Nurse-patient communication in home care – systematic review

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Abstract:

BACKGROUND: Communication is an important component of patient care. The ability of home care nurses to communicate well with their patients is foundational to patient-centered care, the management of chronic illness, and general healthcare. It is also vital to the nurse–patient relationship. Nurses, however, rely heavily on the technical skills with which they feel more comfortable. This study focuses on nurse-patient communication in home care settings and scientific evidence on the effectiveness of various strategies at improving Nurse-patient communication in home care.

METHODS: A systematic review of the literature published between 2000 and 2017 was conducted, searching 6 databases of PubMed, Cochrane CENTRAL, magiran, Web of Knowledge, Scopus, Google Scholar with related key words.

RESULTS: Twenty-three studies were included in the final review. The majority of the studies investigated the effects of multiple strategies to improve communication. This systematic review of randomized clinical trials and analytic studies of Nurse-patient communication confirmed a positive influence of quality communication on health outcomes. The published literature also expresses this lack of ability to communicate well with their patients can result in poor nurse–patient understanding, can lead to poor patient outcomes in home care. Improvements in nurse-patient communication can have beneficial effects on health outcomes.

Conclusion: Continuing research in this arena is important. To be effective, the nurse must gain an understanding of the patient's perspective on his or her illness. Key issues are verbalized openly is fundamental to effective Nurse-patient communication. The nurse should be careful not to be judgmental or scolding because this may rapidly close down communication.