

Communication as a precondition for quality patient care

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Effective communication in healthcare can improve the patient experience, encourage collaboration, and contribute to better health outcomes.¹ Nurses play a leading role in this, as they have direct interaction with patients. The connection between communication and quality healthcare is evident in patient satisfaction with the care provided, both physical and emotional.² The development of communication skills - both verbal and non-verbal - as well as the holistic adaption of the individual, is essential for providing quality nursing care. Communication is one of the key elements in nursing, encompassing all areas of activity such as therapy, education, rehabilitation, prevention and health promotion. Nurses must create positive relationship with patients to effectively educate them about their health conditions and the course of treatment. This ensures that patients follow the given instructions, fully understand their care plans, and can identify potential issues early. They also need to communicate with the patient's family members, and everyone involved in the patients care while navigating stressful situations, explaining complex medical concepts in simple terms, and offering emotional support while maintaining professional boundaries. Effective communication with patients and their families engages them in their own healthcare, helping patients recover in the shortest possible time. Nurses need to master verbal, non-verbal, and written communication to provide compassionate care, which reduces the chances of errors and ensures patients safety. It's all about empathy, clarity and consistency.

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LITERATURE

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