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COMPETENCES OF CLINICAL COMMUNICATION OF NURSES IN HEALTH CARE

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Background: Providing nursing care involves an interpersonal relationship between nurse and the patient, which is set by communication. The ability/competence to communicate therapeutically with the patient/family is an autonomous nursing intervention that allows nurses to meet the needs of patient care.

Objectives: The objectives of the study was: to conduct a psychometric study of a clinical communication skills scale; evaluate the clinical communication skills of nursing professionals; identify the sociodemographic and professional variables that influence the clinical skills of communication and to analyze the opinions of nurses on training in clinical communication area.

Methodology: Quantitative study, non-experimental, correlational and cross-described. We used the questionnaire for sociodemographic data collection and professionals, questions about training in communication and clinical communication skills scale, built on the Kalamazoo consensus statement and used in Portugal by Leite. The sample consisted of 275 nurses in health institutions in the center of Portugal.

Results: The sample has an average age of 36.20±7.539 years. Most are nurses (75.6%); in the professional category 93.1% has a nurse category; 57.8% report having had training in clinical communication, but 73.1% admit to feeling a need for more specific training in the area. They have averaged 13.58±7.664 years of professional practice and 66.9% work in hospitals. The scale showed five factors: involve therapeutic, facilitate dialogue, understand the concerns, communicate assertively and carry interview. Overall nurses had an average level of clinical communication skills (43.3%). Most (74.8%) considered good or very good training that had the course in this area, however we found that 25% considered mediocre or bad. Almost all (98.9%) agree with the existence of specific training in clinical communication area for nurses. They had better communication skills nurses, those over 40; those with the category of nurses (without managerial functions/coordination) and those with more years of professional practice.

Conclusion: The scale clinical communication skills we used revealed good internal consistency. Despite considering the good training they have had, we see a deficit in clinical communication skills in nurses referring to the need for training in this area. The data point to increased investment in clinical communication in the training of nurses and suggest the promotion of training in this area

Biography

Gonçalves A M is the Assistant Professor of Polytechnic Institute of Viseu (Health School), and Researcher of the Centre for the Study of Education, Technologies and Health (CSETH), Portugal. He did his PhD in Nursing Science at ICBAS University of Porto, 2014. His specialization includes Mental Health and Psychiatry Nursing. He is the Member of Pedagogic Council of the Health School (2003-2008) and Technic-Scientific Council (CTC) of ESSV since October 2004. He served as a Vice President of the Health School Representative Assembly since 2013. He took part in the Electoral Commission for the Election and Cooption of the Statutory Assembly of the Polytechnic Institute of Viseu (2008). He is the Founding Partner and Fiscal Council Member of the Portuguese Society of Mental Health Nursing since 2007, later integrated the social organs between 2008 and 2011 (General Assembly); since 2011 he integrated the Editorial Committee of the Portuguese Journal of Mental Health Nursing, and from 2014 to present day, its scientific committee. He is the Member of the Portuguese Suicidology Society. He took part on several organizing committees of scientific events (Congresses, Symposia and Seminars) and also on the "Invest in Capacity Project" from the Gifted Children Portuguese Association 2015/2016. His research interests include: nursing, mental health and psychiatry, suicidology, social sciences/educational anthropology, social sciences or anthropology and health socio-anthropology

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