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## Research Article

# Knowledge, Attitude and Practice Regarding Therapeutic Communication Among Nurses at A Teaching Hospital of Lahore

Mehreen Sabir<sup>1</sup>, Nazia Yousef<sup>\*1</sup>, Anum Nazir<sup>1</sup>, Sidra Tasneem<sup>1</sup>, Rubina Jabeen<sup>1</sup>

<sup>1</sup>Superior University, Lahore, Pakistan

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#### \*Corresponding author

Nazia Yousef,

Superior University, Lahore, Pakistan

Email: naziayousef19@gmail.com

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### Abstract

**Objective:** Current study designed to determine the knowledge, attitude and practice of nurse's regarding therapeutic communication at Lahore General Hospital.

**Study Design:** An institution based cross sectional study design was utilized for gathering data.

**Place and Duration:** This study was conducted at Lahore General Hospital for 3 months from 15 March to 30 June, 2020.

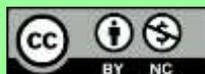
**Methodology:** This study determined the knowledge, attitude and practice of nurses regarding therapeutic communication at their workplace. A cross sectional study design was used to collect data by a structured self-administered questionnaire involving 93 nurses working in different departments of selected Tertiary Care Hospital. The data entered through SPSS software package version 25 and analyzed by descriptive statistics.

**Results:** The mean of knowledge score was 1.6079 and standard deviation was 0.43180. The mean of attitude score was 1.7115 and standard deviation was 0.55121. The mean of practice score was 1.6434 and standard deviation was 0.49611.

**Conclusion:** The nurses of respective departments (General ward, Intensive care unit, Emergency Department) at Lahore General Hospital had adequate knowledge about therapeutic communication as well as research tool results indicated their moderate attitude and practice towards the use of therapeutic communication in hospital.

**Keywords:** Therapeutic Communication, Knowledge, Attitude, Practice and Nurses.

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### Introduction

Communication plays a pivotal role in every walk of life. In simple words exchange of information through any medium is called information. Communication skills are important in the growth and development of health setting. Therapeutic communication helps health care providers to

use problem solving approach towards patients and assists in clinical decision making (Amoah *et al.*, 2019).

Therapeutic communication is a universal concern for health care providers but it is more concerned with nurses



because they are round the clock with patients than other health professionals. Therapeutic communication is said to be the key for nurses in understanding the patient and it helps patient to express his feelings and ideas. The quality care nursing can only be provided by utilizing therapeutic communication in their clinical setting. The utilization of therapeutic communication is challenging in our clinical environment. Lack of therapeutic communication decreases the positive patient outcome and suppresses the relationship of trust between a nurse and a patient. Knowledge, attitudes and practice are the cornerstone of utilizing therapeutic communication. (Dissanayake & Abeysundara, 2019)

There are many studies conducted on this topic but particularly there are no studies conducted on the knowledge, attitudes and practices among nurses of Lahore General Hospital, Pakistan. This study significantly fills the gap between knowledge, attitudes, practice among therapeutic communication and nurses of Lahore General Hospital. Particularly the study was designed to know about the knowledge among nurses of different educational level towards therapeutic communication (diploma holders, bachelors), to determine the attitude of nurses towards practicing therapeutic communication and to check the practice of nurses among different departments of hospital (Intensive Care Unit, Emergency, and General Ward) (Al-Kalaldehy *et al.*, 2020).

## Methodology

The descriptive cross-sectional study design was used to check the knowledge, attitudes and practice regarding therapeutic communication among nurses at teaching hospital in Lahore, Pakistan. Inclusion Criteria: Nurses who were degree holder, diploma holder, working in ICU, Emergency department and General Ward. Exclusion Criteria: Midwives, Nurses who were busy in their work and on leaves. The knowledge, attitudes and practice of study participants was measured by using English questionnaire that was developed based on research studies (Arkorful *et al.*, 2020).

Written consent was taken from all participants for filling questionnaire. The sample size was taken as n=93.

## Research Tool

The research tool had four sections which included socio demographic background, evaluation of knowledge, attitude and practice. The research tool had 24 items. Likert scale was used for questions measurement. It was divided into Agree, strongly agree, don't know, disagree and strongly disagree. The knowledge level of participants was operationally defined as adequate knowledge if overall knowledge base questions correct response was from 26-35, moderate from 17-25 and poor if score ranges from 7-16. The attitude level measured by scoring adequate from 23-30, moderate score ranges 15-22 and poor attitude ranges

from 6-14. For overall practice section questions, it was assumed that as adequate practice if overall score is 23-30, moderate is 15-22 and poor from 6-14. (Dissanayake & Abeysundara, 2019).

## Results

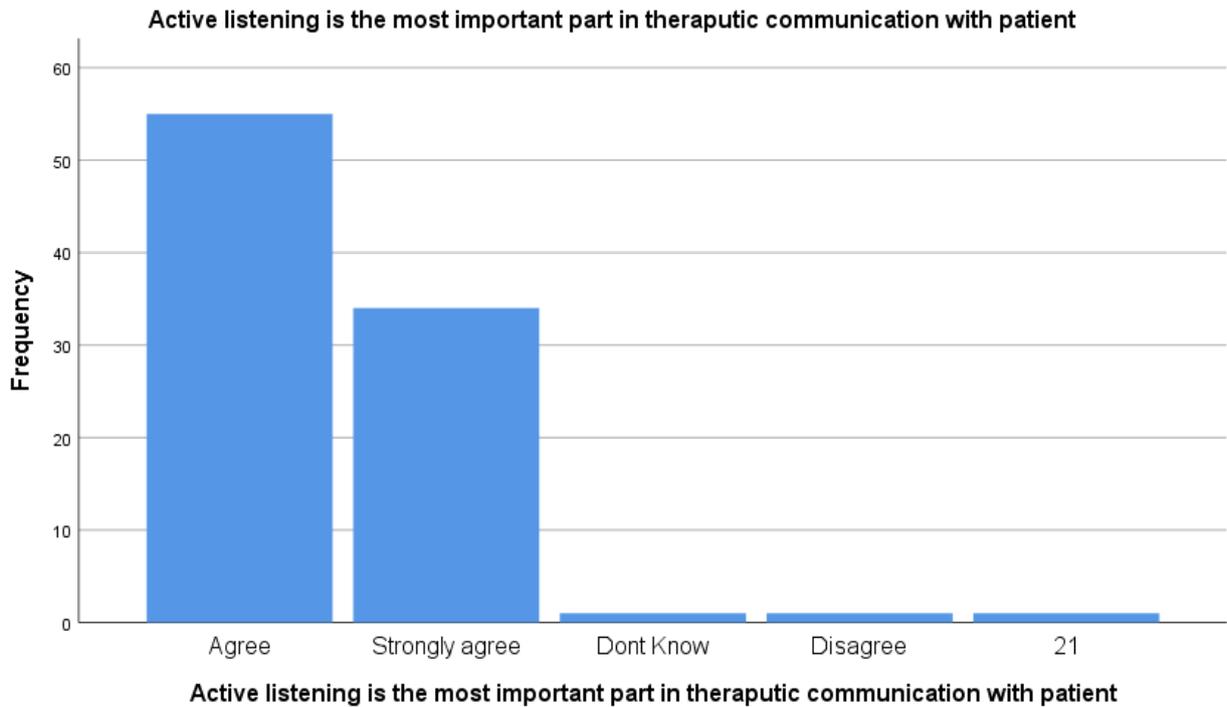
The data was entered through SPSS software package version 25 and analyzed by descriptive statistics. Frequency, percentage, mean and standard deviation were used for analysis. Result was presented by using appropriate visual representations made on demographic measurements such as tables, pie charts and narrated by text. (Dissanayake & Abeysundara, 2019).

Ninety-three nurses participated in the study. About 1.1% male and majority was female nurses with 98.9%. 59.1% fell in the age category 25-30 years, 32.3% from 30-35 years and minimum participants in the age of 35-40 years with 8.6%. 55.9% nurses were experienced in less than 5 years, 28.0% nurses had more than 5-years of experience and 16.1% had less than 10 years of experience. Regarding the education status 57.0% participants were diploma holders, 24.7% nurses were specialized and 18.3% were degree holder. Data was collected from nurses of different departments. 19.4% nurses in ICU and 38.7% in General wards and 41.9% were working in Emergency departments.

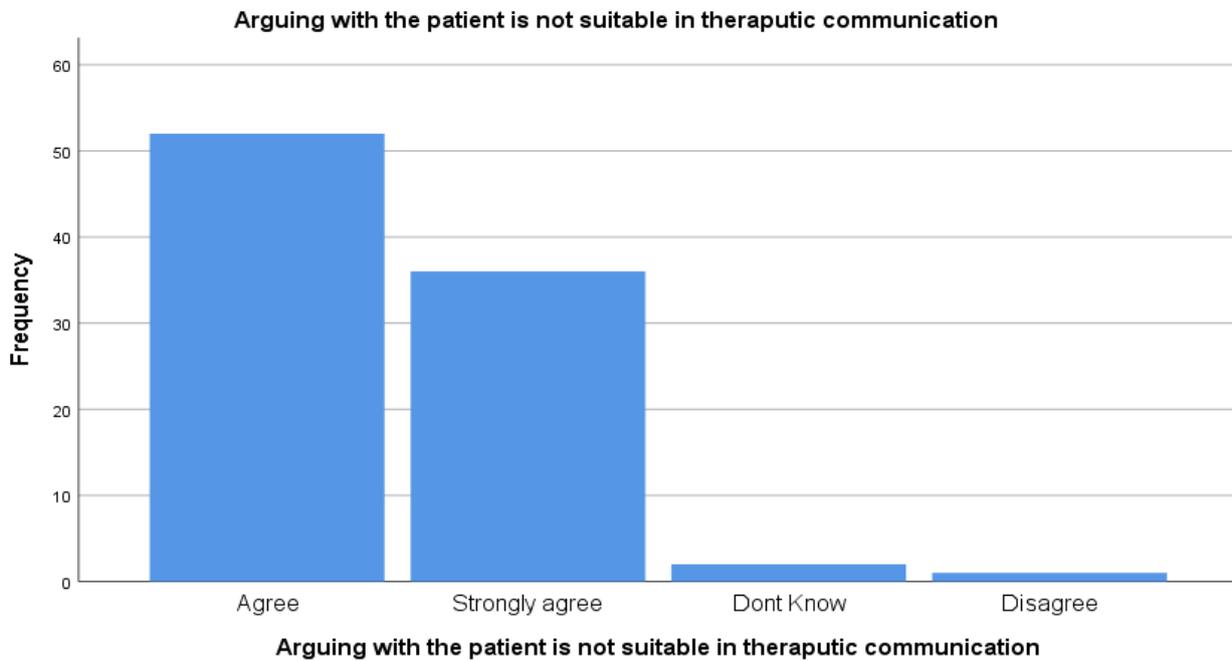
Knowledge of therapeutic communication: 59.1% nurses were agreed with the statement that Active listening is the most significant part in therapeutic communication. 36.6% were strongly agree, 1.1% don't know, 1.1% were disagree and 1.1% nurses were strongly disagreed with this statement. Arguing with the patient is not suitable in therapeutic communication showed that 55.9% were agree, 38.7% were strongly agree, 2.2% Don't know, 1.1% Disagree and 2.2% nurses were Strongly disagreed with this statement. Minimum nurses showed negative thinking related to this statement (Fig. 1).

The mean value of knowledge score is 1.6079 and standard deviation is .43180.

Attitude towards therapeutic communication: Therapeutic communication prevents medical error of patients showed that 54.8% nurses were agree, 33.3% were strongly agree, 4.3% Don't know, 7.5% were disagree and No one was strongly disagreeing with this question. Maximum nurses showed good attitude towards therapeutic communication. Therapeutic communication includes that nurse should reject the patient if he doesn't listen to her, showed that 45.2% nurses were agree, 28.0% were strongly agree, 8.6% Don't Know, 8.65% were Disagree with this statement. Maximum nurses show negative attitude on this statement and they believed that rejecting the patient if he is not listening to the nurses is included in therapeutic communication (Fig. 2).



**Fig. 1:** Knowledge about importance of Active listening in therapeutic communication. n=93

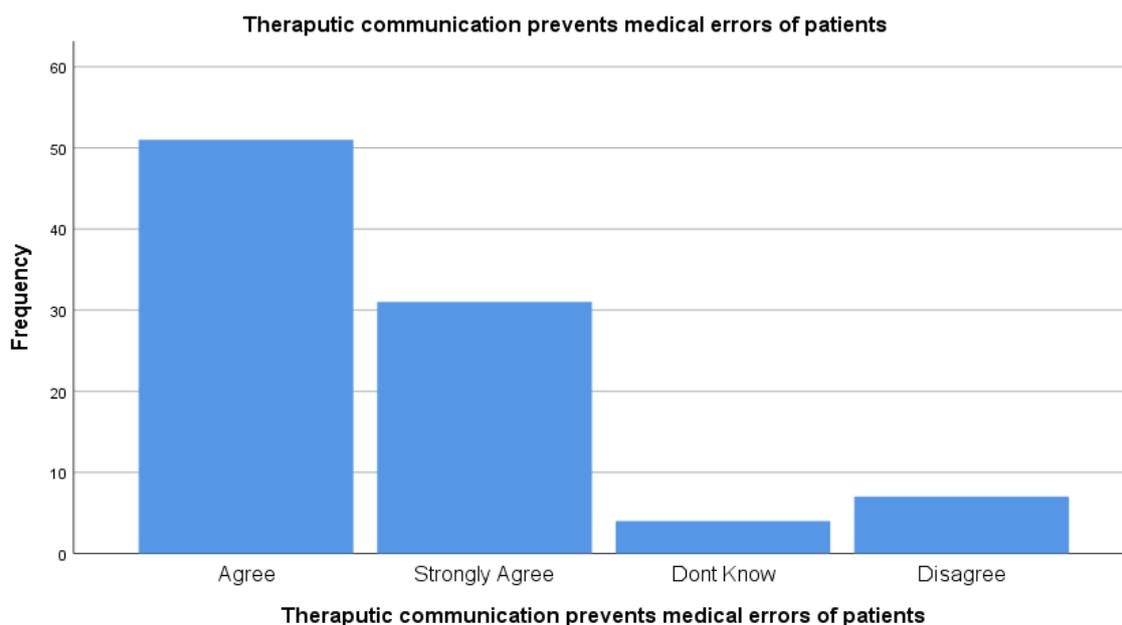


**Fig. 2:** Attitude of nurses towards therapeutic communication. n=93

Practice of therapeutic communication: Therapeutic communication should be used in preoperative and post-operative care, showed that 67.7% nurses were Agree, 22.6% were Strongly Agree, 4.3% Don't know, 5.4% were Disagree and No one was strongly Disagree on that

statement. Maximum nurses were applying therapeutic communication in their departments (Fig. 3).

The mean of practice score was 1.6434 and standard deviation was .49611.



**Fig. 3:** Practice of nurses about the importance of therapeutic communication. n=93

**Table 1:** Therapeutic communication should be used in pre-operative and post-operative care

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	63	67.7	67.7	67.7
strongly agree	21	22.6	22.6	90.3
Don't know	4	4.3	4.3	94.6
Disagree	5	5.4	5.4	100.0
Total	93	100.0	100.0	

**Table 2.** Practice of nurses about the importance of therapeutic communication. n=93

Accumulative mean of practice section					
	N	Minimum	Maximum	Mean	Std. Deviation
Practice-section	93	1.00	3.50	1.6434	.49611
Valid N (list wise)	93				

## Discussion

Therapeutic communication is an essential component of nursing care. It is said to be standardized and appropriate care for patients (Anand & Dhanalakshmi, 2017). Repeated interaction with the patients timely develops trust between patient and nurse which promotes better therapeutic communication and leads to acceptable care from nurses in the hospital. (Dissanayake & Abeyundara, 2019)

This study was conducted to assess the knowledge, attitude and practice regarding therapeutic communication among nurses in teaching hospital, Lahore General Hospital, Lahore. Data was collected from 93 nurses. Sample size calculated by using convenient sampling technique. Among

the study participants 1.1% was male and 98.9% were female participants. Different departments like general ward, emergency and intensive care unit staff were participants. Majority participation was done by staff of emergency department. Least contribution was done by intensive care unit staff due to extra workload.

Our study findings showed 95% nurses at Lahore General Hospital agree that the most vital part of therapeutic communication is active listening to prevent medical errors in the clinical settings. Whereas according to a study conducted among nurses at Kandy District, Srilanka 64.64% of study participants were agreed, 1.51% were



strongly disagree with this statement. The results are approving our findings as prevention of medical errors of patients is one integral part of improving nursing care. (Dissanayake & Abeysundara, 2019)

According to our findings 93.6% respondents agreed with the fact that effective therapeutic communication builds a relation of trust, respect and privacy among nurse and patients. In comparison a study conducted among nurses at Kandy District, Srilanka results showed that 53.76% of participants strongly agreed that trust respect and privacy are central component of therapeutic communication. This comparison study results validates our study findings as well. (Dissanayake & Abeysundara, 2019)

Our study findings showed that 93.5% nurses agreed to promote therapeutic communication in health education. In comparison study conducted among nurses at Kandy District, Srilanka results showed that 38% agreed that it should always be applied in health education whereas 55% agreed on sometimes. (Dissanayake & Abeysundara, 2019)

73% nurses shown negative attitude by agreeing that patient should be rejected if he doesn't listen to you. Study participants agreed that therapeutic communication builds up the confidence and self-satisfaction of nurses as it develops her inter-personal skills which help her in other areas of nursing also. We believe this study is a significant step in assessing the knowledge, attitude and practice of nurses regarding therapeutic communication at Lahore General Hospital, Lahore.

## Conclusion

Nurses practice therapeutic communication during their training and are expected to keep practicing it in their professional life. This research indicates that the nurses working in the selected teaching hospital have good knowledge and positive attitude. The nurses are utilizing therapeutic communication in their clinical setting. It is suggested that more nurses should be inducted as it is need of hour because least participation in study was done by ICU nurses due to extra workload. An involvement should be done to increase nurse's knowledge further about

patient's wrights and therapeutic communication. This should be done by mutual activities of hospital administration, Punjab health commission and nursing universities.

## Recommendations

There are some recommendations based on the results of the study: A similar study in multiple teaching hospitals should be conducted as therapeutic communication is the least investigated area in the field of nursing research. The administration of the hospital should look out the obstacles which nurses face in implementing the therapeutic communication.

## Conflict of Interest

Authors declare that there is no conflict of interest with the present study.

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