



ABSTRACTS: VOLUME 7, SPECIAL ISSUE {7th Undergraduate Conference}

ABSTRACT

**Communication Skills in Patients-Healthcare Providers Interactions:
Learning from Patients Complaints**

Saja Quqas, Diana Sabarneh, Jana Harahsheh, Narmeen Abuayyash, Shaymaa Qashqeesh, Ayman Ikhlayel, Hussin Farajeen

Nursing, Faculty of Health Professions, Al-Quds University

This study aimed to assess the communication skills in patient-healthcare providers interactions: learning from patient complaints at Bethlehem and Hebron hospitals.

The study used the quantitative approach, in a cross-sectional study, using a questionnaire, which is appropriate for the exploratory nature of the research. Therefore, three hundred sixty-eight health patients were stratified calculated, based on hospital and Governorate, and were selected using the convenience sampling method. The sample size was calculated using the sampling web of <http://www.surveysystem.com/sscalc.htm>, sample size calculator, with a margin of error of 1.11. To achieve this end, a 11-item scale was used to measure the communication skills in patient-healthcare providers interactions: learning from patient complaints at Bethlehem and Hebron hospitals, that was developed by the research team, based on Norouzinia et al. (1111) scale, taking into consideration the cultural appropriateness in the Palestinian society. A 1-point Likert scale (ranging from strongly agree to strongly disagree) was used to measure responses. The collected data were statistically analyzed using the Statistical Package for Social Sciences (SPSS).



Findings showed that more than two-thirds of the patients (21.17%) scored a high level of complaints in the communication skills in patient-healthcare providers interactions. Moreover, findings showed that age, gender, and qualification do not show any significant differences; however, marital status and authority were significant variables. The differences were in favor of the married patients, as for authority, the differences favored patients in the Non-Governmental hospitals.

The study recommends providing training sessions for healthcare providers of different ages in communication skills. In addition, the Ministry of Health in Palestine should take into consideration the workload of the healthcare providers by employing an additional number of healthcare providers.