

COMMUNICATION MODELS IN NURSE-PATIENT RELATIONSHIPS AND THEIR IMPACT ON PATIENT SAFETY

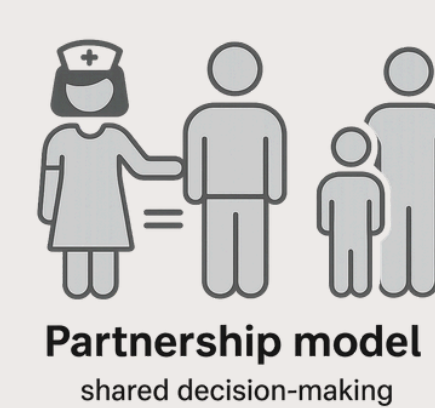
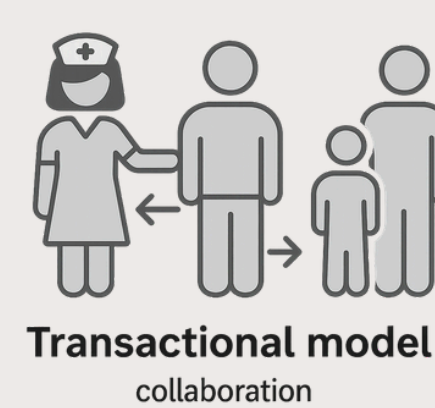
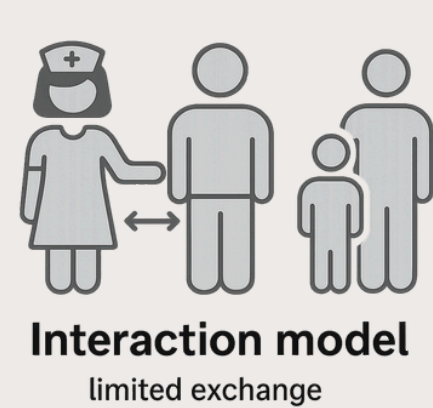
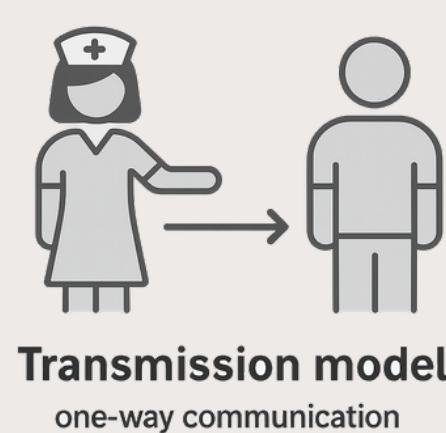


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In the context of contemporary healthcare, rapid technological advancements, demographic changes, and the growing complexity of patient needs necessitate a re-evaluation of traditional nursing paradigms. Modern medicine increasingly embraces holistic and systems-oriented approaches that emphasize not only the biological but also the psychological, social, and spiritual dimensions of health. Within this framework, nurses play a pivotal role in integrating these diverse aspects of care and ensuring continuity between the patient, family, and multidisciplinary healthcare team.

The aim of this study is to present various models of nurse-patient-family relationships, emphasizing the family as a real actor in medical care and healthcare.

Materials and Methods: The research employed a critical content analysis of scientific publications addressing the functioning of patients and their families in the context of illness and disability, as well as the communication competencies of nurses. This methodological approach made it possible to identify dominant trends, conceptual frameworks, and gaps in current knowledge regarding the evolving role of nurses within a holistic and systems-oriented model of healthcare. The analysis also focused on how nurses' communicative and advisory skills influence patient engagement, family participation, and interdisciplinary collaboration. The findings provide a foundation for redefining nursing education and practice, emphasizing the need for the development of professional competencies that enable nurses to act as educators, consultants, and coordinators of patient-centered care.



Results: A holistic model of medicine, together with a systems approach to healthcare, necessitates a redefinition of nursing education and a new conceptualization of the nurse's professional role. Within this framework, nurses are expected to assume not only clinical but also educational, advisory, and consultative functions, supporting patients and their families in understanding, managing, and promoting health. Acting as medical guides, nurses play a key role in coordinating care and facilitating communication between patients, families, and multidisciplinary healthcare teams.

In situations of acute illness or health emergencies, nurses should function as competent advisors and expert members of the therapeutic team, utilizing evidence-based knowledge and clinical judgment to ensure patient safety and continuity of care. This expanded scope of practice reflects the ongoing transformation of nursing toward an autonomous, knowledge-based profession, aligned with contemporary principles of holistic and patient-centered healthcare.

Since communication is one of the fundamental tools for achieving therapeutic goals in nursing practice, continuous development of nurses' communication competencies is essential. Nurses should actively participate in specialized training programs and professional development initiatives aimed at enhancing interpersonal, empathetic, and intercultural communication skills.

Conclusions: The selection of an appropriate communication model in nursing practice should be determined by the clinical context, the patient's health status, and the nurse's professional competencies. **Effective communication is a dynamic process that requires adaptability, clinical insight, and emotional intelligence.** Evidence indicates that communication grounded in empathy, openness, and mutual respect fosters trust and enhances patient engagement, satisfaction, and adherence to therapeutic recommendations.

A partnership-based approach, in which the nurse and patient (and, when appropriate, the family) actively collaborate in decision-making, represents a key determinant of high-quality, patient-centered care. Therefore, effective interpersonal communication and the establishment of therapeutic relationships should be recognized as fundamental competencies in contemporary nursing practice and as critical elements of healthcare system effectiveness.

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