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Knowing of patients' name and touch to them by nurses and doctors during communication

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The study was conducted in order to define states of knowing of patients' name and touch to them by nurses and doctors during communication and patients' opinion about this issue. The research was held at 13 services of a university hospital, between the dates of 1st May-1st August, 2015. The research was applied to 288 patients. "Data Collection Form" was used by researcher. This form was created by using literature. 52.1% (n=150) of the patients were female and 42.4% (n=122) of the patients' educational level was primary school and lower than primary school. 29% (n=86) of patients knew the names of nurses while 82.3% (n=237) of them knew the names of doctors. However, most of the nurses (89.9%) and doctors (88.2%) knew the names of patients. In terms of communication by touching it was detected that 26% (n=75) of the nurses and 42.4% (n=122) of the doctors touched their patients. It was detected that only 2.8% (n=8) of the patients felt disposed because of the nurses touching and 2.4% (n=7) of the patients felt disposed because of the doctors touching them. As a consequences of study it was seen that when healthcare workers know the names of their patients and touch them during communication the patients feel positively and their satisfaction increases.

Biography

Gul Gunes Celik is a MSc student at the Ege University. She is also working as a Research Assistant at the same university in Fundamentals of Nursing Department since 2014.

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