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Effect of nurses interpersonal communication skills on quality of care in hospitals

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Abstract--Communication skills are considered a significant component in a nurse-patient relationship and can influence the quality care outcome. The purpose of this study is to assess Effect of Nurses Interpersonal communication skills and patient satisfaction toward quality of care services in hospitals. Descriptive design study was carried out from AL-Najaf city hospitals was conducted the present study been conducted starting the 15th of September 2021 to the 22nd of May 2022. A non-probability purposive sampling which consists a (convenience sample) of 200 Nurses and 200 patients have been chosen and also it was selected from Hospitals and the data collected using the questionnaire have two parts, which are explained in the following Part I: Demographic data and information related to Nurses: This part consists of two sections, which are presented as follows: Section (A): Nurses Demographic Data Section (B):Nurses Interpersonal communication skills Part II: Quality of Health Care. This part consists of two sections, which are presented as follows: Section (A): patients Demographic Data; Section (B): This Section illustrates five domains to examine the patients satisfactory about the provided Quality of Health Care in the AL-Najaf city hospitals. The study result It reveals that there is a significant association between interpersonal communication skills and patients' perspective about quality of health care (Chi Square= 9.60; P =0.047).

Keywords--nurses, interpersonal communication skills, quality.

Introduction

Interpersonal skills, in the health-care setting, are skills that are exhibited when nurses use evidence-based and theory based styles of communication with their patients and colleagues. They can also be thought of as behaviors that help us to achieve an objective. People who have developed strong interpersonal skills are usually more in both their professional and personal lives. (Villela, 2013). The word communication is derived from the Latin word 'communis' which means common. The definition underscores the fact that unless a common understanding results from the exchange of information, there is no communication. Communication can be defined as the process of transmitting information and common understanding from one person to another.(Mahvar et al., 2020). Right of communication between the Nurses and patients leads the positive effects such as, improvement of vital signs, reducing pain and anxiety and increasing of the satisfaction and better participation in therapeutic program. On the other hand, improper communication can lead to improper diagnosis as a results, reduction of patient's participation in treatment program (Siamian et al., 2014).

Practical interpersonal communication skills are essential to social interaction and the building and maintaining of relationships. Poor communication skills can cause irrevocable damage to relationships; and affects productivity, satisfaction, performance, morale, trust, respect, self-confidence, and even physical health(Ibrahim, 2019). nature of nurse-patient relationships, seeing individual patient, lack of good quality nursing care and its effects, nursing care, a care process that is efficient, feeling worthy as a person versus feeling worthless, patient sense of security with regard to care and being cared for by a team(Literate & Indonesia, 2020). Patients' satisfaction is important parameter of health care quality that also includes their expectations and their assumptions on health service but also represents the result of delivered care and treatment and finally, it represents essential contribution in further treatment since it inspires patient to continue cooperation with physician in order to solve his own health problems. All together with other motives should lead to (Cook & Testa, 2012).

Method

Through the application of the study questionnaire, the data are collected and through an organized interview with the nurses and patients who were interviewed at the specified time to care and each nurses and patient was interviewed in the same way using a similar questionnaire for the study sample in the hospitals and the sample was not probable (purposive sample).

Result

The results of the demographic characteristics and the Nurses Interpersonal Communication Skills and The demographic characteristics and quality of care based on explained in the following contexts

Table 1
Descriptive statistics (frequency and percentage) for the demographic data of patients

Demographic data	Sub-groups	Frequency (N=200)	Percentage
Age / years	33-42	144	72.0
	43-52	37	18.5
	53-62	17	8.5
	63-72	2	1.0
Gender	Male	94	47.0
	Female	106	53.0
Marital Status	Single	30	15.0
Educational Level	Married	143	71.5
	Widowed	18	9.0
	Divorced	7	3.5
	Separated	2	1.0
Residence	Does not Read and Write	38	19.0
	Read and Write	159	79.5
	Primary school and above	3	1.5
Occupation	Rural	19	9.5
	Urban	181	90.5
Occupation	Free Job	40	20.0
	Employee	47	23.5
	Retired	20	10.0
	Housewife	78	39.0
	Jobless	15	7.5

Table 2
Descriptive statistics (frequency and percentage) for the demographic data of nurses

Demographic data	Sub-groups	Frequency (N=200)	Percentage
Age / years	21-34	161	80.5
	35-48	32	16.
	49-62	7	3.5
Gender	Male	80	40.0
	Female	120	60.0
Marital Status	Single	128	64.0
	Married	70	35.0
	Widowed	1	0.5
	Divorced	1	0.5
Educational Level	Middle school nursing	48	24.0
	Diploma	75	37.5
	B.Sc.	77	38.5
Residence	Urban	193	96.5
	Rural	7	3.5

Years of Experience	1-15	176	88.0
	16-30	20	10.0
	31-45	4	2.0
Workplace	Al-Sadr Teaching Hospital	61	30.5
	Al-hakeem Hospital	51	25.5
	Al-Zahraa Hospital	44	22.0
	Al-Forat Alawsat Hospital	44	22.0
Work Shift	Morning	136	68.0
	Evening	53	26.5
	24 hours	11	5.5
Participation in the communication skills training	Yes	64	32.0
	No	136	68.0

Table 3
Assessment and mean of scores of nurses' interpersonal communication skills

No.	Items	MS	SD	Assessment
1	Your words come' out the way you would like them to in conversation.	2.56	0.55	Good
2	When you are asked a question that is not clear, do you ask the person to explain what he means.	2.45	0.57	Good
3	When you are trying to explain something, do other persons have a tendency to put words in your mouth.	2.21	0.66	Moderate
4	You assume the other person knows what you are trying to say instead of explaining what you really meant.	1.98	0.63	Moderate
5	You ever ask the others to tell you how they feel about the point you try to make.	2.09	0.63	Moderate
6	Difficult for you to talk with other people.	2.44	0.65	Good
7	In conversation, you talk about things which are of interest to both people.	2.33	0.67	Moderate
8	You find it difficult to express your ideas when they differ from those around you.	2.04	0.64	Moderate
9	In conversation, you try to put yourself in the other person's shoes.	2.06	0.76	Moderate
10	In conversation, you have a tendency to do more talking than the other person	2.05	0.75	Moderate
11	You aware of how your tone of voice may affect others.	2.55	0.61	Good
12	You refrain from saying something you know will hurt others or make matters worse.	2.57	0.67	Good
13	It very difficult for you to accept constructive criticism from others.	2.21	0.76	Moderate
14	When someone has hurt your feelings do you discuss this with them.	2.09	0.73	Moderate
15	You later apologize to someone whose feelings you may have hurt .	2.47	0.62	Good
16	It upset you a great deal when someone disagrees with you.	1.91	0.70	Moderate
17	You find it difficult to think clearly when you are angry with someone.	1.77	0.67	Moderate

18	You avoid disagreeing with others because you are afraid they will get angry.	2.14	0.73	Moderate
19	When a problem arises between you and another person, are you able to discuss it without getting angry.	2.22	0.61	Moderate
20	You satisfied with the way you settle differences with others.	2.28	0.64	Moderate
21	You pout and sulk for a long time when someone upsets you.	1.96	0.72	Moderate
22	You become very uneasy when someone pays you a compliment.	1.75	0.77	Moderate
23	Generally, you able to trust other people.	1.98	0.64	Moderate
24	You find it difficult to compliment and praise others.	2.29	0.74	Moderate
25	You deliberately try to conceal your faults from others.	2.08	0.70	Moderate
26	You help others to understand you by saying how you think, feel, and believe.	2.47	0.62	Good
27	It difficult for you to confide in people.	2.13	0.66	Moderate
28	You have a tendency to change the subject when your feelings enter into a discussion.	1.84	0.64	Moderate
29	In conversation, you let the other person finish talking before reacting.	2.19	0.78	Moderate
30	You find yourself not paying attention while in conversation with others.	2.42	0.66	Good
31	You ever try to listen for meaning when someone is talking.	2.45	0.60	Good
32	Others seem to be listening when you are talking.	2.57	0.56	Good
33	In a discussion, it difficult for you to see things from the other person's point of view.	2.08	0.57	Moderate
34	You pretend you are listening to others when actually you are not.	2.26	0.64	Moderate
35	In conversation, can you tell the difference between what a person is saying and what he may be feeling.	2.34	0.55	Good
36	While speaking, are you aware of how others are reacting to what you are saying.	2.37	0.58	Good
37	You feel other people wish that you were a different kind of person.	1.72	0.68	Moderate
38	Other people understand you feelings.	2.07	0.60	Moderate
39	Others remark that you always seem to think you are right.	1.92	0.64	Moderate
40	You admit that you are wrong when you know you are wrong about something.	2.41	0.63	Good
Overall nurses' interpersonal communication skills		2.19	0.66	Moderate

MS: Mean of Scores ;SD: Standard Deviation ;Poor: MS = 1-1.66;Moderate : MS =1.67-2.33 ; Good : MS≥0.2.3

Table 4
Frequency and percentage of nurses according to interpersonal communication skills

Descriptive Statistics	Interpersonal Communication Skills		
	Poor	Moderate	Good

Frequency	1	160	39
Percentage	0.5	80	19.5

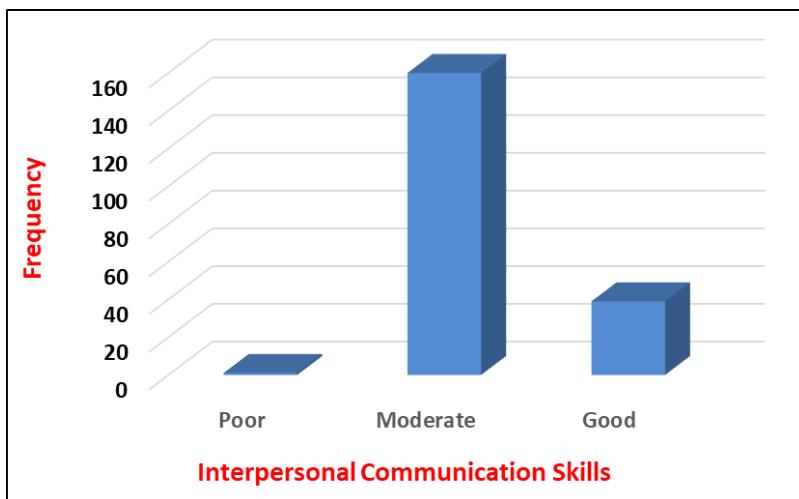


Figure 1. Frequency of nurses according to interpersonal communication skills

Table 5
 Assessment and mean of scores of quality of health care according to patients' perspective

No.	Items	MS	SD	Assessment
	Tangibility			
1	In Hospital units all amenities are provided (i.e. continuous electricity, water, sanitation, ventilation and pleasantodors).	2.51	1.09	Moderate
2	Hospital units (waiting rooms, clinical testingrooms) are integrated and well furnished.	2.53	1.05	Moderate
3	There is a medical and health staff for all medical departments in the hospital	2.84	1.00	Moderate
4	Hospital unit have up to date Instruments, equipment and medical supplies.	2.33	0.97	Moderate
5	nurses explain to patients what the complications are before giving treatment	2.53	0.93	Moderate
6	Nurses inform patients of their health	2.74	0.89	Moderate
7	Nurses in the hospital unit are excellent, and they have neat appearance.	3.41	0.80	Good
	Reliability			
1	The nurses unit is interested in recording information about patients and their health status in the records accurately.	3.26	0.86	Good
2	When a patient has problems, the nurses will appear a sincere interest in solving them.	2.62	0.79	Moderate
3	The nurses provide promised services at appointed time.	2.48	0.92	Moderate
4	The nurses attempt to deliver Services in right way at the first	2.98	0.87	Moderate

time.					
5	The nurses provide services with a high degree of accuracy and reliability.	2.89	0.83	Moderate	
Responsiveness					
1	The nurses of Hospitals unit are telling patients exactly when the services will be provided.	2.65	0.80	Moderate	
2	The nurses are too busy to respond to the patient requests immediately.	2.86	1.03	Moderate	
3	The nurses of Hospitals unit simplified the work procedure as much as possible to ensure the speed and ease in providing health service.	2.82	0.92	Moderate	
4	The Hospital organizes continuous shifts to ensure the provision of health services at all the time of a day.	3.10	0.83	Good	
Empathy					
1	Nurses put patient's best interests at introduction of their work.	2.37	0.87	Good	
2	Nurses in this hospital interest in understanding the requirements of the patient and give him an individual attention.	2.26	0.92	Moderate	
3	Nurses have the knowledge to answer patients 'questions in understandable way.	2.92	0.80	Moderate	
4	Nurses in the Hospital units give enough time to caring their patients.	2.61	0.89	Moderate	
5	Nurses considerate and respect the habits and customs for patients.	3.24	0.79	Good	
Assurance					
1	Patients feel secure during receive health care.	2.89	0.87	Moderate	
2	The patient trusts with the experience, the skills and qualifications of medical and nursing staff in Hospital units.	2.95	0.87	Moderate	
3	Nurses were courteous, and treated patient with dignity and respect.	3.38	0.75	Good	
4	Nurses in hospital units willing to help patients permanently.	3.23	0.74	Good	

MS: Mean of Scores; SD : Standard Deviation ; Poor : MS = 1-1.99 ; Moderate : MS =2--2.99 ; Good : MS≥3

Table 6
Assessment and mean of scores of domains and overall quality of health care according to patients' perspective

No.	Items	MS	SD	Assessment
1	Tangibility	2.70	0.96	Moderate
2	Reliability	2.84	0.85	Moderate
3	Responsiveness	2.85	0.89	Moderate
4	Empathy	2.68	0.85	Moderate
5	Assurance	3.11	0.81	Good
Overall Quality of Health Care		2.84	0.87	Moderate

MS: Mean of Scores; SD : Standard Deviation ; Poor : MS = 1-1.99 ; Moderate : MS =2--2.99 ; Good : MS≥3

Table 7
Frequency and percentage of patients according to their perspective about quality of health care

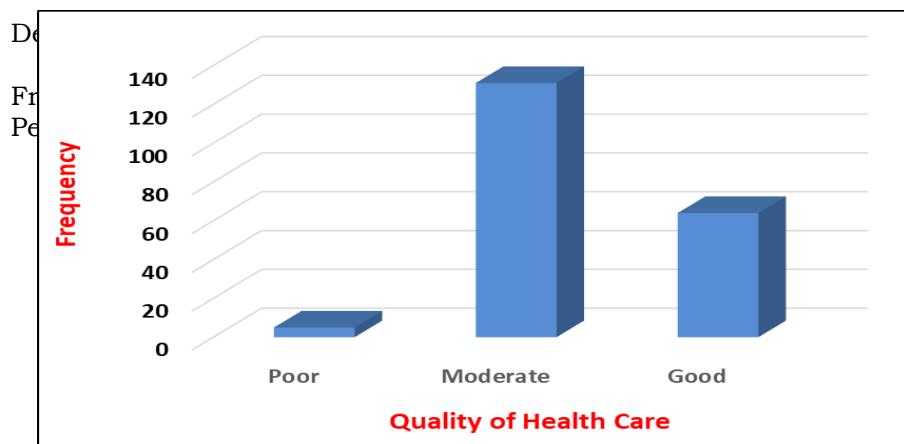


Figure 2. Frequency of patients according to their perspective about quality of health care

Table 8
Contingency table for the association between interpersonal communication skills and patients' perspective about quality of health care

Contingency Table		Interpersonal Communication Skills			Chi Square (P value)
		Poor	Moderate	Good	
Quality of Health Care	Poor	0	3	2	9.60
	Moderate	1	98	32	(0.047)
	Good	0	59	5	S

S: Significant association at $p < 0.05$

Table 9
Association between the overall assessment of nurses' interpersonal communication skills and their demographic data

Demographic data	Chi Square	df	P value	Sig.
Age / years	3.42	4	0.76	NS
Gender	1.38	2	0.50	NS
Marital Status	5.01	6	0.54	NS
Educational Level	7.9	4	0.05	S
Residence	28.35	2	0.000	HS
Years of Experience	4.35	4	0.34	NS
Workplace	6.64	6	0.35	NS
Work Shift	1.47	4	0.84	NS
Participation in the communication skills training	13.58	2	0.05	S

df= degree of freedom ;NS: Non-significant at P value > 0.05 ; HS : High Significant at P value < 0.01 ; S : Significant at P value < 0.05

Table 10
Association between the overall assessment of quality of health care and patients' demographic data

Demographic data	Chi Square	df	P value	Sig.
Age / Years	4.27	4	0.56	NS
Gender	2.84	2	0.71	NS
Marital Status	6.85	8	0.55	NS
Educational Level	1.55	6	0.95	NS
Residence	0.66	2	0.71	NS
Occupation	9.36	8	0.31	NS

df= degree of freedom; NS : Non-significant at P value >0.05

Discussion

Discussion the Demographic characteristics of patients

The results of demographic data of 200 patients who participated in the study are reported in (Table 1). According to this table in the result, the study shows that the majority of the patients' subgroups are: those with ages ranging between (33-42) years (72%). This is consistent with research done by Diab, (2016), who reported that more than half of participants aged between (20-24) years. Contrarily, (Bakhtiar Aman, 2016) conducted a study on quality care of patient and found that the prominent age among patients was from (40- 45) years old, this may be due to differences between Iraqi and Ghana Populations. According to this table in the result, the study shows that the majority of the patients' subgroups are female as percentage 53% , and this results is agree with (Al-Damen, 2017) that shown that 57.5% from patients were female.

These reported results are disagree with a study performed by Diab, (2016) (Bakhtiar Aman, 2016) studied "measuring the Dimensions of the Quality of Medical Services in Jordanian Government Hospitals: A Staff and Patients Perspective". The objective of the study was to measure quality dimensions of medical services provided in government hospitals in Jordan from a staff and patients perspective The authors reported a total of 200 of patients, 105(67%) were men and 52(33%) were women. In regarding assurance parameter the study indicates that patient trust in public hospitals was high as they had experienced and capable doctors. Toward the maternal status of the patients; the result of the present study reveals that the highest percentage of patients who married was (71.5%). in Kirkuk city researchers agree with the above results toward the maternal status of patients in this (87.5%) of the study sample were married. (AL-Rahman Abdullah & Ibrahim, 2016).

Regarding the educational level of the patients; the result of the current study reveals that the highest percentage of patients who read and write level was (79.5%). Fishtail Hospital and Research Centre, Pokhara, Nepal researchers agree with the above results regarding the educational status of patients in this study. (Ghimire et al., 2020). The finding of the current study reveal that most of the patients are residents in an urban area (90.5%). However, had similar findings to

our study, in which the vast majority of patients (90.5%) were from urban areas in (Al-Taee & Al-Harbawi, 2020) in Al-Hilla City Hospitals. Furthermore, current findings revealed that the occupation status of patients in the total sample was 39% housewife. This may seem to be a routine situation, given that the majority of Iraqis the rise in the unemployment rate over the last decade and the dearth of job possibilities for graduates in official organizations. in Kirkuk city researchers agree with the above results toward the occupation status of patients in this (40.0%) of the study sample were housewife. (AL-Rahman Abdullah & Ibrahim, 2016)

Discussion the Demographic characteristics of nurses

The results of demographic data of 200 nurses who participated in the study are reported in (Table 2). According to this table in the result, the study shows that the (80.5%); from study sample are from the age ranging between (21-34) years. This is because these age are more efficient and active in dealing with the patient, while the older age have administrative and organizational work. in AL- Nasiriya City the study indicated that (61%) of the nurses within age group of (21 – 25) years.(Aziz & Mansi, 2018). According to this table in the result, the study shows that the majority of the nurses subgroups are female as percentage 60% , and this results is agree with .(Maheshwari & Kaur, 2015) that shown that 95% from nurses were female working in India, Punjab hospitals.

Toward the maternal status of the nurses; the result of the present study reveals that the highest percentage of nurses who single was (64%). Bangalore working at NIMHANS researchers agree with the above results toward the maternal status of nurses in this study Most of them (64.7%) were unmarried. (Banu & Lalitha, 2014). Regarding the educational level of the nurses; the result of the current study reveals that the highest percentage of nurses who B.Sc.(38.5%) in Jordan researchers agree with the above results regarding the educational status of nurses in this study. (Al-Damen, 2017). The finding of the current study reveal that most of the nurses are residents in an urban area (96.5%). However, (Aziz & Mansi, 2018) had similar findings to our study, about 99% of sample were living in urban in which the vast majority of nurses were from urban areas in AL-Nasiriya City.

Furthermore ,The current results also revealed that the years of experience for nurses (1-15) years 88%. This may seem a routine situation, given that the majority of employees are more patient and servicing in the first years of service. in Erbil city(Qadir & Younis, 2015) the results of the study were about a third of those who have 1-8 years of experience, they are the most category and these results match the results of the current research. As for the workplace, the largest percentage is from Al-Sadr Teaching Hospital (30.55), and this is normal because the number of nurses is the most compared to other hospitals. As well as for the employees who work in the morning shift (68%) are the most in order to accommodate the number of clients and patients significantly and to provide health services with high quality. However, (Dehaghani et al., 2012) had similar findings to our study, about 40% of sample were in which the vast majority of nurses were Shift Just Morning in Al-Zahra Hospital of Isfahan, Iran.

The results showed that the nurses who did not participate in the training courses on communication skills (68%). This is due to two reasons, the first is that the Ministry of Health, represented by the Najaf Health Department, has not established continuous communication skills training for nurses, and the second reason is the nurses' reluctance to participate in such training. similar findings to our study in Jordan About 78% did not take a special course in interpersonal communication skills. (Marmash et al., 2012). These results do not agree with (Naheeda, 2019) which showed that 94% of nurses had received communication skills training in Faisalabad.

Discussion of nurses' interpersonal communication skills

The result of the study indicates in Table (3) that most of the nurses have(moderate)level of interpersonal communication, except for some items which have (good) assessment. These reported results are consistent with a study performed by (Agha et al., 2018)Interpersonal communication skills and its association with personality dimensions of nurses in Rafsanjan University of Medical Sciences, Iran, In this descriptive study, 223 nurses were selected by stratified random sampling method and they completed the Burton ICSs and the Revised NEO Personality Inventory. Results Among the selected nurses, 9.9%, 75.8%, and 14.3% had a poor, moderate and good communication skills respectively. (Zangeneh et al., 2019) Iran in 2018 in this descriptive-analytic study The results of the present study revealed that nurses' knowledge of communication skills was moderate.

Discussion of quality of health care according to patients' perspective

In this section, the result of the study in Table (5) refers to the majority of (medium) items for the level of health care quality in almost all areas, except for some items that have an evaluation (good). Past studies (Georgiadou & Maditinos, 2017) indicated that the answer of patients can be varied based on the region where they are from and other factors. The authors found that patients in Kavala hospital in Greek satisfied about some domains while unsatisfied about others. As a result, they indicated that the results can be used as a feedback to hospital management in order to improve and satisfy the patient's needs. Also,(Jenkinson et al., 2012) listed several factors that might affect the choice of the patients. They found out that the physical comfort, emotional support and respect of patient preference can play a great role in patient satisfactions. Based on that, it is recommended that the staff of hospitals in Al Nijef city to provide more Communication and physical and emotional support to the patients to have their satisfactions. Thus, the above stated results agree with reported studies.

Discussion of domains and overall quality of health care according to patients' perspective

Through this section According to Table (6) The study result indicate the majority items (moderate)for the (Tangibility), (Reliability), (Responsiveness) and (Empathy); while it was (good) for the domain (Assurance). The overall assessment of quality of health care is (moderate). Al- Hilla city hospital shows that (50.22%) of clients reported that quality of health care were at poor level, (33.33 %) of the clients

reported that the quality of health care were at fair level, whereas only (16.5%) of clients reported that quality of health care were at good level according to SERVQUAL Scale. (Al-Taee & Al-Harbawi, 2020). The partially satisfied choice is the right answer for all domains. Discussion accessible for patients live in urban areas, the equipment, patients' privacy, provided services and time management still not perfect and need a lot of improvements. As a result, the governmental hospitals need to be in competition with private hospitals to get a full satisfactory of the patients for all examined domains. The findings of this study are in agreement with study performed by (Cheng Lim & Tang, 2000). (Asaad & Mahmoud, 2016) evaluated the patients' satisfaction about health quality in Lattakia, Jableh city from tangibility, reliability, responsiveness, empathy, credibility and safety dimensions. They concluded that health services centers in Jableh city lack quality, depending on the dimensions of quality health services. Thus, the patients' satisfaction about the quality of healthcare is varied between unsatisfied and partially satisfied.

Discussion of association between the overall assessment of nurses' interpersonal communication skills and their demographic data

In relation to the current Table of Results (9), this section explains how each element of the demographic data can affect nurses' personal communication skills for each domain. The results show a non-significant association between the nurses' overall assessment of interpersonal communication skills and their demographic data; Except for educational level, residence and participation in training courses, there was a significant correlation with the nurses' personal communication skills. In AL- Nasiriya City that there is a (significant) association between (level of education and years of experience in the field of nursing and nurses' knowledge toward quality of nursing care It reveals that there is a (no significant) association between (marital status, residency factor and the nurse was participating in the training).(Aziz & Mansi, 2018)

Discussion the association between nurses interpersonal communication skills and patients' perspective about quality of health care

With respect to current findings (Table 8) In this study, there was association relationship between interpersonal communication skills and patients' perspective about quality of health care(Chi Square= 9.60; P =0.047). These reported results are consistent with a study performed by (Lotfi et al., 2019) Sina Hospital of Tabriz The results show that most patients were dissatisfied with nursing care. More than 80% did not know their nurse. There was a correlation between nurse-patient communication and patient satisfaction with nursing care and the sex variable was found to be significantly correlated with patients' satisfaction level. The weakness of nurses 'communication with patients was evident in our study and patients were dissatisfied from this kind of communication. (Richard, 2012)nurse interpersonal communication skills influence the increasing of patient satisfaction. The purpose this research was to study the effects of nurse interpersonal communication toward patient at Baptist Hospital Kediri. The design of this study was.

Discussion of association between the overall assessment of quality of health care and patients' demographic data

With respect to current findings (Table 10), the study result it shows there is a non-significant association between the overall assessment of quality of health care and patients' demographic data ($P>0.05$). the satisfaction of the patients about each domain based on the healthcare services provided in the hospital rather than the demographic data of the patient. Based on the results, it observed a very minimal correlation between the demographic data and domains services. For example, a patient with 20 years old and a patient with 60 years old might be unsatisfied about the services provided in the reliably domain regardless of the age (independent statement). Thus, regardless of the ages, both patients are not satisfied. Similar conclusion may apply for other items of the demographic data (e.g., gender, education, etc.). (Shnihil & Mansour, 2013) have evaluated χ^2 matrix along with P-value for three domains and found no significant differences were indicated.

Conclusion

The Effect of Nurses Interpersonal Communication Skills on Quality of Care in Hospitals. A survey has been distributed to 400 nurse and patient and the data is collected and analyzed. The main highlights of this study can be summarized in the followings:

1. Most of nurses (moderate)level of interpersonal communication skills
2. the study result indicate Most of nurses study sample B.Sc. -graduated and the majority of urban live study result indicate Most of nurses of experience those from Al-Sadr Teaching Hospital and nurses majority of did not participated in communication skill training courses
3. Most of patients in hospital were females who urban residence with read and write education.
4. Five domains are reported to study the patients satisfactory about the provided health services in the hospitals. It appears that patients are partially satisfied about the quality of services in the hospitals for each individual item listed within each domain.
5. Generally, the majority of patients are partially satisfied with the level of healthcare services toward the following areas of healthcare services: (tangibility, reliability, responsiveness, empathy and good for the assurance). The study also indicates that patients are more likely to be unsatisfied as compared to satisfied category with all areas of healthcare quality.
6. Based on the reported results, there is not significant difference for the demographics data and each individual domain but there are some items showed significant difference in tangible, responsiveness, and assurance domains. Also, we concluded that no significant difference is existed in overall assessment between the demographics data and all domains together.
7. The study result indicate the association between interpersonal communication skills and patients' perspective about quality of health care.

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Conflict of Interest: Nil References

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