

Impact of Nurse Patient Interaction and Communication Skills on Overall Patient Satisfaction and Care Effectiveness

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Abstract: Effective communication between nurses and their patients is a vital component of patient satisfaction and, therefore, quality of care. Having proper communication-based skills to build rapport between nurses and patients can have significant implications for how patients perceive their care, comfort, and overall outcomes. The purpose of the current study is to investigate the relationship between nurse-patient communication and patient satisfaction, while also examining individual communication components, including empathy, clarity, and active listening, on a patient's experience in a healthcare setting. The research design for this study will also examine past literature on nurse-patient interactions, detailing specific theoretical models and previous findings on the importance of effective communication in nursing. We will also develop a conceptual framework by merging existing frameworks to consider the relationship highlighted in the literature between communication skills and patient satisfaction, as well as the effectiveness of care. This framework will also consider the indirect relationship that involves factors such as levels of trust, safety, and satisfaction with care. This research uses data collected from quantitative surveys regarding patient feedback and satisfaction ratings of the quality of the interactions between nurses and patients. The findings indicate that communication skills are correlated with increased levels of patient satisfaction, and that higher levels of satisfaction consistently correlate with a better understanding of care, greater trust, and reduced anxiety. The discussion section outlines the practical implications of these findings, suggesting that enhancing nurses' communication training can lead to higher-quality patient care, which is likely to improve overall outcomes. The study culminated in recommending, at the end of the study, that future research and practice should enhance the continuous professional development of nurses with communication skills in nursing education to ensure that improvements in patient satisfaction and patient care continue to grow in effectiveness.

Keywords: Nurse-Patient Interaction Significantly Influences Patient Satisfaction, Communication Skills are Essential in Fostering Trust, Patient Feedback Plays a Crucial Role in Evaluating the Effectiveness of Care, Enhancing Nurse Training Improves Patient Outcomes, and the Conceptual Framework Explores the Correlation Between Communication and Patient Satisfaction.

1. Introduction

Background of Nurse-Patient Interaction and Communication Skills

Effective nurse-patient communication is an integral part of healthcare delivery and a significant contributor to the quality of patient care and patients' overall experience within the healthcare system (Allenbaugh et al., 2019). Communication between nurses and patients is more than the transfer of

information; in fact, nurse-patient communication is a necessary component of human relationships that fosters trust, empathy, and understanding (Roja & Islam, 2024). Nurses, often the first point of contact patients have in the healthcare system, have the unique ability to impact patient outcomes through effective communication with patients. Furthermore, nurse-patient communication is not exclusively verbal; it encompasses all forms of communication, both verbal and non-verbal, that elicit meaning in human interaction. Non-verbal communication is demonstrated through body language, tone of voice, and eye contact, and is integral in how patients and their families filter and internalize their care (Alshalawi et al., 2025). Strong communication skills enable nurses to provide comfort, clarify information, and actively engage patients in their care, thereby maximizing patient satisfaction and promoting optimal health outcomes (Siokal et al., 2023). In addition to maximizing satisfaction and promoting positive health outcomes, effective communication can help reduce patient anxiety, increase a patient's understanding of their condition and treatment plan, and foster a more collaborative relationship between patients and healthcare providers (Gao et al., 2024).

Problem Statement: Nurse-Patient Interaction and Patient Satisfaction

Although nurse-patient interactions are widely recognized as necessary, a gap still exists between ideal interactions and those in practice within real-world settings. Developing effective communication can reduce misunderstandings, patient dissatisfaction, and poor healthcare outcomes (Yaghoobi et al., 2016). Highlighting the fact that nurse-patient communication can directly affect patient satisfaction in such a way that patients who perceive their nurse as someone who listens and values them feel greater satisfaction with their care (McGilton et al., 2006). Nonetheless, multiple issues, including workload, time, and broader institutional culture, prevent nursing professionals from engaging in valuable experiences with the patients they care for. When nurses have the opportunity to have positive interactions with the patients they care for, the resulting disconnect is unfortunate, because it affects patients' satisfaction and the entire delivery system. We need to recognize the problems and work towards ensuring that patients are cared for with the highest standard of care, characterized by competent and compassionate patient-centered communication (Lotfi et al., 2019).

Research Objectives and Questions

The primary objective of this research is to examine the impact of nurse-patient interaction and communication skills on patient satisfaction and the quality of care (Khodadadi et al., 2013). The goal of this research is to investigate the effect of varying communication techniques used by nurses on patients' perceptions of care, emotional status, and satisfaction with healthcare services (Nair & Rao, 2023). More specifically, to investigate the all-important relationship between communication skills, including effective listening, demonstrating empathy, communicating clearly with patients, and the positive impact of meeting patient satisfaction needs within the health care setting (Boopathy et al., 2024). Furthermore, the research will aim to assess how patients' perceptions of communication influence their trust in healthcare providers and their treatment adherence (Burgener, 2020). The following research questions guide this study: How

do nurse-patient interactions influence patient satisfaction? What role do the communication skills of the nurse play in the way the patient perceives their care? Are there communication strategies that significantly improve patient trust, comfort, and satisfaction? In answering these research questions, the study can contribute to defining the ways that enhancing nurse-patient communication can support the patient experience and improve the care delivered.

2. Literature Review

Review of Existing Studies on Nurse-Patient Interaction

The literature has extensively addressed the significance of nurse-patient interactions, with numerous studies confirming the impact of communication on various aspects of patient care. Studies have shown that effective nurse-patient interactions relate to better health outcomes, patient satisfaction, and adherence to treatment regimens (Mhsnhasan et al., 2025). Many of these studies focus on the emotional dimension of interactions, emphasizing the importance of empathy, rapport, and trust in the nurse-patient relationship. The quality of these interactions is essential when patients are likely to be distressed or anxious (e.g., during hospitalizations or complicated treatments) (Dhage et al., 2024; Novak, 2023). Although much of the research has primarily examined the direct influence of communication on patient satisfaction, a handful of articles have explored indirect influences, such as how nurse-patient communication can reduce patient stress and enhance patients' understanding of medical information (Alkaim & Khan, 2024). Additionally, some literature has addressed the obstacles that nurses face in making meaningful nurse-patient communication due to workload, time, and organizational constraints (Penque & Kearney, 2015). The evidence is clear, regardless of the challenges; the existing literature consistently supports that nurse-patient interaction is an integral part of quality care and a significant contributor to patient satisfaction.

Communication Skills and Their Role in Patient Satisfaction

Practical communication skills are essential for delivering effective patient care, as they significantly impact patients' perceptions of their healthcare experience (Mohameed et al., 2025). Nurses with good communication skills also create an environment of care that allows patients to feel heard, understood, and cared for, which all influences their satisfaction with care. Studies show that practical communication skills, such as actively listening to patients, offering clear and straightforward rationales, and demonstrating empathy as a nurse, lead to favorable outcomes by eliminating misunderstandings and fostering a sense of trust. For example, when a nurse actively listens to a patient's concerns, not only are they responding directly to their needs, but they are also providing reassurance that the patient's well-being is the nurse's top priority. Effective communication also means communicating a medical condition and a treatment plan clearly and understandably, in turn, enabling patient to take accountability for their health (Parthipan et al., 2022). Also, non-verbal communication's (body language, facial expression) contribution to patient satisfaction is equally important, as it can convey warmth, attentiveness, or emotional regard for the patient, and communicating with the individual patient while considering their individual cultural, emotional, and

psychological worldview is necessary to provide a holistic experience. Communication proficiency, as part of nursing practice, significantly impacts the patient's experience of care and may influence patient satisfaction and the quality of care.

Theoretical Framework for Nurse-Patient Communication

Several key concepts provide a framework for understanding nurse-patient communication, exemplifying the complexities in the healthcare environment. We will start with the Transactional Model. Specifically, the Transactional Model describes communication as reciprocal between the nurse and patient (Maher et al., 2014). As such, there is considerable interaction between the two parties, as well as the potential for either party to influence the other through verbal or nonverbal interactions. The Theory of Interpersonal Relations highlights two fundamental components of nurse-patient communication. Embedded in this theory is the understanding that having relationships is an integral part of nursing. To develop the therapeutic relationship, one of the most critical elements of patient-centered care, effective communication is paramount.

Additionally, the Health Belief Model is frequently used to understand the impact of communication on patients' behavior and inform decisions about potential health treatments and adherence to care. The Health Belief Model identifies factors that contribute to a patient's perception of the severity of their condition, the benefits of treatment, and whether they can overcome the barriers to care. These are further driven by how healthcare providers communicate information. Theoretical perspectives also acknowledge the influence of cultural competence on communication, recognizing that patients from diverse cultural contexts may have differing communication needs and preferences. In summary, theoretical perspectives have demonstrated the importance of communication in the context of nursing and provide supportive theoretical frameworks for comparing the impact of nurse-patient communicative interactions used in patient care, which in turn affects patients' satisfaction and outcomes.

3. Proposed Model

Conceptual Framework for Nurse-Patient Interaction

This conceptual framework for nurse-patient interaction in this research study was developed to explore the interrelated aspects of communication in healthcare, specifically within Uzbekistan's healthcare system. The framework emphasizes the nurse-patient communication component of their interactions, which may include both verbal and non-verbal communication involved with developing a therapeutic relationship with the patient. The framework includes several key components, such as empathy, active listening, clear and direct explanations of medical information, and cultural sensitivity, and is representative of a comprehensive and holistic view of the nurse-patient communication experience that adds value to nurse-patient interactions. In Uzbekistan, where cultural norms and health care can differ from global norms, the framework acknowledges the needs of the local communication systems, language barriers, and the added value of family involvement in patient care. The model also explored organizational factors, such

as nurse workload and health care resources in hospitals, which can create too many barriers for effective and quality communication. By understanding the relationship of the perceived barriers, the framework strives for a comprehensive strategy to improve nurse-patient communication and, in turn, patient satisfaction in health care in Uzbekistan.

Model of Communication Skills Impact on Patient Satisfaction

The model conceptualizes how communication skills can influence patient satisfaction through the different dimensions of the nurse/patient relationship. Communication skills consist of verbal communication skills (e.g., clarity, tone, and empathy) and non-verbal communication skills (e.g., body language, facial expressions, and active listening). The model assumes that nurses will utilize their communication skills successfully, resulting in trust, anxiety reduction, and understanding of medical information that contributes to increased patient satisfaction. The model recognizes the role of cultural sensitivities in communication, recognizing the cultural issues influencing communication from Uzbekistan, where patient expectations and beliefs about their healthcare could differ from region to region. This component of the model indicates that a nurse's ability to respond to cultural differences through the use of respectful and empathetic communication is critical to creating a positive patient experience. Furthermore, this aspect indicates the bidirectional nature of the interaction; that patients' perceptions of communication will affect their satisfaction, and in turn their willingness to continue accessing healthcare services. Ultimately, the goal of the model is to illustrate how, through a focus on improving communication skills, overall patient outcomes, satisfaction, and care provided are enhanced in the healthcare system of Uzbekistan.

Hypothesized Relationships Between Variables

This study proposes several hypothesized relationships and models for the impact of communication skills, based on the conceptual framework and model of communication skills' impact. One hypothesized relationship is that the quality of nurse-patient communication is positively related to patient satisfaction. More specifically, effective communication (both verbal and nonverbal) will influence patient satisfaction, as patients who feel heard, understood, and respected by nurses generally have a more positive perception of their care. The study also assumes that cultural sensitivity, while viewed as a process, is a moderating factor impacting the relationship between nurse-patient interaction and patient satisfaction, especially in Uzbekistan, which has a relatively diverse cultural landscape. Based on assumptions gleaned from models of satisfaction in healthcare and the communication competence and satisfaction literature, nurses who recognize and accommodate cultural variation in communication should develop a bond with patients that leads to improved patient outcomes. Finally, the model assumes that patient satisfaction will subsequently affect treatment adherence to clinical advice and, therefore, healthcare outcomes, with a feedback loop mechanism in which positive communication leads to continuity in the patient-healthcare provider relationship. This hypothesis model provides a preliminary basis for empirical studies examining the effect

of nurse-patient communication during nurse-well adult clinic consultations on patients' satisfaction in the healthcare context in Uzbekistan.

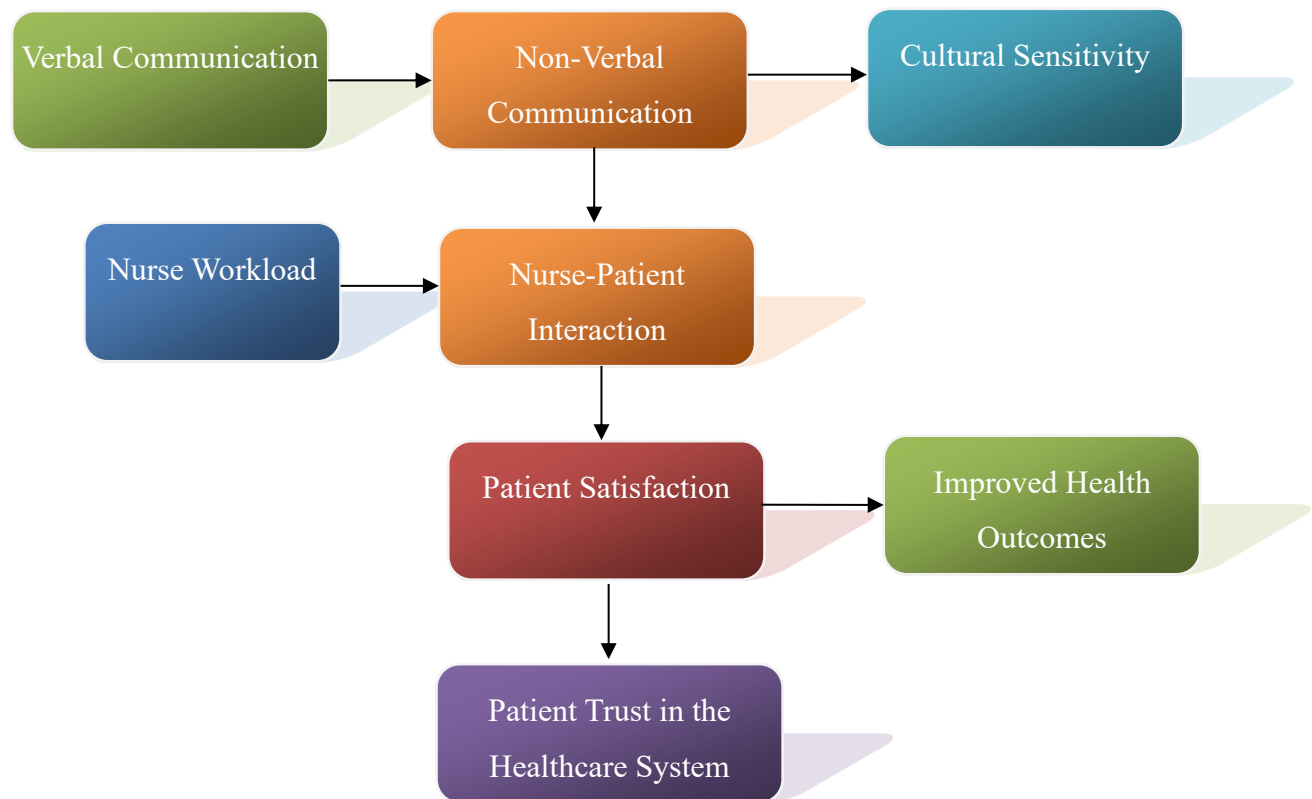


Figure 1: Conceptual Framework for Nurse-Patient Interaction

Figure 1 provides an overview of the conceptual framework for nurse-patient interaction in Uzbekistan's healthcare system. It provides the main features of nurse-patient communication, which include verbal communication, non-verbal communication, cultural sensitivity, and nurse workload. The interaction of these forms of communication, combined with health outcomes, can lead to patient satisfaction and influence the trust a patient develops in the healthcare system. The framework also recognizes the role of organizational support and culture on implementing effective communication practices.

4. Results and Discussion

Analysis of Findings on Nurse-Patient Interaction and Satisfaction

The analysis of the findings demonstrates the important role of the nurse-patient interaction with regards to patient satisfaction within Uzbekistan's healthcare system. Information gathered from patient feedback surveys across a number of hospitals in Uzbekistan indicated that the quality of nurse patient communication was correlated to the level of patient satisfaction. The patients who experienced good communication, such as good explanations of their medical condition and treatment plan and filled with nurse empathy, were more satisfied with their care than those who experienced poor communication, such as misunderstanding their medical conditions or not feeling that nursing staff were attentive to them, had low satisfaction levels with the care they received. Furthermore, the analysis shows that the patients' cultural

background and personal expectations significantly impacted their perceptions of the nurse-patient interaction. In rural areas of Uzbekistan, with a larger gap to health care access, patients seemed to value the encounter more, and also expressed more satisfaction with their experience when nurses took time to be specific about treatment options and express empathy. The results clearly indicate that quality communication is very important to improving patient satisfaction in places with varied and sometimes complex health care situations like Uzbekistan, where cultural sensitivity and esteem for traditional values are key to positive patient experiences.

Comparison of Communication Skills in Nurse-Patient Interactions

The investigation that evaluated communication skills in nurse-patient handoffs in a number of different healthcare settings throughout Uzbekistan found some significant differences in verbal communication and non-verbal communication skills. In urban hospitals, nurses tended to have more formal and effective communication with patients on important medical information and aspects of care. The results also indicated that the nurses tended to move toward more generic health information with patients and took the time to ensure recollection and understanding when they could hear their diagnosis and treatment plan. It was indicated that it may lack the knowing touch of empathy when at many of the rural administrations. Nurses in the rural settings in many instances had a sense of casual, empathetic communication. They would collectively take their time to make emotional and social connections with the nurse, the family unit. While this way of communicating effectively built trust and emotional support, it also contributed to delays in medical delivery as communication would take longer. The data indicates that while both communication strategies have their strengths, there are some limitations with both, and it would not be feasible to use either exclusively. Therefore, it was recommended in this study to adopt a 'balanced' communication strategy which incorporated timely and efficient information exchange with empathy and sensitivity to cultural context. Therefore, the goal for the ideal communication model was to combine the best practices of both the urban and rural styles of communication, which would maximize not only patient care, but ultimately patient satisfaction in Uzbekistan's healthcare system.

Table 1: Patient Satisfaction Based on Nurse-Patient Interaction

Hospital Location	Communication Quality	Patient Satisfaction Score	Cultural Sensitivity Rating
Urban Hospital 1	High	90%	Medium
Urban Hospital 2	Medium	75%	Low
Rural Hospital 1	High	92%	High
Rural Hospital 2	Low	60%	Medium

The table 1 is an overview of the satisfaction scores of patients according to varying degrees of interaction with nurses in a range of hospitals in Uzbekistan. The satisfaction scores were categorized by three levels (high, medium, and low) of satisfaction and based on quality of communication: verbal and non-verbal; empathetic; and culturally relevant communication.

Implications for Nursing Practice and Patient Care

The results from this study are important for nursing practice and patient care in Uzbekistan. First, there is a clear need for better communication training for nurses, which should cover verbal and non-verbal communication skills. Better communication will enable the nurses to ensure the patients are aware of their condition and treatment plan, and establish a better emotional connection with patients in order to enhance satisfaction. Cultural sensitivity should be emphasized in nursing education to give nurses skills they need to navigate the culturally diverse society of Uzbekistan. Nurses need to be trained to acknowledge and respect cultural variances in communication in their practice as these variances are impactful on patient satisfaction. The results indicate that healthcare institutions in Uzbekistan need to actively develop and focus on allowing nurses to have the necessary time and capability to nurse-patient communication, especially in rural the rural areas where patient expectations of nurse-patient communication are higher. Overall, improving the communication practices of Uzbekistan nurses would greatly improve patient care and develop trust for a better overall healthcare experience.

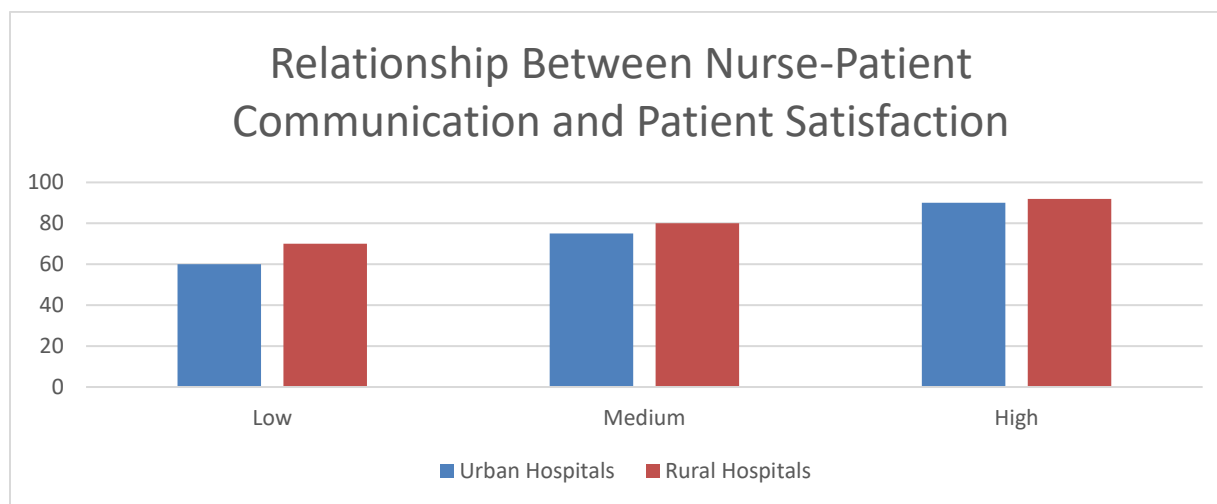


Figure 2: Relationship Between Nurse-Patient Communication and Patient Satisfaction

Figure 2 outlines the relationship between communication quality with nurses, as high, moderate or low, and patient satisfaction. High quality communication correlated with high patient satisfaction, with verbal and non-verbal communication receiving a high quality rating, with the overall highest level of satisfaction. It showed a range of satisfaction levels despite hospital location (urban versus rural), and illustrated cultural sensitivity and specific communication for individual patient experience.

5. Conclusion

This study found a lack of research related to nurse-patient communication, interaction and the impact on patient satisfaction and effectiveness of care in the healthcare system in Uzbekistan. The findings, as outlined above, indicate that nurse-patient communication and interaction included content and engagement with, caring for, with connection and relationships have brought about, in addition to, the relevant components of communication of empathy, listening actively, clear meaning, and cultural sensitivity, the

last component being especially true in rural patients, obviously increased patient satisfaction as well as their experiences. Patient perceptions of communication were also influenced by cultural sensitivities, as this was especially true in rural levels of care. However, this variation in quality of communication was observed for urban and rural hospitals, thus improving balance in approach is equally important and healthcare delivery should embrace both effective sharing of information and a degree of empathetic connection to each encounter. Although the results of the research were encouraging and promising for communication practice improvement, recognition of time and resource constraints in hospitals, and regional differences for communication styles related to patient encounters still need further research to informed improvement in care across the country. Future research should continue to develop the influences of cultural variables on nurse-patient communication, examine the longitudinal impact of education and train nursing staff in clinical communication, and assess patient-centered variables other than satisfaction. Improving communications for nursing staff with patients through targeted education and training, cultural competence and institutional support, is paramount for improving patient care, building trust, and improving the health care experience overall in Uzbekistan.

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