

**Evaluative Feedback Related to
Intradepartmental Communication
among Nurses: Reflections on Nurses'
and Patients' Empowerment**

Thesis

*Submitted in Partial Fulfillment of The
requirements
of Doctorate Degree in Nursing Administration*

By

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**Faculty of Nursing
Ain Shams University
2015**

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قالوا

لَسْبَحَانَكَ لَا عِلْمَ لَنَا
إِلَّا مَا عَلَّمْتَنَا إِنَّكَ أَنْتَ
الْعَلِيمُ الْعَظِيمُ

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Abstract

The power of creative and effective nursing care is strengthened by good communication skills. Intra-departmental communication is identified as a key factor in many nurses and patients outcomes. **The aim** of this study was to investigate evaluative feedback related to intradepartmental communication among nurses and its reflections on nurses and patients' empowerment. **Research design**, using quasi-experimental design with pre and post assessment. **The study subjects** consisted of 38 head nurse, 83 staff nurse, and 180 patients. The data collection tools included a shift report questionnaire, observation checklist for head nurses performance of shift report, an observation checklist for staff nurses performance of shift report, a scale for nurses' work empowerment, and a patient empowerment scale. **Results**, 2.60% of head nurses had satisfactory knowledge pre-study phase reached 100% at post and follow up study phase, none of them had adequate performance which increase to 100% of them perform adequate shift report at post study phase concerning staff nurses, only 6% of them had satisfactory knowledge pre study phase reached to be 100% had satisfactory knowledge, post-study phase, only 2.40% of them had adequate performance of shift report compared to 98.8% of them at post-study phase, mean staff nurses and head nurses empowerment levels increased to be 3.8+_{-0.4}, 3.7+_{-0.5} respectively, and 91,1% of patient had high empowerment post-study phase. **In conclusion**, the use of evaluative feedback interview technique and written guidelines were effective in improving head nurses and staff nurses knowledge and their performance regarding shift report which associated with significant improvements of both nurses and patients empowerment level. **The study recommends** that, further researches are needed to explore the impact of evaluative feedback techniques on other organizational, nurses and patients outcomes and in-service training and continuing education programs must be initiated and be available to all categories of nursing staff to be acquainted with necessary skills related to planning and implementing evaluative feedback.

Key words: Intradepartmental Communication - Handoff –bedside shift report – evaluative feedback – Empowerment-nurse empowerment - patient empowerment.

INTRODUCTION

Nursing is an art and a science by which people are assisted in learning to care for themselves whenever possible and cared for by others when they are unable to meet their own needs. Nurses coordinate care and apply their knowledge and skills to deliver care. Breakdown of communication between nurses can interfere with the client's treatment (*Delaune and Ladner, 2012*). Communication in nursing is a journey to a destination of clear meaning. Nurses travel this road to help patients and families heal and promote health and wholeness. Communication is at the heart of nursing and is essential in conveying caring and applying nursing skills and knowledge (*Berman et al., 2011*).

On a daily basis, in every healthcare facility, the responsibility for the care of patients is transferred between care providers. This process occurs in active and interruptive environments that are typical of those in healthcare today. The communication of patient information to the next care provider can be known as "report," "end-of-shift report," "handoff," or "handover." This communicates the information necessary for patient care to continue as planned; and for the purpose of this Project, the term "handover" will be used. Three primary things are transferred during every handover: information, authority and responsibility (*Epstin, 2007*).

Intradepartmental communication at the unit level among nurses and other health caregivers has been identified as a key factor in patient safety, particularly during an interaction called nurse to nurse handoff (*Kentucky and Streeter, 2010*). Intradepartmental communication with other members of the healthcare team affects patient safety and the work environment. Breakdown in communication is the more frequent cause of serious injuries in healthcare settings when patients move from one nursing unit to another; so accurate communication is essential to prevent errors (*World Health Organization [WHO], 2007*).

The ability of the team members to understand and communicate the information enables them to work together collaboratively and coordinately (*Reader et al., 2009*). Communication of information in healthcare is a vital component to provide safe patient care. Communication is necessary to report critical patient changes in a timely clear manner; such communication may be from nurse to physician, from nurse to patient, or from nurse to nurse as well as to other members of the healthcare team (*Harvery, 2011*).

Reporting is the verbal communication of data regarding the client's health status, needs, treatments, outcomes, and responses. When a report is given, it needs