



Implementation of effective communication in nursing: A literature review

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ABSTRACT

Effective communication has an important role in patient safety management, namely minimizing and preventing actions that are detrimental to nursing care. Implementation of effective communication requires various methods to maximize message delivery in order to realize patient safety and reduce work risks for nurses and other health workers. this can be started by taking into account the Standard Operating Procedures for implementing effective communication to the use of virtual technology. Identifying the implementation of effective communication in the context of patient safety in nursing care settings is the aim of this study. The article search method is by searching for journal articles through 2 databases namely scopus and Pubmed. The method of analysis is done by selecting journals according to the purpose of writing and then reading one by one the journals that have been collected. For inclusion criteria in the preparation of this literature review are communication, health professionals, health student, nursing service setting, and journal articles for the last 5 years. The exclusion criteria; not open access journals, unclear or unstructured research methods, articles only in abstract form, non-systemic review and scoping review. Results: Through the feasibility test, 10 journal articles were obtained showing the implementation of effective communication in the context of patient safety and some of them were PBP simulation programs in the E-Learning module, TeamSTEPPS training, LEAN management, virtual technology for navigating the treatment room. Effective communication can be carried out properly and directed if nurses are able to choose effective communication methods in nursing service settings according to field situations

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Kata kunci:

metode komunikasi
komunikasi efektif
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ABSTRAK

Komunikasi yang efektif memiliki peran penting dalam manajemen keselamatan pasien yaitu meminimalkan dan mencegah tindakan yang merugikan asuhan keperawatan. Pelaksanaan komunikasi yang efektif memerlukan berbagai metode untuk memaksimalkan penyampaian pesan guna mewujudkan keselamatan pasien dan mengurangi risiko kerja bagi perawat dan tenaga kesehatan lainnya. Hal ini dapat dimulai dengan memperhatikan Standar Operasional Prosedur (SPO) untuk melaksanakan komunikasi yang efektif dengan penggunaan teknologi virtual. Tujuan penelitian ini adalah untuk mengidentifikasi implementasi komunikasi efektif dalam konteks keselamatan pasien di setting asuhan keperawatan. Metode pencarian artikel adalah dengan mencari artikel jurnal melalui 2 database yaitu scopus dan Pubmed. Metode analisis dilakukan dengan memilih jurnal sesuai dengan tujuan penulisan kemudian membaca satu persatu jurnal tersebut yang telah dikumpulkan. Untuk kriteria inklusi dalam penyusunan literature review ini adalah komunikasi, tenaga

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kesehatan, mahasiswa kesehatan, setting pelayanan keperawatan, dan artikel jurnal selama 5 tahun terakhir. Kriteria eksklusi; tidak membuka jurnal akses, metode penelitian yang tidak jelas atau tidak terstruktur, artikel hanya dalam bentuk abstrak, review non sistemik dan scoping review. Hasil: Melalui uji kelayakan, diperoleh 10 artikel jurnal yang menunjukkan implementasi komunikasi efektif dalam konteks keselamatan pasien dan beberapa di antaranya adalah program simulasi PBP dalam modul E-Learning, pelatihan TeamSTEPPS, manajemen LEAN, teknologi virtual untuk navigasi ruang perawatan. Komunikasi yang efektif dapat terlaksana dengan baik dan terarah apabila perawat mampu memilih metode komunikasi yang efektif dalam setting pelayanan keperawatan sesuai dengan situasi lapangan

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INTRODUCTION

Communication can be contemplated as the base of the nurse-patient relation and is an essential aspect in building trust and convenience in nursing care. Effective communication is a basic but complex concept in nursing practice (Afriyie, 2020) The primary interaction between the healthcare team, patients, and families is communication. Nurses must understand how to communicate effectively and work together in teams so that the right information is shared at the right time. If effective communication is not implemented, nursing care for patients is disrupted. Effective communication between nurses and other nurses is very important for patient safety and security, but there are many challenges that occur that can lead to poor and unhealthy communication. In addition, doctors are very action-oriented and want to get to the point so that action can be taken immediately. (Nadzam, 2009)

Syahid & Thomas (2018) stated that JCI (Joint Commission) obtained data from harmful activities with a total of 936 in 2015 where the communication factor contributed 70% more and became a precursor factor than medical errors (Geok et al., 2021). There is a need for a critical appraisal of the role of communication in the strategic management of organizations. The results show that, despite effective communication warranty organizational success, it is generally due to the shape or depends on the communication method, the effectiveness and appropriateness of the channel (media) chosen, as well as how receptive the access between superiors and subordinates is between them. (Ekeowa, 2016).

In practice, there are various implementations to improve effective communication in nursing care settings. Appropriate strategies need to be adopted to improve communication between nurses, management and staff and to communicate information to patients. This can start from conducting interviews with open-ended questions, in-depth interviews, involving patients and families in recording reports through I I-PASS is able to maximize SBAR at handover, build a management training team for the effectiveness of work production to the use of virtual technology in controlling the room or ward. Various efforts have been carried out to improve the competence of professional communication in the field of nursing regarding patient safety. However, the scope, methods and effectiveness of patient safety communication education for registered nurses have not been adequately reviewed. To

understand the overall status of this field, a coverage review with a systematic framework is needed (Jang et al., 2022).

The aim to be achieved through this literature review is to identify the various methods implemented in improving effective communication in nursing service settings and the obstacles that occur when effective communication is not carried out properly.

METHOD

This research is a literature study. The strategy for finding journal articles related to the implementation of effective communication for nurses in the implementation of patient safety is carried out. Two databases used are Scopus, PubMed. The keywords used are communication methods, effective communication, active communication, nurses and nursing services. Articles were selected with inclusion criteria, namely the main journal articles on communication, health workers, health students, nursing service settings, and journals in the last five years ranging from 2017 to 2021. Exclusion criteria were journal articles that were not open access, research methods unclear and unstructured, articles are only in the form of abstracts, journal articles are systematic reviews and scoping reviews. The two researchers actively collaborated in collecting journal articles from two databases, namely Scopus and PubMed, then entering the journal results that had been obtained into the EndNote application for further filtering in order to obtain truly relevant data.

RESULT AND DISCUSSION

The results of the selection of articles generated from the two databases are 63,999 articles. From the total number of registered samples, as many as 12,585 people consist of; nurses, doctors, nursing and medical students, patients and their families, the general public and interpreters. The results showed that 10 selected journal articles discussed various implementations in improving the application of effective communication.

The following is the selection of articles by following the PRISMA chart as part of a strategy in collecting articles that are considered relevant and support the search for related journals.

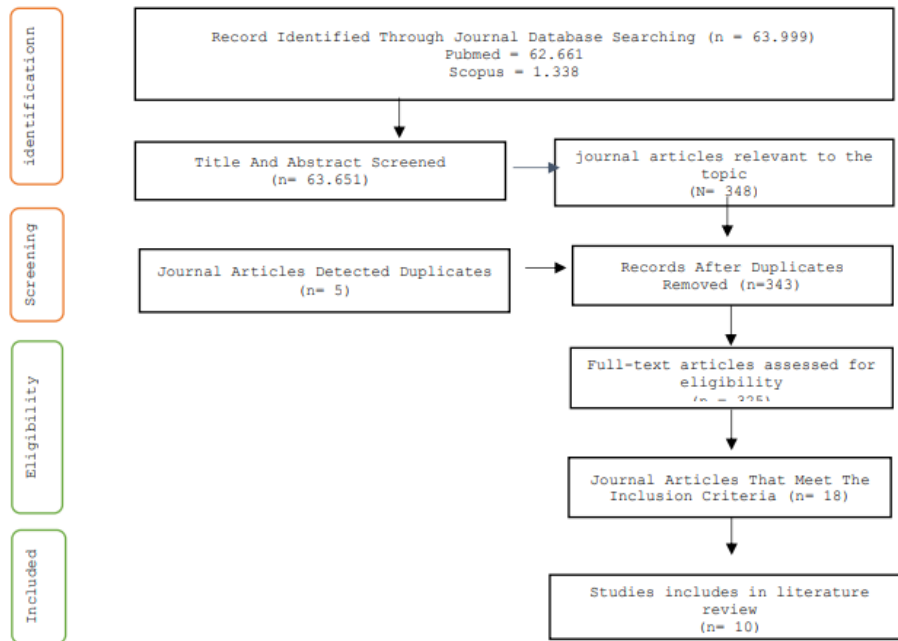


Figure 1
 Prism chart (strategy in article journal screening)

Table 1.
 Theme Review in Article

| Theme | |
|--|--|
| Effective communication methods in nursing care settings | <ul style="list-style-type: none"> - Profession-based progression training - Standardization of communication between health care providers and nuclear families - Lean management techniques and teamstepps training in patient handovers - Process improvement and setting standard elements for patient handovers - Services by interpreters who effective when caring for children (Limited English Proficiency) LEP - Group training applying virtual reality vs general live simulation on communication skills and teamwork attitudes of medical and nursing students. - Exploration of the communication experience in remote monitoring of older adult patients with pacemakers. - Providing a summary of GA (Geriatric Assessment) to oncologists in improving communication regarding aging issues - Recording of Transfer Notes and issuance of Modified Early Warning by nurses to adult patients who are reassigned from the Emergency Unit in the act of effective communication strategy for patient safety |
| Facilities | <ul style="list-style-type: none"> - PBP simulation program to the e-learning module - Communicators who have good health literacy skills, able to carry out structured and two-way communication and involve families in health settings - Nursing team leaders and nursing teams who are able to make handover time efficiency - Use of interpreters or language experts in transfer of information about care - Medical and nursing undergraduate students who are able to work together professionally - Communication tools in remote pacemaker monitoring - Geriatric assessment in cancer patients - Transfer and issuance of Modified Early Warning S core |
| Challenges in implementing effective communication methods in the field | <ul style="list-style-type: none"> - Between health care providers, patients and families still do not appreciate the importance of communication - Hospital management must be able and actively conduct or facilitate training related to effective communication - The need to maintain an effective communication culture both among teams health services, especially in the management of nursing care documentation as well as in patient handovers - Language and cultural differences between patients and health care workers - The use artificial intelligence of more advanced |

Table 2.
Effective Communication Methods in the Form of Training

| Author (Year) Title | Implementation Of Effective Communication | Result |
|--|---|---|
| (Breen et al., 2019) Effect of a proficiency-based progression simulation programme on clinical communication for the deteriorating patient: a randomised controlled trial (Ahsan et al., 2021) | A skills-based learning strategy for clinical communication in the situation of a clinically deteriorating patient was undertaken. RCT method was performed on 109 third year nursing students and 201 final year medical students where Participants were later randomized to one of three groups prior to performing a patient-relevant ISBAR communication tool performance assessment of deteriorating patients in a high-fidelity simulated facility. | Results: Inclusion of the PBP simulation program to the e- learning module provided superior ISBAR communication skills for deteriorating patients |
| Nurses' team communication in hospitals: A quasi-experimental study using a modified teamstepps | Analyzed the effect of adjusted teamstepps training on nurse group communication in hospitals. The quasi-experimental design was focused in 2 public hospitals in east java, indonesia: university of muhammadiyah malang hospital (control group) and university of brawijaya hospital (intervention group). To 56 nurses were randomly divided into 28 control and intervention groups. The intervention group was given teamstepps training using the teamstepps teamwork perceptions questionnaire (t-tpq) and teamstepps teamwork attitude questionnaire (t-taq) instruments which consisted of 18 questions | Results: Ineffective application of teamstepps in this research perhaps by cause of the training period which is lesser the AHRQ standard because the training time is adjusted so as not to clash with the nurse's shift line up at the hospital. This can also be caused by the lack of commitment and motivation of nurses to attend training until the end of time. |
| (Liaw et al., 2020) Nurse-Physician Communication Team Training in Virtual Reality Versus Live Simulations: Randomized Controlled Trial on Team Communication and Teamwork Attitudes | Evaluation on group training programs employing computer simulation vs regular live simulations for communication skills and teamwork manner of health students. The rct method was conducted on 128 medical students and undergraduate nursing students divided into 64 participants per group. Virtual groups were given a learning orientation to operate the laboratory and ward settings, talk to each other using headsets, and do appraisal on patient avatars. 1 medical student and 1 nursing student were randomly assigned to take turns role playing, noticing to participate in two simulated scenarios. | Result: Training of interprofessional teams using simulation has proven logically, as challenging to realize at the pre-registration level because the difficulty of take together different groups of nursing students. In this study there was no contrasting betwixt computer simulation and regular simulation with regard to cooperation team attitude and communication skill performance, which abutment the opportunity use of virtual reality. |
| (Obaid et al., 2021) Using lean management approach in improving clinical team leader handover process: Nursing services | Lean management method is carried out in increasing time of clinical handover by eradicate out needles steps and reducing time by up to 50% for a more efficient direction, resulting in continuous effective communication between nursing team leaders at Sultan Bin Abdulaziz. Qualitative research was conducted on 25 team leaders By Conducting an interview session on the theme 'Hearing the Voice of the Staff' to get answer the protracted handover process. | Result: 100% of nursing components participating in research activities were capable to start and end the handover process with their team leader and the average handover selection target was 20-30 minutes on a regular basis. The handover process time with the team leader is reduced by up to 50% |
| (Sanjuan-Quiles et al., 2019) Handover of Patients from Prehospital Emergency Services to Emergency Departments: A Qualitative Analysis Based on Experiences of Nurses | Explores the nurse's point of view on their experience in patient handovers, describes important aspects and areas for process improvement, establishes standard elements during handovers. Qualitative research was conducted on 12 nurses who met the inclusion criteria with 11.6 years of experience and the rest came from PEMS (pre-hospital emergency medical services), interviews were conducted by giving 10 open-ended questions regarding goals, process standardization, effectiveness of the transfer process, the main material for handover, grouping of information, encouraging information to be given or received, communication methods, appropriate handover, vital information, information for continuity of care, improving the status of change of care according to the actual situation | Results: Standardization of the transfer process is considered important by nurses. Transfer Process: before the patient arrives, the ER Nurse needs information and nursing tasks to be carried out on the patient. Handovers brought by PEMS should include all nursing duties performed and most importantly have time or opportunity to talk to patients and family members. Communication: In the absence of guidance, nurses must strive to obtain information. In PEMS, there is only one time to communicate in detail and in full about the diagnosis, the procedure performed and the treatment given. Clinical records: nurses consider very good If the written documents are easy to read, the intervention on the patient is not too long, relevant past medical history, records of drugs |

given, and records of reasons for referral. The referral form received from the doctor actually includes the nursing section, but cannot be read with abbreviations

Table 3.
Effective Communication Methods For Integrated Communication Programs with the use of instruments

| Author (Year) Title | Implementation Of Effective Communication | Result |
|---|---|--|
| (Khan et al., 2018) Patient safety after implementation of a coproduced family centered communication programme: multicenter before and after intervention study | Families, nurses, and doctors together communicate in providing health services for family standardization (around the family environment). By using an instrument consisting of I-PASS and period reports (whiteboard or paper) in the form of a summary of the daily period for families in the I-PASS form and filled punctually so that it can be known if medical negligence, family experiences, and communication processes have enhanced after implementation. The prospective multicenter method was performed on all patients admitted to the study unit hospital, namely; 2,148 parents or caregivers, 435 nurses, 203 medical students, and 586 residents. | Results: Efforts to improve communication in providing family health services have not been able to change the overall error. Systematic communication, health education, family involvement, and two-way communication, most likely to be implemented through adaptation |
| (Catalan-Matamoros et al., 2020) Assessing Communication during Remote Follow-Up of Users with Pacemakers in Norway: The NORDLAND Study, a Randomized Trial | Exploration of the communication experience in remote monitoring of the elderly with pacemakers. Through a randomized trial in 49 patients with pacemakers (25 remote monitoring, 24 hospital monitoring). Participants were scheduled for pacemaker implantation and sequentially included in the research then pursue for a year after PM implantation. After 6 months, participants answered the health care communication questionnaire questions adapted from the HCCQ. 12 months after surgery, the communication experience was further investigated by conducting in-depth interviews using an interview guide. Open and closed questions were given to gain experience of participants' communication in relation to their pacemaker | Results: There no cogent difference between remote monitoring and hospital control. Talking to the doctor from home is a positive and most importantly easy and the patient feels safe. Some participants considered the new method a secure choice, because they felt they were being followed up. Another favor is the lack of hospital visits (saving time and travel costs). |
| (Mohile et al., 2020) Communication With Older Patients With Cancer Using Geriatric Assessment: A Cluster-Randomized Clinical Trial From the National Cancer Institute Community Oncology Research Program | Provide summary GA (Geriatric Assessment) to oncologists in improving aging-related communication and receive GA according to summary recommendations for each patient enrolled and satisfy the criteria with cognitive impairment or depression (normal care), as well intervention warnings. The randomized cluster method was performed on qualified patients (264 women, 276 men) from 31 oncology community practices at the University Rochester with a mean age of up to 76.6 years. 414 caregivers with descriptions of 310 women, 101 men, the average age listed was 66.5 years. | Result: GA provides systematic information on symptoms and quality of life to oncologists. Similar to the palliative care model, GA-appropriate treatment can be tailored to both the patient and caregiver. Formal GA for oncology community experts, as per ASCO recommendation can improve contentment and communication in exposed elderly patients with advanced cancer and their caregivers. Summary GA is considered practical and convenient because of the recommendations for effective interventions that are sensitive to aging and is considered ideal for nursing care of elderly klien with cancer |
| (Olino et al., 2019) Effective communication for patient safety: transfer note and Modified Early Warning Score | Nurses record Transfer Notes (NT) and issue a Modified Early Warning Score (MEWS) on adult patients who are reassigned from the Emergency Unit as an effective communication method for patient safety by analyzing data collections from electronic records of patients treated in Adult Emergency Services. . Nurses use the NT script, MEWS and patient goals in transferring patients to the Ambulatory and Hemodynamic Surgery Center. For transfers to inpatient units, ICU and Surgical Blocks, the NT script becomes definitive. NT is considered complete if all fields are filled. MEWS scores were applied only before treatment transfer along with NT scripts in electronic registration. Quantitative, cross-sectional and retrospective methods were performed on 8028 patients requiring transfer to the ED. Descriptive analysis was performed | Results: NT and MEWS-related adherence outcomes were more than 80%. Although it does not achieve institutional goals, it is able to demonstrate that these tools are part of the nurse's job and their use is in the process of systematization and both are considered to improve effective communication which directly improves patient safety and reduces the possibility of side effects or unwanted consequences. For outcomes worsened in the month with the |

| | | |
|---|---|--|
| <p>(A Y Choe et al., 2019)</p> <p>Inpatient communication barriers and drivers when caring for limited english proficiency children</p> | <p>Recognize barriers and encourage the use of effective interpreter services when caring for children in LEP (Limited English Proficiency) hospitals from the point of view of interpreters and child health services. Group Level Assessment (GLA) is used involving a 7-step structured process: Climate Control, Generation, Appreciation, Reflection, Understanding, Selection, and Action. Nursing and interpreting services are completed by GLA facilitators using 51 unique instructions. During the study researchers took detailed notes, including verbatim transcriptions of participants' sentences and after the session ended, each participant completed a demographic survey, including years of experience, spoken language and perceived fluency and culture. The structured qualitative participatory method was carried out on 36 Doctors, 10 Nurses, 18 Interpreters</p> | <p>highest occupancy rate, indicating that overcrowding is a factor that can undermine patient safety and quality of care.</p> <p>Results: Identified barriers: Difficulty obtaining interpreter services, unclear conversation when talking to LEP families, uncertain client's wishes, roles and unfulfilled hope from family involvement. Effective communication will take place if: health care providers and linguists work together to coordinate, understanding the role of cultural backgrounds in providing effective traditional care, apply empathy to clients and families, use active communication methods to families</p> |
|---|---|--|

From the results of the research that has been compiled above, it shows that various implementations have been used so that the application of effective communication can be carried out optimally in the nursing service setting. PBP (proficiency-based progression) simulation program into an E-Learning module for the effectiveness of SBAR communication, making structured communication framework studies using simple language, period reports through simple boards, training programs to improve team management, one of which is LEAN management in increasing work productivity team leader and nurses, TeamSTEPPS training, nurses' exploration of handover by reviewing aspects of standardization, information transfer process, communication and clinical records, recording the results of interviews with nurses through audio recordings regarding barriers to effective communication which were then analyzed and transcribed in the form of thematic analysis, using Group Level (GLA) assessment to analyze the LEP level of patients and families of patients who have limited English, holding interactive workshops for role playing, group discussions and exchanging experiences of nurses and the use of virtual technology to the Navi room gate. treatment. Dias LM, et al stated that the goal of communication skills education is to reduce the negative effects of bad news and not only on patients but also on doctors (Yazdanparast et al., 2021). Below will be described in detail the methods, facilities, and challenges in implementing effective communication methods in the field in nursing care settings

Methods of Effective Communication in Nursing Service Settings

Developing PBP-based professional training is a more definitely way to lecture clinical communication to worsening patients than e-learning. Enhanced performance with the PBP simulation was attained with the same training time and facilitator/student ratio as the standard simulation). In order to increase the acquisition of non-technical skills, technical simulation-based training is being deployed to reduce medical errors and patient injuries in healthcare. It is certain that the need for an evidence-based access to a kind training becomes a reliable resource for providing measurable skills enhancement rather than simply enhancing the educational experience.(Angelo et al., 2015)

Standardization of communication between health care providers and nuclear family

The involvement of clients and families is very important to improve patient safety. Although the role of clients and caregivers in patient safety has received new attention, plans and interventions have been put in place for both clients and caregivers (Lee et al., 2021). Systematically, patient safety outcomes are measured in a structured and proactive manner by requesting family safety reports and then handling the data that has been obtained through family reports of medical errors and adverse events along with data collected from other sources (eg provider reports, hospital incident reports). So this report was systematically investigated and assessed by the review team of nurses and physicians. Using the family as a source of patient safety data is a validation. Together with the client's family create results and inform all aspects of the design of the activity, which is believed to greatly improve the quality of the data collected, and the potential for intervention. Efforts to prioritize family involvement as a key component of multidisciplinary collaboration involving nurses, physicians, researchers, medical educators, communication specialists, and health literacy experts in all aspects of study design, implementation, data collection and analysis, as well as interpretation and dissemination of findings

Lean management techniques and TeamSTEPPS training in patient handover

TeamSTEPPS is used to improve quality, safety, efficiency in healthcare and reduce errors. Focus on specific skills that are useful for supporting team performance principles, such as specialized training, behavioral methods, human factors, and cultural change designed to improve patient safety (Prins, 2019) The four components of TimSTEPPS; leadership skills, mutual support, situation direction, and effective communication between team members (King et al., 2008). The implementation of this training is very effective in increasing the patient safety culture which is proven in improving communication, handoff, transition, and decreasing the frequency of reports regarding side effects (Gaston et al., 2016) (Megahed & Ahmed, 2018). An important strategy in lean management is to improve the clinical handover process between team leaders and core groups using the PDSA (Plan, Do, Study, & Act) tool in the four-stage problem-solving model. It begins with

introducing the new team leader on the handover sheet. introduced a new “sign” of the ongoing team leader’s handover written in Arabic and English to prevent unnecessary interruptions and distractions during the handover. the team worked with the pharmacy department to remove the stationary drugs in the narcotics cabinet and prioritize the slow-moving and fast-moving ones. all units tested (Obaid et al. 2021)

Process improvement and setting standard elements for patient handovers

In improving communication, avoiding data loss and side effects, it is necessary to standardize the patient transfer process for pre-hospital emergency medical services (PEMS) and hospital emergency units (ED) so that clinical safety improvements are achieved. When a patient transfer is performed, important information regarding the medical record as a whole must be included. When a nurse proposes adequate transfer actions for patients, identifies when to receive patients and displays the profile and performance of the nurse herself, the PEMS nurse must submit significant patient information based on a comprehensive nursing assessment through data in the medical record. The ED nurse must verify all information received correctly, repeat or ask questions and ask for clarification as needed. Verbal communication should be supported at all times with notes provided by the PEMS nurse. Emergency room nurses and PEMS must systematically manage and store patient information during the patient transfer process. This will help reduce medication errors, avoid side effects, data loss and increase patient safety and professional satisfaction. (Sanjuan-Quiles et al., 2019)

Effective interpreter services in caring for LEP children

Improved use and functionality of technology access to be timely and predictable by interpreters, planned training for providers focused on a culture of effective care delivery, consistent use of communication strategies and centering on families including re-teaching, and expectations of interdisciplinary application arrangements through “pressure” prior to meeting with LEP families was an important step and was a participant’s expectation (Angela Y Choe et al., 2019). Cultural competence education for servants Medicines, as highlighted by GLA participants as action items, can be used to provide more comprehensive and effective care (Britton 2004) (Olness & Torjesen, 2016). In addition to promoting a culture of humility through education, participants emphasized the use of family-centered communication as a strategy to promote optimal family engagement and understanding. The precession of a concept that is well-accepted among interpreters and recommended by consensus-based practice guidelines enables the medical practitioner and interpreter to establish shared expectations about the scope of practice, communication, interpretation style, time constraints, and medical context prior to patient encounters (Betancourt JR Green AR, Lopez L, Wasserman M., 2012) (National Council on Interpreting in Health Care, 2005)

Team training using virtual reality vs conventional live simulation.

Furthermore, the development and evaluation of Artificial Intelligence Technology is considered capable of replacing expensive and human-controlled human

embodiments, reaching more broadly and continuing better through group-based interprofessional education training. With its practicality and feasibility, virtual reality serves as a promising learning strategy to prepare students to be part of a future collaborative workforce that can provide safe and quality patient care (Liaw et al., 2020)

Explore the communication experience in remote monitoring of patients with pacemakers.

Telehealth is expected to be applied optimally through the implementation of unstoppable digital contributions to meet various patient needs. This study provides some insight into the content of telehealth communications and confirms the positive experience when communicating remotely with patients using pacemakers. This new health care technology can be a great support tool especially for patients who experience long-term pain. Therefore, it is important to continue to develop strategies to assess and improve the patient communication experience. (Catalan-Matamoros et al., 2020)

Provision of a GA summary (Geriatric Assessment)

In a randomized clinical trial, the COACH cluster was the first to show that formal GA administration to community oncologists, complies with ASCO guidelines (Mohile et al., 2018) and improves satisfaction and communication for susceptible elderly patients with cancer. Advanced stages and to their caregivers. The COACH points out that the GA summary is considered practical and convenient with recommendations for aging-sensitive interventions capable of improving patient-centred outcomes and should therefore be considered the standard of care for older cancer patients (Mohile et al., 2020)

Recording of Transfer Notes and issuance of Modified Early Warning

Standardization and computerization of the NT electronic medical record script can make it easier for nurses to control the equipment. NT and MEWS need to be widely applied and used systematically by the treatment protocol team in order to have an impact on patient safety, quality of care, effective communication and reduction of unexpected events in the transfer of care. It is recommended that other care units use these tools in carrying out actions to support effective communication and management of patient transfers in a safe manner. (Olino et al. 2019)

Facilities

Implementation of effective communication in nursing service settings requires facilities or facilities that are considered to greatly affect the effectiveness of the application of effective communication. Nurses, doctors or other health workers who are the determinants of the success of the implementation of therapeutic communication should look more broadly and expand the network of insights about the facilities needed for effective communication. There are characteristics of effective communication, namely when care providers, doctors and patients are informed and participatory and have patient-centred health services, a nursing care system that provides well-organized and responsive services tailored to the needs of patients and nurses (Arora et al., 2009) (Street et al., 2012) To embed the characteristics of effective communication,

especially in nursing service settings can be started from understanding each other what are the barriers to effective communication in the nursing room, standardizing effective communication between health care providers and the patient's nuclear family, being able to follow technological developments, especially regarding information systems. nursing, maintaining team cohesiveness in the implementation of weigh-in, being able to apply structured management in the handover process, implementing Team STEPPS in the implementation of SBAR communication, using the services of linguists to connect the meaning of each conversation between patients and health care providers who experience foreign language limitations until with the use of AI virtual technology (artificial intelligence) so that good cooperation between nurses and doctors can be carried out properly.

Challenges in the Application of Effective Communication Methods in the Field in Nursing Service Settings

Effective communication methods in nursing service settings cannot be denied until now there are still many challenges. Besides requiring good cooperation between nurses, doctors and other health workers, it also requires material support from institutions. Some examples are; Although there is no easy way to upgrade translation service, health services must settle and support policies regarding facilitate the availability of translators, standardize communication practices, and advance the optimization of language translation in hospitals. (Angela Y Choe et al., 2019)

LIMITATIONS OF THE STUDY

In the preparation of this literature review, there are several limitations. first, the journals selected are journals with English text, so the researcher has a few limitations in translating each sentence and caution is needed in translating so that there are no misunderstandings in interpreting the literary contents of the journal or article. second, journals that are not freely accessible cannot be selected for this study even though the research is relevant to the title of this study. Third, 10 journal articles were considered sufficient to conduct studies at the graduate level, but the authors believe that these figures are insufficient to represent a study of effective communication in nursing care settings, and the findings cannot be generalized. fourth, the selected search keywords also have other limitations that have an impact on the limited use of the database. Therefore, a larger number of journals is recommended to represent and generalize this study broadly

CONCLUSIONS AND SUGGESTIONS

Through the outcomes of the study of each literature, it can be concluded that in carrying out nursing care various methods of effective communication are needed to reduce and even prevent communication barriers that can ensue among nurses and clients, between nurses and nurses, and between nurses and other health workers. Avoiding unexpected events as part of a patient safety culture is the main goal of implementing effective communication in the nursing care system. Implementation of effective communication can be done starting from interviews, team management training, the use of standardized instruments to the use of virtual methods in maximizing the performance

of nurses in the implementation of nursing care which includes the implementation of effective communication. Suggestions from researchers are when nurses communicate effectively and expect it to be carried out properly and directed, it is better to choose effective communication methods in nursing service settings according to field situations.

ETHICAL CONSIDERATION

Not relevance

Funding Statement

There is no funding in this research

Conflict Of Interest Statement

There is no conflict of interest in this study

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