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50th World Congress on

Advanced Nursing and Midwifery

February 26-27, 2019   Osaka, Japan

Communication behavior of professional nurses at general hospital in Phayao Province

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Nursing communication is significant for nursing care outcome. This descriptive research was designed aiming to examine communication behaviors among professional nurses working at general hospitals of Phayao Province. The 209 nursing professional was chosen through randomly stratified sampling. The research instrument was a questionnaire consisting of communication behaviors between nurses and nurses, nurses and patients, and nurses and multidisciplinary team. Such questionnaire was confirmed content validity via the three experts and its reliability was at an acceptable level (0.92-0.97). Data were analyzed using descriptive statistics. The main findings indicated that in general communication behaviors among professional nurse, was at the high level. This included communication behavior between nurses and nurses (x =3.93, s.d.=0.55), nurses and patient (x =4.04, s.d.=0.62) and nurses and multidisciplinary team (x =4.00, s.d.=0.54). With regard to each aspect of communication behaviors, it was found that communication skills of professional nurse which acquired the lowest average score was providing a clear information, between nurses and nurses (x =3.90, s.d.=0.53) and nurses and multidisciplinary team (x =3.99, s.d.=0.56), while that between nurses and patient was gaining information without bias (x =4.02, s.d.=0.54). These findings indicated that nursing administration should place a great concern on enhancing communication skills among professional nurses in particular providing nursing information. This is anticipated to advance quality of nursing care, resulting in outcome of individualized client effectively.

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