Case Study Essay

Jasvir Kaur mander (First M. Last)

School or Institution Name (University at Place or Town, State)

# Introduction

Effective communication is the key to collect the required information from the patient and it assures patient safety and quality patient care. Quality patient care is profoundly dependent on effective communication between patient and nurses. These communication skills can help a nurse in developing a good and friendly relationship with the patients. The outcome of a friendly relationship is that nurses are able to obtain the relevant information from them need to improve the quality of patient care, and effective communication is the only way to ensure safe patient care. This paper seeks to discuss the case of George is a 73-year-old male, to explain the significance of professional nurse and patient communication. The essay will discuss the benefits of communication in the form of patient-centred care.

# Discussion

Effective communication leads to a better outcome for the patients in the form of promoting trust and confidence in the nurse. trust is an important factor in the nurse and patient relationship and its significance have been highlighted in nursing literature (Dinç & Gastmans, 2012). Trust is the development of an attitude relying with confidence on someone. Considering the importance of trust, studies also emphasize nurse educators to ensure that nurses must have the knowledge of establishing trustworthy relationships with patients (Dinç & Gastmans, 2012). Trust is a value generating concept and it involves the acceptance of patient’s expectations rather than the fears of patients related to harm. The trust relationship is important in nursing because it enables the patient to share every minor detail of their situation and they do not hide anything from the nurse. Trust in the relationship of a nurse with George can produce better outcomes for the quality care of him. Trust can also be enhanced by the use of non-verbal communication such as facial expressions, smiling that assures patient about its safety. If George trusts the nurse that they are focused on better outcomes for him, he will listen to all the details, interventions and the instructions related to the medication. When patient trust nurse and health care professionals they listen to every minor detail and comply with them for the betterment of their health.

Effective communication also promotes safe patent care. Effective communication is a goal-oriented task which aims at obtaining the right amount of information from the patient with ensures the accurate interpretation of information and it also promotes patient and nurse collaboration. Failure to obtain accurate information results in decisions based on inappropriate and misinterpreted information which increases the risk of patient harm. Unsafe communication does not give the patient the opportunity to ask questions and the healthcare professionals fail to understand a patient's opinion. In the case of George, who is a smoker and alcoholic as well, it is very important to effectively communicate the risk of smoking and drinking if he wants to ensure good long-term health. In addition, information on other habits of George must be assessed to improve the quality of patient care based on enough information. Enough information obtained about his lifestyle can allow the healthcare professional to better assess the ways in which his quality treatment can be promoted along with his busy and stressful lifestyle.

Effective communication also promotes patient safety because it ensures patient’s compliance with the instructions related to medication, and care linked with preventive practices (Levett-Jones, 2014). Verbal communication plays an important role in this regard. It is the two-way interaction which is more than just giving advice, it assures that the message communicated is understood as well. Effective nurse-patient relationships also promote patient safety (Conroy, Feo, Boucaut, Alderman, & Kitson, 2017). If George is made to understand the negative consequences of his smoking, drinking and the stress full lifestyle, the quality of his care can be enhanced and the final outcome will be better for him. In this way, effective communication will result in better self-management.

The therapeutic relationship with the patient involves the promotion of the wellbeing of an individual involved in the relationship and it is achieved when the needs of the patient are met and communication has been effective. This type of care involves person-centred care characterised by trust and respect between the patient and healthcare professionals (Hill R. H., 2017). Patient-centred care aims at meeting the individual needs of patients which is the key to the success of quality patient care. To promote the person-centred care, Mr George can be fully involved in the process of providing them with quality care by encouraging open discussions with him about his health condition, and this needs to have open verbal communication with him. If he is made to feel important in the process of care, it will encourage him to share every detail of his health condition and he will share every information which can be crucial to his treatment plan.

Therapeutic relationships can be enhanced by using effective communication and communicating accurate information to the patient. This also needs to involve the family members in the patient care process in order to obtain complete information and feedback about the patient’s health issues (Hill R. H., 2017). In the case of George, communication with the family members can be an effective way because most of his life is centred on his family members. They way Nurses and midwives’ value themselves also influence the means by which they communicate with the patient. A health care provider must base the patient care on their needs, not on their own needs. effective verbal and non-communication enable nurses and midwives to assess the needs of patients and incorporate them into the care plan.

# Conclusion

To sum up, the essay demonstrates the importance of professional and effective communication in promoting quality patient care, ensuring patients’ safety and therapeutic relationship with patients. this effective communication enables them to obtain the relevant information from them and to provide the person-centred patient care to them. Verbal and non-verbal communication skills promote nurse-patient relationship, and it is the key attribute of quality and safe patient care. It also enables meeting the specific needs of patients, and employing the skill of effective communication, nurses can make patients’ aware of their health conditions and they can educate and advise them regarding a healthy lifestyle.

# References

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