

Investigating the Relation of Information Technology Management and Nurses Communication with Patients in Shahid Beheshti Hospital of Shiraz

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ABSTRACT

Background: Information and communication technology, along with the promotion of health in the community, has led to a change in the quality of health care. Telemedicine is the main field of application of information technology, which is based on changes in health systems and a change in the viewpoints of the disease-prone, health-conscious, and non-communicative, and in order to enhance the quality of health services. Nurse has a vital role in creating, maintaining and promoting therapeutic environments. Creating a context for empowerment can increase employee satisfaction and lead to better nurses' interaction with their colleagues and satisfaction in performing their tasks and, ultimately, to achieve organizational goals.

Methods: The present research is an applied and purposeful perspective, and the type of research is descriptive and within the framework of theoretical principles that was carried out in 1996. The research community includes directors, assistants and nurses of Beheshti Hospital. Data were collected using a checklist and interviewed by staff. To describe the data from tables, mean and standard deviation, and to analyze data from modeling Structural equations were used.

Results: After analyzing, the effect of information technology on the relationship between nurses and patients was 0.65 and the value of t is 2.44; the reason is the positive and significant relationship between these two variables.

Conclusion: The results of this study in examining the hypotheses tested show the relationship between the speed of data transfer, the capabilities and the possibilities of information technology and the ease of use of IT-based systems that are considered as components of IT. And the relationship between nurses and patients is significant, with the severity of this relationship being 41.3, 58.9 and 53.3%, respectively.

Key words: IT management, nurses' communication, patients.

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INTRODUCTION

Using effective communicational skills has been the fundamental and impartible section of nursing profession and is one of main instruments of nurses for supporting patients and their family members. Communicational skills is discussed as an important element in nursing cares and nursing training and here effective communication is the most important factors in preserving high-quality nursing cares.

Establishing the suitable relation with patients for decision making and involving the patients in care process and also preventing lateral treatments impacts is necessary. In most cases, patients feel that their data about treatments is in an inappropriate level, such a feeling could create lack of trust, anxiety and depression in patients. Though establishing a suitable relation with patients in the whole illness period is required but especially in periods of the patients

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hospitalization in the hospital the need to effective communication is significantly increased. During hospitalization periods, nurses have the greatest relation with patients.

Today, in many countries, patients' satisfaction of provided services is considered an important indicator in determining healthcare quality and necessity of supplying plans for creating, preserving and promoting this feeling is more than before. Studies have shown that if patients are satisfied with provided services, they will act to the physician recommendation and other healthcare services more accurately.

On the other hand, information is one of the most valuable inputs of each organization. Valuable information causes increasing of trust and stability of human resources and its shortage causes lack of trust and instability in the organization. Today, information in the organization is maintained, processed and used in various forms. Increasing progress in modern technologies has caused the process of preserving and publishing information to have a considerable speed.

Communication is transferring information verbally and non-verbally and is one of nurses' key roles. Communication of patients and nurses is an interpersonal process which is created during treatment between these two groups. This process generally includes stages of beginning or development, work and end. Effective communication is one of the most important aspects of caring nurses of patients without which performing many duties of patients is not possible. Nurses need establishing relation with patients and their families for sharing information, knowledge and services.

Regarding that Shahid Beheshti hospital is one of Shiraz governmental hospitals and referring to this center included Shiraz city, Fars province and also neighboring provinces, so study and research about topics relating to information technology domain that could be a factor for creating speed and increasing provided services quality, has a specified significance. Also, it should be noted that one of main determining factors in hospital referees satisfaction rate is nurses' communication with patients especially patients hospitalized in the hospital departments. So, this topic is significant for study and research.

On the other hand, regarding the expressed subjects and significant of subjects relating to information technology management which is today one of the most important concerns of the organization and also the discussion of nurses communication with patients which has a considerable impact on effectiveness of treatment in hospitals and investigating the relation of information technology management and nurses communication with patients has a special significance.

METHODS

The present study is applied in respect of objective and it is a descriptive study and in theoretical principles framework which was conducted in 2017. Study population includes managers, vice-chancellors and nurses of Beheshti who are 121 persons that due to small population, all statistical population was considered as statistical sample.

Data collecting was performed using checklist and with field and observation method, interviewing with personnel and investigating available documents. This checklist, regarding the declared regulations has 5 dimensions and was totally 32

questions. The questionnaire includes 32 items. Items of this questionnaire have been scored as a Likert range of 5 options (low =1 to very high= 5).

In this study, research data was collected in two levels analyzed using SPSS software: A. in descriptive statistics level, diagrams, frequency distribution tables and percent relating to demographic features were used. B. in inferential statistics level, proportionate to data assessment and statistical information, structural equations modeling test was used.

RESULTS

Among 121 participants in the study, 68% of respondents were men and 32% women. The status of various respondents in age group respect includes 21.4% less than 35 years old, 42.7% between 35-45 years old, 31.1% between 45-55 years old and 4.9% more than 55 years old. Status of various respondents in respect of working history was 5.8% less than 5 years, 13.6% between 5 to 10 years, 20.4% between 10-15 years, 24.3% between 15-20 years, 19.4% between 20-25 years, 12.6% between 25-30 years and 3.9% more than 30 years. Respondents' status in respect of marital status has been 92.2% married and 7.8% single.

Table 1. correlation rates

Nurse communication with patients		
Information transfer speed	Correlation factors	41.3"
	Significance level	00.0
Capability and facilities of information technology	Correlation factors	58.9"
	Significance level	00.0
ease of using systems based on information technology	Correlation factors	53.3"
	Significance level	00.0

Regarding the above table, it is specified that there is a significant relation between nurses communication and information transfer speed and between nurses' communication and capabilities and ease of using systems. Based on findings of the table, the observed t is greater than critical rate in error level 5%. Therefore, the impact of the above components on nurses communication with patients is higher than medium.

DISCUSSION

Regarding table 1 and using structural equations modeling for the first hypothesis, null hypothesis is confirmed, and the study hypothesis is confirmed, and we conclude that there is a significant relation between information transfer speed and nurses communication with patients. Khan^[1] & Seyedkoei (2014) in their study state that amazing speed of information technology and communication has rapidly altered the world and consequently medical world. On this basis, in this article, the role of information technology on medical modern technologies and also improving healthcare services has been investigated. The results showed that modern medical services has increased satisfaction of medical personnel and patients that in this respect are consistent with results of the present research.

Regarding table 1 and using structural equations modeling, for the second hypothesis, null hypothesis is confirmed, and the study hypothesis is supported, and it is concluded that

there is a significant relation between capabilities and facilities of information technology and nurses communication with patients. Mohammadi Soleimani *et al.* (2015),^[2] in their study stated that since most patients don't have the ability to evaluate technologies used in hospitals, they judge care providers. As a result, in this study nurses capability relating to information technology has been investigated that during the performed studies, it has been shown that rate and type of using capabilities and also the nurses' ability in using information technology could have a direct impact on the relation established between nurse and patient. These results are consistent with the studies of the present study.

Regarding table 1 and using structural equations modeling for the third hypothesis, null hypothesis is confirmed, and it is concluded that there is a significant relation between ease of using systems based on information technology and nurses communication with patients. Salighehdar (2014)^[3] in his paper stated that learning communicational techniques is among the most necessary cases which should be considered since ease of using information technology has a very significant role in accelerating their illness improvement.

CONCLUSION

As a result, nurses learning and also easy procedure in using information technology in hospitals causes better understanding of the patient, so the relation established between nurses and patient is a bilateral relation where both feel comfortable. As a result, the obtained results of both studies are consistent and both state that ease of using information technology creates a strong relation between the patient and the nurse.

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