



LETTERS TO THE EDITOR

The importance of communication in the Nursing-Patient relationship

La importancia de la comunicación en la relación enfermero-paciente

Yaisemys Batista Reyes ^{1*}, <https://orcid.org/0000-0002-9640-6341>

Jurek Guirola Fuentes ², <https://orcid.org/0000-0003-2441-4913>

Violeta Robles Mirabal ³, <https://orcid.org/0000-0001-6586-5476>

¹ Dr. Mario Muñoz Monroy Army Military Hospital. Development Center. Matanzas, Cuba.

² Dr. Mario Muñoz Monroy Army Military Hospital. Hospitalization Center. Matanzas, Cuba.

³ Faculty of Medical Sciences "Dr. Juan Guiteras Gener" Postgrade Department. Matanzas. Cuba

***Corresponding author:** yaisemysb80@gmail.com

Received: 12/10/2024

Accepted: 11/12/2024

How to cite this article: Batista-Reyes Y, Guirola-Fuentes J, Robles-Mirabal V. The importance of communication in the Nursing-Patient relationship. Med. Es. [Internet]. 2024 [cited access date]; 4(3):e334. Available in: <https://revmedest.sld.cu/index.php/medest/article/view/334>

Dear Director:

The importance of effective communication in the nurse-patient relationship within the healthcare context is essential to ensuring not only the patient's physical well-being, but also their emotional and mental well-being.

Articles from MedEst Magazine are shared under the terms of the Creative Commons Attribution-NonCommercial 4.0 International license.

Email: revmedest.mtz@infomed.sld.cu Website: www.revmedest.sld.cu



The nurse-patient relationship is a critical component of the Nursing Care Process. Nurses, as professionals responsible for providing direct care, are often the ones who spend the most time with patients. This frequent interaction gives them a unique perspective to understand patients' needs and concerns. However, this relationship is not limited to the simple transmission of information; it is a dynamic, two-way process that significantly impacts treatment outcomes. ⁽¹⁾

In the author's opinion, it is important to note that clear and effective communication can maximize patient adherence to treatment. When nurses communicate information about diagnoses, treatments, and care in an understandable manner, patients are more empowered and more likely to follow medical instructions. For example, a patient who clearly understands instructions regarding medication intake and continued treatment after hospitalization will be better positioned to manage their health and contribute to the rehabilitation process. ^(2,3)

Effective communication also helps establish a relationship of trust. Patients who feel heard and understood are more likely to open up and share crucial information about their symptoms and concerns. This openness is critical for nurses to provide holistic and personalized care. Patients may often be inhibited from discussing issues they consider embarrassing or irrelevant, but if the nurse establishes an environment of trust and empathy, they are more likely to share information that can influence a positive diagnosis and treatment.

Empathy, an essential component of the effective communication, can reduce significantly anxiety and stress of the patient. In situations of illness and vulnerability, most of the patients experiment a high level of anxiety. A nurse who communicates with share and comprehension can proporcionate an emtional relief who facilitates recovery. Words of support, keep visual contact and promote an active listening, are actions that the nurse can use to help patients feel more safe and trust on the recovery process. ⁽⁴⁾

Technology has also changed the way nurses and patients communicate. While digital tools have made it easier to access information and monitor patients, it's crucial that they not replace the human connection established through face-to-face communication, making it necessary to find a balance between the use of technology and personal care. Nurses must continue to prioritize verbal and nonverbal communication in their interactions with patients, ensuring closeness and empathy are maintained.

Another relevant aspect constitute health education. A nurse who educates and prepares patients, addressing aspects of their condition, treatment, and follow-up care, not only empowers them but also contributes to building a sense of shared responsibility in the care process. This can lead to greater patient satisfaction and an improved lifestyle. An informed patient is a patient who actively participates in their recovery process.

However, communication is not always an easy process. Barriers, such as cultural and language differences, and patients' cognitive limitations, can complicate this interaction. It is imperative that nurses develop intercultural communication skills and be able to adapt their approach to the individual characteristics of each patient. Continuing education in communication skills should be a priority in the education and professional development of nurses.

Reinforcing the importance of communication in the nurse-patient relationship is not only an ethical imperative, but also a strategic necessity that can significantly improve health outcomes by fostering an environment of trust, empathy, and security that serves the well-being of patients.

BIBLIOGRAPHIC REFERENCES

1. Caicedo-Lucas LI, Mendoza-Macías CE, Moreira-Pilligua JI, Ramos-Arce GC. Cuidado humanizado: Reto para el profesional de enfermería. Salud y Vida [Internet]. 2023 [cited 11/10/2024]; 7(14): 17-29. Available on: http://ve.scielo.org/scielo.php?script=sci_arttext&pid=S2610-80382023000200017&lng=es
2. Pereira JF, Silva NCM, Sampaio RS, Ribeiro VC, Carvalho EC. Estrategias de comunicación enfermero-paciente: propuesta de un video educativo para estudiantes de enfermería. Rev. Latino-Am. Enfermagem. 2023 [cited 11/10/2024];31:e3858. Available on: <https://doi.org/10.1590/1518-8345.6177.3858>
3. López Calderón DE. Calidad de la comunicación enfermero paciente desde la percepción del paciente hospitalizado en el servicio de medicina del Hospital General de Jaén2017. [Internet]. [Tesis de Especialidad], Cajamarca, Perú: Universidad Nacional de Camajara; Facultad de Ciencias de la Salud; 2020. [cited 11/10/2024]. Available on: <http://190.116.36.86/handle/20.500.14074/3934>
4. Pancho Llerena GDelR. Interpretación de la importancia en la comunicación enfermero-paciente prequirúrgico. [Internet]. [Tesis de



Maestría], Ambato, Ecuador: Universidad Regional Autónoma de Los Andes; Facultad de Ciencias Médicas; 2023 [cited 11/10/2024]. Available on: <https://dspace.uniandes.edu.ec/bitstream/123456789/17544/1/UA-MQI-EAC-019-2024.pdf>

STATEMENT OF AUTHORSHIP

YBR: Conceptualization, investigation, methodology, project administration, validation, writing of the original draft, review, editing.

JGF: Conceptualization, investigation, methodology, validation, writing of the original draft, review, editing.

VRM: Conceptualization, investigation, methodology, validation, writing of the original draft, review, editing.

CONFLICT OF INTERESTS

The authors declare that there are no conflicts of interest.

SOURCES OF FUNDING

The authors did not receive funding for the development of this article.

