięzły przedstawia istotę komunikacji w opiece zdrowotnej jako interakcji i wymiany informacji pomiędzy wszystkimi uczestnikami systemu ochrony zdrowia (pacjenci, ich rodziny, personel medyczny, współpracownicy, media, urzędnicy państwowi i inni). Zwykle się określać ten rodzaj komunikacji, jako specyficzny rodzaj komunikacji społecznej, która odbywa się na subtelny poziomie emocjonalnym i intelektualnym, gdzie istotne jest, aby docenić cechy wszystkich jej uczestników. Zostanie przedstawiona koncepcja kompetencji komunikacji i umiejętności niezbędne do skutecznej komunikacji, jak również pokażemy trzy poziomy komunikacji terapeutycznej. Zostanie przedstawiona koncepcja kompetencji komunikacji i umiejętności niezbędne do skutecznej komunikacji, jak również pokażemy trzy poziomy komunikacji terapeutycznej oraz wyjaśnimy zastosowanie pojęcia transmisji komunikacji w podejściu współczesnym.

Wnioski. Komunikacja interpersonalna w opiece zdrowotnej obok zwykłego przekazu wiadomości, ma również charakter komunikacji oficjalnej gdyż jest częścią działalności zawodowej. Rosnąca świadomość znaczenia komunikacji pozwala na wybór metod komunikacji, ram wartości, w jakich komunikacja się odbywa, umiejętności komunikacyjnych oraz używanych znaków. Zrozumienie zasad i struktury komunikacji interpersonalnej pomaga w tworzeniu skutecznej i oszczędnej komunikacji zawodowej w dziedzinie pielęgniarstwa, co ma wpływ na jakość opieki pielęgniarstwa.

Słowa kluczowe: pielęgniarstwo, komunikacja, kompetencja komunikacji

ABSTRACT

Communication – the essential skill in contemporary nursing

Introduction. By nature, communication in health care is transdisciplinary and draws on many areas, with the complexity of achieving behavioral and social changes. WHO has identified the quality of communication as one of the five skills necessary for a healthy and happy life.

Aim. Highlight the importance of health care communication as an integrative factor of modern nursing in clinical practice.

Material and methods. Descriptive analytical approach.

Results: The work concisely represents the essence of health care communication as the interaction and exchange of information between all participants in the health system (patients, their families, medical staff, associates, media, government officials...). It is spoken about it as a specific form of social communication that takes place on the subtle emotional and intellectual level, where it is important to appreciate the character of all participants included. The concept of communication competence is established and all the specific skills necessary for successful communication are determined. Three basic levels of therapeutic communication and interaction are presented. The use of the concept of transmission of communication in the modern approach to this phenomenon is explained.

Conclusions. Interpersonal communication in health care in addition to the usual message transmission partly has characteristics of official communication, because it also means a professional activity. Increasing awareness of the importance of communication allows the choice of the communication methods, the value framework and the communication skills and characters used in communication. Understanding the rules and structures of communication helps in the formation of a viable and cost effective professional communication in the field of nursing activities. Developed skills of effective communication can be understood as a form of quality assurance in nursing.

Key words: nursing, communication, communication competence

INTRODUCTION

Communication is a complex relationship, verbal or nonverbal interaction of two or more persons. As a general term, it refers to the process of exchanging experiences, knowledge, values and ideas between individuals and social groups. It is an essential element of human understanding, cooperation and the total activity in society (Franc Vreg) [1].

Every communication has a content and relational aspect. The aspect of content relates to the subject of conversation, while the relational aspect concerns the expectations and attitudes towards the interlocutors. Maintaining communication is based on reciprocity, or on establishing a feedback between the interlocutors [2]. The fluency of communication is represented as a phenomenon on which any form of human community is based upon; so researching and defining the term of communication have been conducted on interpersonal, group, community and global level [3].

Health communication

Interpersonal skills are at the center of every man's social existence. That interpersonal communication in dyads or small groups, represents the largest part of human communication in which someone is directly involved during the life. In large number of fields and professions, interpersonal skills are the main tool of work for the realization of professional aims. They are especially important in those professions centered on man.

Interpersonal communication in health care, beside the usual message transmission, partly has a characteristic of public communication, because it also means a professional activity. Understanding the rules and structures of communication, assists the formation of sensitive and appropriate professional interactions. Health Communication means interaction and information exchange between all participants in the health system (patients, their families, medical staff, associates, media, government officials). We talk about it as a specific form of social communication that takes place on the subtle emotional and intellectual relations, in which it is important to respect the personality of all participants in the interaction [4]. The relationship between health workers and patients has been changing throughout history according to their roles. Significant advances in medicine, the development of highly sophisticated diagnostic and therapeutic procedures, narrow specialization, fragmentation of services and commercialization of work, have led to dehumanization of relations and neglect of a holistic approach to the patient. This resulted in the establishment of paternalistic relationship where dominance of medical workers is at one end, and patient's

passivity and dependence on the other end. Inequality in relation and one-way communication created mutual discontent, insecurity, fear and aggression. Contrary the recent practice, now it is increasingly emphasized the necessity of two-way communication between patient and health professional and good informing of the patient. So today, we talk about the dominance of the concept of transmission of communication that highlights the categories of community, participation and belief in communication between the parties, giving birth to a relationship of mutual trust and respect [1].

Art of communication

Quality relationships are not the result of chance but of knowing the elements essential for successful communication. Communication is now recognized as a skill that is acquired by learning and whose base is a combination of good:

- Interpersonal skills (the ability to collaborate with others);
- Intrapersonal skills (the ability to manage one's own attitudes and emotions) [5].

Art of communication in health care involves several phases:

1. interpretation of the observed;
2. deciding on treatment;
3. the procedure (operation);
4. assessment, evaluation of the applied procedure.

A careful analysis of these phases results in the conclusion that, in the communication, the health worker is necessary to closely monitor (observe and register) all communication directed to him both verbal and nonverbal; to use this information to understand what the actor says; to think and decide how to proceed, and then assess whether his action was good or it has been maybe better if he had acted differently.

Specific skills required are:

- the ability to concentrate attention that allows observation of interlocutor;
- the ability of quick recognition, making generalizations and correct conclusions (which based upon intelligence);
- the ability of self-observation and insight into oneself and one's own behavior;
- the ability of realistic self-evaluation-self-criticism [6].

Three basic levels of therapeutic communication and interaction

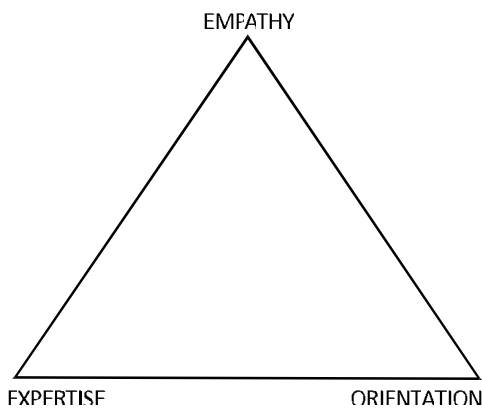
Communication is the foundation of professional practice and patient treatment. This means that the objective of the profession dictates the way of work in it. The main aim of the health professions is caring for health. Accordingly, the purpose of communication in the medical pro-

fession is always the promotion of health. These are also the three levels of communication in health care [6]:

- the first level is based on professional knowledge, the orientation on the patient and empathy;
- the second level of professional care also consists of the triad: emotions, rationality and ethic;
- the third level contains the triad of time: past, present and future.

Professional care for others has essential aim to improve health – as well as interpersonal relationships and communication as an instrument for achieving these are based on competence, focusing on the patient and empathy (first level).

Expertise is essence of professional competence. High professional knowledge is, firstly, a guarantee of provision of adequate medical care, and then, the foundation of good communication with the patient. Expertise in communication skills allows the health workers good assessment of the participant as a person, a good understanding of his messages and selection of the best approach. Expertise allows them to analyze all the relevant facts in a particular situation, to separate the important from unimportant, to take the optimal action, to recognize own feelings and reactions, to understand, the respondent, and to reach the patient.



■ Fig. 1. The foundations of professional care, interaction and communication

Empathy – the ability to understand the patient's emotional state through the understanding and affection, which further affects the quality of patient care and quality of communication with him. Many people consider that professional knowledge and empathy are the most important preconditions for good professional care and communication. Empathy is a necessary but not sufficient for a good professional patient care. Sympathy grows out of empathy and includes the desire to help the patient, not because it is expected from the medical staff, but because the patient is being experienced as a person, individual, unique human being.

Orientation – implies the ability to keep communication under constant dictate of the basic aims of the medical profession, and that is the promotion of health [6].

The culture of communication

Communication competencies of nurses include different kinds of knowledge, values and sensitivity for sociability. It implies the existence of [7]:

- Cognitive competence (expertise, knowledge of rights and duties, ability to distinguish and to reflect on facts);
- Emotional competence (positive acceptance of diversity, respect and appreciation of the patient, respect for equality and solidarity);
- Social competence (cooperation, conflict solving, assertive style of communication).

The development of communication competence allows the development of reflective capacities that include the ability to understand and learn from the experience of social and emotional development and self-awareness. Culture of communication is part of general culture, and therefore the changes in the system of social values and norms reflect on the quality and level of professional communication of health care workers. Conflicts are becoming part of everyday life within the teams of health services (primarily due to the high level of professional interdependence), the first step in establishing a positive interaction between the constructive management of conflict situations and the choice of adequate response style (cooperation, compromise, adjustment, competition, withdrawal)[8].

Nursing skills in communication as an integrating factor of contemporary nursing

- Giving information skill – nurse always has to give hope, encourage the patient to fight and actively participate in treatment, no empty promises and false hopes, no “rough truth“, but the truth has to be said in a proper manner, and all in the function of therapeutic communication without prediction of the disease outcome, but toward the fight for the health and quality in the life of the patient;
- Socialization skill – nurse should be trained to participate in social and community activities, and that patients develop confidence in solving some problems related to social protection;
- Protection skills - when the patient presents a danger to themselves and the environment (e.g. aggressive, depressed). It is necessary to timely notice the condition of the patient through nonverbal communication;
- Observation and collection of information skill – pay attention to the patient's physical condition, hygiene, vital signs and level of cooperation;
- A communication skill in the knowledge of three styles of communication – the aggressive-violating the rights of others. Passive – when they expect others to guess their wishes and thoughts. Assertive style is preferred, they are the people who know how to achieve what they want but with respecting others; The message should be direct, open, timely, clear, congruent. It should avoid the double post, focus on one thing at a certain point, make a clear distinction between fact which are perceived and personal attitudes, it should be clear about the wishes and emotions. The message should be true;
- Listening skills – Active listening, listening with empathy, openness, conscious listening, noticing difficulty in speaking;
- Create therapeutic relationship skills – the therapeutic nurse-patient relationship can have a beneficial effect,

and then it is a part of the treatment of patients, and if it is not achieved in this way then it has a negative effect and it is called non-therapeutic process, or can be neutral when there is no result. The therapeutic relationship is built through therapeutic communication with patients and in teamwork with the doctor;

- Counseling skills – the aim is to encourage patients to make decisions and to find a solution, avoid ready-made solutions and provide guidance. The problem should be analyzed, possible solutions recognized, and the patient's decision taken under consideration;
- Suggestion and persuasion skill– through the suggestion creativity should be encouraged. For example, communication must be quiet with a lot of patience and restraint, kindness and leniency when the situation requires it;
- Individual and work with patients group skills (small group) – nurse should be trained to conduct individual and group communication, which focuses on a specific groups task [3].

CONCLUSIONS

By nature, communication in health care is transdisciplinary and bases on many areas, with the complexity of achieving behavioral and social change. WHO has identi-

fied the quality of communication as one of the five skills necessary for a healthy and happy life [1].

Increasing awareness of the importance of communication allows the choice of communication methods, the value framework and the communication skills and characters used in communication. Understanding the rules and structures of communication helps in the formation of a viable and cost effective professional communication in the field of nursing activities. Developed skills of effective communication can be understood as a form of quality assurance in nursing.

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