
Evaluating the Impact of Nurses' Competencies on Patient Communication and Healthcare Outcomes

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ABSTRACT

This study evaluated the impact of nurses' communication competencies on patient communication and healthcare outcomes at Bagumbayan Hospital in Sultan Kudarat. Guided by Hildegard Peplau's Interpersonal Relations Theory and Irwin M. Rosenstock's Health Belief Model, the research examines how competencies such as clarity, empathy, adaptability, cultural sensitivity, and active listening influence patient satisfaction, treatment adherence, and overall well-being. A descriptive-correlational design was employed, involving total population sampling of 37 nurses and purposive sampling of 275 patients. Researcher-made questionnaires were validated and tested for reliability using Cronbach's alpha. Data were analyzed using frequencies, percentages, weighted means, and Pearson Product-Moment Correlation Coefficients at the 0.05 level of significance. Findings revealed that nurses demonstrated high levels of communication competence, and patients reported high satisfaction, adherence, and well-being. Statistical analysis indicated a significant positive relationship between nurses' communication competencies and healthcare outcomes. The study concludes that effective nurse-patient communication plays a vital role in enhancing quality care. Recommendations include strengthening communication-focused training programs and reinforcing patient-centered communication practices to further improve healthcare delivery.

Keywords: Adherence to treatment; Communication competencies; Healthcare outcomes; Nurse-patient communication; Overall well-being; Patient satisfaction.

INTRODUCTION

Effective nurse-patient communication is essential for quality healthcare as it builds trust, improves understanding, and enhances patient outcomes. However, barriers such as workload, language differences, and limited training can reduce the effectiveness of communication. This study investigates how nurses' communication competencies influence patient satisfaction, treatment adherence, and well-being, aiming to inform improvements in healthcare practices and training programs.

STATEMENT OF THE PROBLEM

The study seeks to:

1. Describe the demographic profiles of nurses and patients
2. Assess nurses' communication competencies
3. Evaluate patient outcomes in terms of satisfaction, adherence, and well-being
4. Determine the relationship between communication competencies and outcomes
5. Propose recommendations to improve communication and healthcare delivery

SCOPE AND LIMITATIONS

The study was conducted in 2025 at Bagumbayan Hospital. It focused only on nurses' communication competencies and patient outcomes, excluding other nursing skills. Data were gathered through surveys from nurses and selected patients who consented to participate. Findings are limited to the hospital setting and do not reflect long-term outcomes.

REVIEW RELATED LITERATURE

The review of related literature and studies established that nurse-patient communication plays a vital role in improving healthcare outcomes such as patient satisfaction, treatment adherence, and overall well-being, with key competencies including clarity, empathy, adaptability, and cultural sensitivity (Jackson, Sanders, & Williams, 2022; Brennan, Green, & Patel, 2022; Levinson, Misra, & Ho, 2023). It also showed that nurses' demographic factors such as age, sex, educational attainment, length of service, and training attended significantly influence how they communicate with patients, with experience, education, and continuous training enhancing communication effectiveness, while generational and gender differences shape interaction styles. Likewise, patient demographics such as age, sex, and educational attainment affect how individuals perceive and respond to nursing care, with variations in communication preferences and health literacy influencing understanding, compliance, and satisfaction (Selberman, Kurtz, & Dropper, 2022; Basarah, Beach, & Cooper, 2022). Overall, the literature highlights that effective communication is context-dependent and shaped by both nurse and patient characteristics, underscoring the need for adaptive, culturally sensitive, and patient-centered communication practices in healthcare settings such as Bagumbayan Hospital.

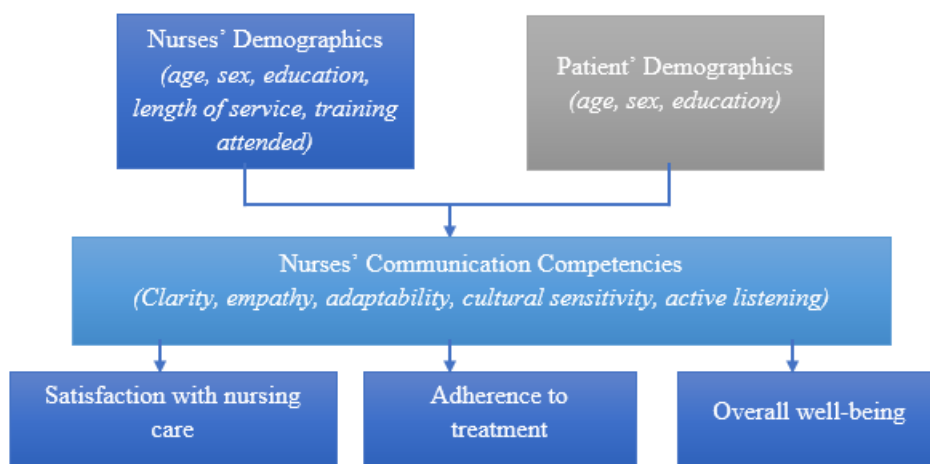
THEORETICAL FRAMEWORK

This study was guided by Peplau's Interpersonal Relations Theory (1952) and Rosenstock's Health Belief Model (1974), both of which emphasize the importance of communication in shaping nurse-patient relationships and health outcomes. Overall, these theories provide a strong foundation for examining how nurses' communication competencies influence healthcare outcomes, with communication competencies as the independent variable, patient demographics as moderating variables, and patient outcomes as dependent variables.

CONCEPTUAL FRAMEWORK

The conceptual framework of this study was anchored on Peplau's Interpersonal Relations Theory (1952) and Rosenstock's Health Belief Model (1974), which both emphasized the importance of communication in influencing nurse-patient relationships and health outcomes.

Figure 1. Conceptual Framework of the Study on the Impact of Nurses' Communication Competencies on Patient Communication and Healthcare Outcomes



At the center of the framework were the nurses' communication competencies, including clarity, empathy, adaptability, cultural sensitivity, and active listening, which served as the independent variable that facilitated trust, understanding, and therapeutic relationships. The demographic profiles of nurses and patients, such as age, sex, educational attainment, length of service, and training attended, served as moderating variables that influenced how communication was delivered and perceived. At the bottom of the framework were the dependent variables, including patient satisfaction, treatment adherence, and overall well-being, which served as indicators of healthcare outcomes. Overall, the framework demonstrated that nurses' communication competencies, influenced by demographic factors, were directly related to patient health outcomes, as supported by the two guiding theories.

METHODOLOGY

This study used a quantitative approach to examine the relationship between nurses' communication competencies and patient healthcare outcomes. It applied structured survey questionnaires to gather measurable data from nurse and patient respondents. The collected data were analyzed using statistical tools to determine patterns and relationships.

RESEARCH DESIGN

The study employed a descriptive-correlational research design. It described the demographic profiles, levels of communication competencies, and patient outcomes, and tested the relationships among variables. No variables were manipulated, only observed and analyzed as they naturally occurred.

RESEARCH STEPS

The research followed a step-by-step process starting from proposal approval, instrument validation, pilot testing, and data collection. After data gathering, responses were encoded and statistically analyzed. Findings were then interpreted to form conclusions and recommendations.

DATA COLLECTION AND SAMPLE SELECTION

Data were collected from 37 nurses and 274 patients at Bagumbayan Hospital. Nurses were chosen through total population sampling, while patients were selected using purposive sampling based on inclusion criteria. Only patients with sufficient nurse interaction and willingness to participate were included.

DATA ANALYSIS METHODS

Data were analyzed using frequencies, percentages, weighted means, and Pearson correlations. Descriptive statistics summarized demographic profiles and variable levels, while inferential statistics tested relationships between variables. All analyses were processed using SPSS.

RESEARCH HYPOTHESIS AND VALIDATION

The study tested the hypothesis that there is a significant relationship between nurses' communication competencies and patient healthcare outcomes. Pearson correlation was used at the 0.05 level of significance to determine whether to accept or reject the null hypothesis. Instrument validity was ensured through expert review and pilot testing.

STUDY LIMITATION AND ETHICAL CONSIDERATIONS

The study was limited to one hospital and specific respondent groups, which may affect generalizability. Ethical standards were followed through informed consent, confidentiality,

and voluntary participation. Approval from the institutional review board and hospital administration was also secured.

RESULTS AND DISCUSSION

1. Demographic profile of nurse-respondents
The nurse-respondents were mostly aged 32–34 years, with equal numbers of males and females, and all held a BSN degree. Most had 6–7 years of service and had attended training in communication skills, patient education, cultural competence, and medication safety.
2. Demographic profile of patient-respondents
Most patient-respondents were aged 30–34 years, predominantly female, and all had attained college-level education. This indicates a relatively young, female-majority, and highly educated patient group.
3. Level of nurses' communication competencies
Nurses demonstrated a very high level of communication competencies with an overall mean of 3.87 ("Always"). They consistently showed clarity, empathy, active listening, cultural sensitivity, and patient involvement in care decisions.
4. Degree of quality of care experienced by patients
Patients reported strong satisfaction with nursing care (3.62), high adherence to treatment (3.64), and improved overall well-being (3.69), all interpreted as "Strongly Agree." This shows consistently positive patient healthcare outcomes.
5. Relationship between nurses' communication competencies and patient outcomes
The results showed weak and non-significant relationships between communication competencies and patient outcomes, with all p-values greater than 0.05. Thus, the null hypothesis was accepted.

SUMMARY OF FINDINGS

The study found that nurses demonstrated consistently high levels of communication competence, while patients reported high satisfaction, good treatment adherence, and improved overall well-being. However, statistical analysis revealed that these communication competencies were not significantly related to patients' healthcare outcomes.

CONCLUSIONS

Nurses demonstrated consistently high communication competencies, and patients reported strong satisfaction, adherence to treatment, and improved overall well-being. However, no significant relationship was found between nurses' communication competencies and patients' healthcare outcomes.

RECOMMENDATIONS

Healthcare institutions should continue strengthening nurses' communication skills through regular training programs focused on patient-centered care. They should also implement broader interventions that consider other factors influencing patient outcomes, such as workload, environment, and healthcare systems. Future researchers are encouraged to explore additional variables that may better explain patient healthcare outcomes beyond communication competencies.

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AI DECLARATION STATEMENT

AI-supported tools helped with grammar and structure in creating this article. No AI tools were used to collect, analyze, or interpret data; all authors are credited for their academic contributions.

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