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Impact of Nurse-Patient Communication on Patient Satisfaction and Health Outcomes

[1]Najla Abdullah Barzig,[2]Badriah Gassem Hakami,[3]Amna Ahmad Salem Bajbeer,[4]Nawal Ahmed Ali Ayashi,[5]Samia Mohamed Ahmed Modawi [6], Salha Hassan Ibrahim Muslih[7], Huda Saeed Alshahrani,[8]Norah Ali Albishi[9], Mai Mahdi Alshammari[10], Sharifa Ali Alahmari,[11]Kalthom Yahya Altakroni,[12] Hamsaa Alhumaidi Alqahtani[13], Atlal Fraih Alanazi,[14] Amani Mubarak Al Badour ,[15]alanoud Mohammed Aljarda,

[1] ksa , Ministry of Health
[2] ksa , Ministry of Health
[3] ksa , Ministry of Health
[4] ksa , Ministry of Health
[5] ksa , Ministry of Health
[6] ksa , Ministry of Health ,Hospital in Jazan
[7] ksa , Ministry of Health ,Al-Muzahmiya general hospital
[8] ksa , Ministry of Health ,Al-Muzahmiya general hospital
[9] ksa , Ministry of Health ,Al-Muzahmiya general hospital
[10] ksa , Ministry of Health ,Al-Muzahmiya general hospital
[11] ksa , Ministry of Health , Al-Muzahmiya general hospital
[12] ksa , Ministry of Health ,Al-Muzahmiya general hospital
[13] ksa , Ministry of Health ,Alrumhiya Primary healthcare center
[14] ksa , Ministry of Health , King salman hospital
[15] ksa , Ministry of Health ,Primary Health Care Laban Eastern

Abstract

Background: It is a well-established fact that any interaction can improve or worsen quality treatment by the way nurses, as members of the patient care team, convey and receive information from and to the patients.

Aim: This research seeks to establish the part that communication plays in the development of trust, positive attitude from the patients towards their doctors, compliance to the recommended treatments, and consequent enhanced healthcare status.

Methods: An empirical works review was performed to compare with the results of the systematic qualitative review of communication-related factors like empathy, active listening, and cultural sensitivity to identify their effects on nurse-patient relations and health outcomes.

Results: It was concluded that poor communication leads to poor outcomes in patient care. Patient compliance and adherence were improved by the provision of understanding from nurses from the cultural perspective and therefore improved on their recovery rate and satisfaction.

Conclusion: This paper recognizes that communication is a vital enabler that strengthens healthcare, builds trust and improves the results of patient care. Effective communication is hence part of general care as well as the education of nurses so that the right results can be obtained.

Keywords: Communication, patient nurse relationship, satisfaction, compliance and clinical results.

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Introduction

Communication is primary in the construction of the nurse-patient relation and forms the way patients are treated and the results of their care plans. Healthcare is not a simple process that does not involve emotions; nurses are most often the initial interface with the patient. They found out that, besides the efficiency of diagnosis and treatment, a combination of communication plays a key role in the level of compliance with the plan of care. Cognition is not only about the transfer of Knowledge; it involves not only words, but also emotions, cultural competence, and patient's preferences. These are core capabilities that help foster patient centered care environment that fosters all round patient satisfaction and compliance with medical directives. This research seeks to understand way that communication influences trust, patient satisfaction, patients compliance to treatment regiments and consequently the delivery of the health care. In this respect, the study will compare different dimensions of nurse-patient communication. [1]

Enhancing Patient-Centered Care Through Effective Communication Nurse patient

communication is one of the most important parts in the patient care because it creates a positive and health promoting atmosphere between the patient and the nurse. Patient-centered care within a health care context refers to the management of care delivery organized within a context of a patient's preferences, needs, and values with the patient values as the directing force. This approach is operationalized through communication. The nurses who communicate with patients do not only tell them about treatments and diagnoses, but also listen and empathies, and adjust in their conversation. Such an approach allows the patient to feel that their person is unique and this erases their anxiety while their overall experience with the doctor is much improved. One of the important success factors is good communication skills: Clearly and openly, it is easier to establish rapport with patients and to ensure that their concerns, preferences and symptoms are reported more fully. This helps in better diagnosis, treatment procedures and makes it even possible to do a one on one prescription of patients.[2,3] Furthermore, positive communication facilitate patient's self-determination to involve the patient in managing his or her own health. When patients comprehend the nature of their diseases, kinds of treatment, and possible results that can occur in the future, they can be reached for conclusion by themselves. For instance, giving patients straightforward details about what is required of them as regards to taking their medications or about the opportunity of undergoing certain treatment or the dangers associated with such procedure empowers people to make choices on their own. Not only does it increase the chances the patients will follow these recommendations but also increase the patients' satisfaction as they feel valued. Additionally, the present study also demonstrates that positive communication can greatly decrease the incidence of misunderstandings medical mistakes that are an aftermath of ignorance of proper communication in health care facilities.[4,5]

There are a number of other ways communication can be used to improve patient centered care; one of them being the meeting the patient's emotional and psychological needs. Pertaining to material receipt, illness and hospitalization usually involve a lot mental and physical strain on the patient and hence a gentle approach would be highly encouraging. There is often considerable stress, and when nurses, for example, take time to listen to a patient's concerns, comfort them emotionally, assure them and so on, you may help improve their mental health. Second, there is vocal intonation, which is extremely important and includes eye contact, a warm approach, and non-aggressive nonverbal response. These signs and signals remind the patient that they are not an ordinary case but the unique person receiving individual approach.[6] Lastly, efficient communication can be used as a way of eliminating the gap that exists between the medical knowledge and the people's feeling part in the provision of treatment. This raises the not only the content but also the process aspects of care: it improves the way the care is delivered in interpersonal terms. As the dynamics of healthcare change, more emphasis should be placed on communication training for nurses which will keep focus on satisfactory customer care for patients. Through enhanced developing and sustaining effective relationships, nurses can enhance patient advocacy, patient satisfaction, and quality patient care leading to constructive healthcare systems that respects human worth as well as patient-academic excellence.[7,8]

The communion social process in explanation of health related issues.

Communication is also an essential component in enhancing health since; it is the usual tool, evidenced by JIKH, through which care givers, pass on important information, gain trust, and cooperate with patients. This paper argues that in nursing, communication maintains client-presenter accord that dictates understanding of diagnosis, treatment, and care, which greatly influences their decision-making on their body. Separation of attained communication skills minimizes the likelihood of misunderstandings and neglect of implements standards, treatment instruction, and general health. For instance, the way that nurses give an explanation about medication or change of life style that conforming to or consistent with patients' health literacy level, most patients will be able to listen, understand and follow these instructions regarding how they should manage their chronic diseases or recover from their illnesses.. Besides, effective and culture-specific addressing of concerned messages that clients may find difficult to communicate owing to language barriers, cultural differences or poor health literacy closes the gaps and offers a leveled up playing ground in terms of health. [9]

. Also, by promoting actors' engagement and role enabling, engaging communication improves patient outcomes by involving nurses. If patients hear what they want to hear, they will be more involved in treatment, question and provide essential information to doctors about their signs or symptoms. As a result of this integration framework, there are enhanced care plans that extend from healthcare providers from different healthcare service sectors. For instance, a patient with diabetes who freely expresses his or her suffering in regards to dealing with diet restrictions or insulin use will be more likely of getting a suited recommendation and care that will enhance his her or health. Leaders of healthcare organizations have learned that assertiveness is highly correlated with patient compliance with treatment and regimens, reduced hospital readmissions, and better diabetic management. I think that communication is as important for preventive measures; people need to know how to change their life, get vaccinated, and do screenings that will not allow the development of severe diseases.[10,11] Besides the physical health direct effects, communication is vital in determining the more abstract results; the emotional and psychological results. Research has shown that, most patients who hear empathetic and compassionate communication from their medical practitioners are likely to have low rate of stress, anxiety and depression. This is especially so in chronic diseases as in cancer, cardiovascular diseases, or other severe illnesses, and the psychological stress may be overwhelming. Therapeutic communication with patients involves listening to patient's concerns and then patiently reassuring them of anything they fear or anything that may be bothering them. Such emotional support, not only improves the state of mind of the patient but also has favorable effects on the bodily healing as stress is an enemy to the healing process. Particularly, there are positive impacts to person-centred outcomes due to attainment of communication, including improved trust between patients and providers, and essential base for the creation of sustainable overarching therapeutic connections.[12] On a systemic level, interaction between members of the healthcare delivering teams directly contribute to enhancement of the patient data outcome. Appropriate collaboration and strong communication makes sure that everyone dealing with a specific patient, starting from the nurses and finishing with the physicians, have the same view on some aspects to avoid drawbacks and to organize work more efficiently. For example, when transferring patients between shifts or discussing patients with other healthcare professionals, good communication guarantees that essential data on patient status and management are passed on and received promptly, who makes interprofessional decisions and assumptions about the care of a patient. When organizations embrace effective communication within and between subgroups for the overall coordination of odder care health systems would have a safer and efficient system hence improved patient care.[13,14]

Thus, the need for intervention in communication best practice cannot be over emphasized in the health systems. The social determinants provide the basis for practices in current patient care by affecting areas such as medication compliance and the disease process, as well as the patients' mood and satisfaction. Ensuring that patients find it easy to relay their information to their healthcare providers and being receptive to their information makes it easy for a healthcare provider to address all of a patient's needs and design an environment for the said patient that will enhance their health status. To support the above

discussion, there is a need to spend on topics related to upgrading the communicative abilities of nurses and other healthcare employees thus guaranteeing that communication effectiveness covers all areas of the facility.[15]

Building Trust and Satisfaction in the Nurse-Patient Relationship

Nurse-patient trust is seen as a foundational component of the proper clinical work and as a vital factor for patient satisfaction. Nurses particularly are usually the first to communicate with patients and the level of trust that can be fostered with the patients determines the kind of care that will be given. Trust is established when the nurse is professional polite and competent in their mode of handling the patients. Thus, nurses who would attend to patients 'needs and concerns and are genuinely concerned about such issues as their patients' pain, their ability to understand what is being told to them in regard to their treatment, how often such information is accurate, would be trusted more. Almost all patient information that is relevant for diagnosis as well as for planning and implementing the course of treatment is disclosed when the patient feels comfortable to talk about personal issues. It also makes patients less anxious about their health to embrace their care plans hence leading to improved health results. For instance a post operative patient is likely to adhere to post operative instructions and report early complications if the patient gets along well with their nurse.[16,17]

Apart from developing trust, the relationship between nurses and patients can be used to boost the satisfaction of the patients. The patient satisfaction results from the patient's perception that they are accepted, wanted, and listened to and these are all improved through patient-physician communication. Health care workers who devote their attention to ensure they listen to the patient's concern, respond to questions adequately or participate with the patient in decision making give them a feeling that they own the care being provided to them. This approach also patient enable them while at the same time making them feel that their preferences or rather values are being valued. For instance, a patient with a chronic disease like diabetes might feel more content with the care offered to them if in addition to the advised ways of living with the disease the nurse advises on how best it can be achieved depending on the patient's way of life. Another way is when the nurses take their time to understand the patient's cultural, social, and personal backgrounds as well as using this information while Katrine gives personalized care to the patients.[18]

This paper will argue that there is a harmonious and recursive relationship between trust and satisfaction in the specific relationship. Of course, relying on the nurse results in higher patient satisfaction because the patient is confident that the nurse has the best of him/her in mind. On the other hand, satisfaction with the care experience leads to patient trust in the nurse or the rest of the healthcare system. This is especially true in the long-term interaction between the customer and the provider, especially in case of recurrent demands from the client, including in healthcare services when the client has a persistent condition. Trust and satisfaction decrease perceived vulnerability over time to contribute to factors that offer stability needed in managing chronic illnesses. For example, a cancer patient receiving successive therapies for months or years can build up employment relationships with the nurse and perceive emotional resources to enhance treatment adherence.[19,20] In relation to the theme identifying building trust and satisfaction has implications for the healthcare system as well. A Gallup study conducted to show that patients who like their nurses and those who are happy with the care they received will likely get better perceptions about the healthcare system hence, increase in the patient retention levels and better perception among those in the public. Also, trust and satisfaction decrease the number of potential law suits and complains, because patients who have special attention and trust doctors are not likely to lodged complains even if they receive unsatisfactory results. Furthermore, with the development of trusting relationships it becomes easier for the nurses to advance their clients' agenda and address their needs within interpersonal, formal organizational and informal organizational frameworks. All these advocacy enhance the level of trust that the patient has on the nurse and level of satisfaction with overall care. [21] Therefore, the importance of working on the trust and satisfaction in the nurse-patient relationship as key

determinants of good quality of nursing care is very important . By adopting proper working attitudes such as professionalism, patients' developing a positive attitude towards the nurses while developing positive feelings towards the clients which makes them to feel safe, respected and valued.

How Communication Affects Recovery and Patient Well-Being

Stakeholder communications are an important consideration in a patient's outcome because it determines how the patient is treated and how they react to the treatment. Nurse patient communication lowers stress since the patient is be assured and better understands what is being done to him or her by the nurses. It is the direct realization of the fact that how a nurse communicates with a patient matters a lot; particularly when the language used is clear and you have empathy towards the patient, then you are offering the patient some control and confidence which can dictate how soon the patient is out of the hospital. For instance, where describing a surgical operation, or detailing the intervention that is to be taken alongside its possible consequences causes the patient feel more relieved and less stressed. Stress relieving effects of such emotional support can have a tendency of increasing the rate of physical recovery and also helping the body fight diseases faster bearing in mind that stress is known to have aggressive effects on the body and can lead to many complications. Openness can also assist a patient create an appropriate outlook in his or her treatment and care process since frustration slows down recovery.[22,23]

Moreover, it plays a role in influencing patient's compliance to either prescribed medication or recommended treatment plan-a factor that defines recovery and other long term health implications. Better patient adherence to prescribed regimes, follow up appointments and lifestyle changes is elicited when the patients fully understand why certain decisions are being made. Since they are often isolated with the patient they have the crucial duty of translating doctor's instruction to the level of understanding of the patient. For instance a nurse with a client with hypertension can tell the patient how diet, medication and exercise reduce blood pressure which makes the treatment plan less abstract and easy to understand. This seems to be the reason why some of these patients fail to understand the importance of some aspects of their care thus resulting in non-adherence to their treatment regimes. Through education, patients are enabled to practice self- responsibility hence; ownership of their health, this enhances health hence reducing the probabilities of hospitalization.[24] Communication also plays a role in medicine to mental, psychological, social, and spiritual recovery and quality. Sickness produces the sense of helplessness, fear and loneliness and these emotions when not addressed in the right manner might slow the process of healing. Saying the right things is helpful and bearing these mental loads take their toll on patients; compassionate empathetic communication can help in this manner. Due to listening to patients' concerns, acknowledging patients' feelings, and reassuring them, the nurses build an effective therapeutic patient-nurse relationship that prevents patients from emotional vulnerability. For instance, a cancer patient is receiving chemotherapy treatment is likely to be weighed down by the physical and emotional demands of the process of treatment. Where there is, for example a nurse who would agree to sit down and listen to the patient then try to explain what is happening in simple terms and assure the patient then the patient's mental health will have improved, thus their physical health. Suitable communication which is good does not only counter anxiety and depression but also helps in cultivating hope and motor which is very important because, the will to recover.

Further, there is the management of individual patient care, where care is taken to ID all the patient's requirements that may include the plan to use in the administration of the patient's care. It is true that, the process of recovery is quite different than what culture to culture, or from one person to another. Hearing it from the patient's mouth is likely to help a nurse understand the patient's values, concerns, and priorities that need to be addressed to help the patient change. For example, a nurse assisting a patient who is a survivor of a stroke would address particular goals that may concern a patient for example physical therapy to begin functional walking in discharge. Through collaborative approach, the patient is involved in the setting of these goals and achievement of them being recorded and relaying back to the patient, the goals set are realistic. Such an integrated working relationship extends not only to the general rehabilitation process towards the body, but also increases the morale of the patient resulting in better moods leading to good health.[25]

The Correlation Between Communication and Patient Satisfaction Metrics

In general, it is well understood that one of the essential predictors of patients' satisfaction, which is considered to be major indicators of the quality of health care services, is communication. Patient satisfaction entails almost all aspects of care, including perceived quality of care, and patient's evaluation of their contact with care givers. Of all, the findings establish communication as the single most influential attribute of satisfaction in the context of nursing. Proper communication makes patients feel important and encourages good perception about the health care experience. For example, if while performing procedures the nurses explain, answer questions, and listen to the concerns their patients have, the satisfaction is directly improved because the patients feel cared for. This is well captured in feedback obtained from health consumer perspectives surveys, for instance HCAHPS where questions about communication comprise a considerable part of the performance measurement tool.[26,27]

However, they add that comprehensible communication helps connect technical expertise and the patients' impressions of the received care. While clinical results are indeed relevant patients themselves do not possess the knowledge to review the technical soundness of a carried out procedure or treatment. Rather, they define trust and care ratio in terms of relation with the healthcare providers as a ratio. Thanks to professionalism, empathy and clarity in communication, nurses can reduce patients' stress, simplify the perception of medical terms that cause concern, make patients trust and thus increase satisfaction ratings. For instance, a patient may be anxious and unclear about what to expect in case they are going to under go a comprehensive diagnostic test. A nurse who takes a few moments to explain the procedure, calming the patient down can turn even a potentially stressful situation into a positive one, where the patient is happy with the received treatment outcome.[28]

The effects of communication with regards to measures of patient satisfaction are most apparent in a range of diverse multicultural health care contexts. There are often language issues or cultural differences as well as different levels of potentially lacking health literacy, thus making the use of effective communication relevant for avoiding dissatisfaction. Culturally competent communication makes clients of different background to feel valued and this improves on their experience. For instance, you find that when a nurse goes the extra mile to do an interpretation or use a language or explanation that befits the culture of a particular patient it encourages patient satisfaction. Evidence has demonstrated that if patients' cultural and individual specific needs have been met, patient satisfaction levels are therefore considerably higher and it is for this reason why communication methods require sensitivity to culture.[29] Further, it is noted that communication affects patients' satisfaction through the effects on patients' participation in decision-making processes and development of a care plan. This means patients who participate in discussions concerning their health needs will be highly empowered, and definitely satisfied with the care they receive. Nurses that involve the patient, ask for their opinion, and explain things to the patient regarding their treatment share decision-making responsibilities. It is especially relevant for chronic care patients for whom the management process depends on frequent interaction between the patient and the physician and the use of shared decision-making tools. For example, instead of diagnosing a diabetic patient and later discussing dieting and medication, such a patient will be compliant to the plan and content with the services received. The effectiveness of this particular cooperation is that it raises not only the likelihood of receiving a positive outcome but also the patients' attitude to the healthcare system.[29,30]

Transforming Healthcare Delivery Through Better Nurse-Patient Interactions

Many patients referred to them as their initial interface into the system or care delivery process since communication primarily happens through nurses. Thus, enhancing the nature of those interactions can make the general concept of healthcare delivery more patient-focused and productive as well as genuinely empathetic. This is a critical way through which the relationship between the nurse and the patient can be improved since understanding and good relations improve collaboration and meeting of patient's needs as per their wishes. For example, those nurses who spend time with the patients, and who listen carefully to the patients when the latter is talking or asking questions and who respond to patients' questions in a clear and understandable manner are defining a therapeutic relationship which empowers the patients. It

suffices to mention that this approach not only increases patient's satisfaction but also increases the general quality of providing the necessary medical care. Electronic communication in today's healthcare organization has become not only important for the purpose of technology advancement but also important due to need for meaningful patient connection in a rapidly changing system through which patients' complex medical needs can be met in a humane way.[31,32,33]

Improved communications between the nurses and the patients also have a positive impact on the general health of patients since all patient's understand their treatment regimes and are motivated to embrace them. Patients also need assistance in trying to understand the medical terminologies that will be used to explain the rationale for their medical care. For example, a patient under cardiologic treatment may have to eliminate the use of a particular type of food or start moving more often. By being able to feel and express, the results of these changes, a nurse can convince the patient to ensure that he/she embraces these changes to avoid future complications that may hinder his/her recovery journey. In this case, when patients offer their concern or posing questions, the nurses will be in a position to identify barriers to compliance early enough. They make sure the care plans they come up with are realistic, possible and pertaining to the patient's wishes, this way improving patient's futures' health.[34,35,36]

In addition, prevention of the misunderstandings between the nurses and the patients lead to an overall production of a better and more effective health care system. In effected communication is one of the main reasons for medical mistakes and delays, and patient complaints. Thus, enhancing factors of rationing implementation, nurses may reduce these threats and maintain successful transfers between facilities. For instance, a nurse inspecting the patient before discharge and explaining to the patient the dos and don'ts, how to take medications, and what signs should compel the patient to seek a follow-up appointment saves the patient from an early readmission or unnecessary trips to the emergency department. Thus, the lack of communication facilitates the improvement of the patient as a person yet achieves increased outputs and more efficient use of health care resources, thus decreasing their costs.[37,38] Introducing technology into caring communication with patients also brings new ways to change the practice of medicine. Standards include patient portals; telehealth; and electronic health record: they can facilitate keeping in constant touch with patients and delivering care support the nurses. For example, a nurse dealing with a patient with diabetes should be in a position to check the patient's blood sugar levels, give dietary advise, and address issues over the telehealth system. These interactions expand the caring envelope thus guaranteeing coherence between hospital and patient care for the same illness. On one hand, such opportunities facilitate access to care and its receiving in everyday contexts, at the same time, on the other hand, one needs to preserve the interpersonal aspects of communication, feeling of patients and their recognition during the dialogue. Through compassionate technology communication, patient needs both clinically and emotionally can be effectively meet by nurses.[39,40,41]

In addition to improving nurse-patient interactions, recognizing the need for a cultural change in addressing healthcare delivery also focuses on a different set of training programs within healthcare organizations. This calls for institution's to purchase communication skills for nurses that should focus on aspects such as courtesy, multiculturalism and non-proving listening faculties. It enables the nurses to manage a wide variety of complications that accompany patients, and empowers the culture of patient satisfaction.[42,43,44]

Conclusion

This paper reemphasizes the importance of communication between the nurse and the patient as it determines trust, compliance, patients' satisfaction, and health results. Confidentiality and believability are the foundation of any healing alliance and are established by clear, warm, and open interaction all the time. Effective communicators not only ensure that patient feel secure and respected, but also allow for the patients to become the center of care. This engagement is important with regard to treatment plans, and therefore recovery, health and well-being since it is a direct variable. In addition, communication fosters care delivery that is culturally, emotionally and logically informed because it reveals deficiencies that must be overcome for patients to be well supported. Since patient-centered care is currently a common theme

across various healthcare facilities around the world, this will be a critical area of investment for nursing communication training as the goal of delivering improved healthcare is approached. The provided list of skills should be prioritized in order to provide the best for the patient; achieve effective working relationships between the healthcare worker and the patient; and gain better and improved quality results for patients regardless of the ecosystem they belong

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أثر التواصل بين الممرضة والمريض على رضا المريض ونتائج الرعاية الصحية

الملخص

الخلفية: من المسلم به أن أي تفاعل يمكن أن يحسن أو يساهم في تدهور جودة العلاج بناءً على طريقة تواصل الممرضات كأعضاء في فريق رعاية المرضى في نقل واستقبال المعلومات من وإلى المرضى.

الهدف: يهدف هذا البحث إلى تحديد الدور الذي يلعبه التواصل في تطوير الثقة، والمواقف الإيجابية من المرضى تجاه أطبائهم، والامتثال للعلاجات الموصي بها، وبالتالي تحسين الحالة الصحية للمرضى.

الطرق: تم إجراء مراجعة للأعمال التجريبية لمقارنة النتائج مع نتائج المراجعة النوعية المنهجية لعوامل التواصل مثل التعاطف، الاستماع النشط، والحساسية الثقافية لتحديد آثارها على علاقات الممرضين مع المرضى ونتائج الرعاية الصحية.

النتائج: تم التوصل إلى أن التواصل الضعيف يؤدي إلى نتائج سلبية في رعاية المرضى. كما تم تحسين امتثال المرضى والتزامهم بتوفير فهم من الممرضين من منظور ثقافي، وبالتالي تحسين معدل تعافيهم ورضاهم.

الخلاصة: يعترف هذا البحث بأن التواصل هو عامل أساسي يعزز الرعاية الصحية، ويبني الثقة، ويحسن نتائج رعاية المرضى. لذلك، يعتبر التواصل الفعال جزءًا من الرعاية العامة وكذلك من تعليم الممرضين لضمان الحصول على النتائج الصحيحة.

الكلمات المفتاحية: التواصل، علاقة الممرضة بالمريض، الرضا، الامتثال، والنتائج السريرية.