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Explorative Study to Assess the Barriers in Communicating with Patient During Clinical Posting Among Nursing Students in a Selected Hospital

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Abstract

“Explorative study to assess the barriers in communicating with patient during clinical posting among nursing students in a selected hospital.”

Objective of the Study

1. To assess the barrier in communicating with patient during clinical posting among nursing students.
2. To find out the association between the barriers in communicating with patient during clinical posting among nursing students with their selected socio-demographical variables

Methodology

Methodology of research indicates the general pattern for organizing the procedure for empirical study together with the method of obtaining valid and reliable data for problem under investigation. This chapter deals with the methodology followed by the investigator to assess the barrier in communication with patient during clinical posting among nursing students. It includes research approach, research design, the setting, the sample and sample technique, data collection technique used, preparation of planned teaching program, procedure for data collection and for the data analysis.

Study Approach: Quantitative research approach

Study Design: Descriptive research design.

Variables:

Dependent variables: Barrier in communication with patient during clinical posting among nursing students.

Demographic variables:- In this study it refers to the Age, Gender, Religion, Source of information, Previous knowledge regarding the topic.

Setting: Study will be conducted at selected hospital

Target Population: In present study population comprises nursing student who barrier in communication with patient during clinical posting at selected hospital.

Sample: Nursing students

Sample Size: 50 sample

Sampling Techniques: Non probability purposive sampling technique

Criteria:

Inclusive criteria:

1. Students those are willing to participate in the study.
2. Students who are available at the time of study.

Exclusive criteria:

- 1) Those who have attended the similar programme previously.
- 2) Students who are not available at the time of data collection.

Descriptive of tools:

The tool used to collect data consists of two sections. A structured questionnaire is used to collect the data from the nursing students in selected hospital:

Section A:- Consisted of Socio demographic variables such as age, gender, religion, sources of information, previous knowledge regarding this topic.

Section B:- Consisted of checklist of assess barriers in communicating with patients, the subject has to tick on either Yes or No.

Procedure for data collection:

- Permission will be obtained from local ethical committee.
- A prior formal written permission will be obtained from selected hospital.
- An informed consent will be obtained from the subjects. The purpose of the study will be explained to the subjects and data will be collected.

Plan For Data Collection and Analysis:

Based on the objectives data analysis will be done using descriptive and inferential statistics. Findings will be presented in the form of tables and figures.

➤ Descriptive statistics

- To describe the distribution demographic variables by using frequency, percentage.
- To determine the nursing students regarding barrier in communication by using mean, median, standard deviation.

➤ Inferential statistics

- To find out the association of barrier in communication during clinical posting with selected

demographic variables of nursing students by using Chi square test

Criteria for evaluation:

Knowledge level:

Low level - below 4

Medium level - 5-8

High level-above 9

Result

This chapter deals with analysis and interpretation of data to assess the barriers in communicating with patient during clinical posting among the nursing students in selected hospitals. The samples of 50 nursing students selected for study. The data collected were organized, analysed and interpreted by using the descriptive statistics and described with the help of table and figure

Figure 1: Frequency and percentage distribution according to age in years

All participants (100%) were between 18-22 years of age, while no participants were in the 23-26 years or 27-30 years age groups.

Figure 2: Frequency and percentage distribution according to gender

Gender: The majority of the participants were female (80%), while male participants accounted for 20% of the sample.

Figure 3: Frequency and percentage distribution according to source of information

The most common source of information was mass media (58%), followed by awareness programs (16%), friends (12%), and newspapers (14%).

Figure 4: Frequency and percentage distribution according to previous knowledge

A significant majority of participants (90%) reported having prior knowledge, whereas only 10% had no previous knowledge.

Figure 5: Frequency and percentage distribution according to religion

The majority of the participants were Hindu (92%), followed by Muslims (8%), while no participants identified as Christian (0%).

Figure 6: Frequency and percentage distribution according to level of barriers

Figure no.6 shows that out of 50 nursing students, 26% of them were low level, 54% of them were medium level, 20% of them were high level

Figure 7: Frequency and percentage distribution according to mean, median, SD, mean percentage.

The data presented in the table shows overall scores in relation with barriers in communicating with patient among nursing students that mean is 7, median is 15, range is 4-15, max score 15, SD is 5.11 and mean percentage is 68.2

Conclusion

The findings of the study have implications in the field of nursing practice, nursing education, nursing administration, and nursing research.

1. Nursing practice:

Nurses play a major role in both hospital and community and they need to be well versed in skills of care giving, so nursing faculties focus on those problems which is disturbing clinical learning about communicating with patient during clinical posting and take prompt actions.

2. Nursing education:

This study can be utilized by nursing teachers to identify the problems of nursing students in communicating with patients during clinical posting and make necessary arrangements to address those problems and make students communicate with patient effectively and make to them to become a professional nurse for future.

3. Nursing administration:

Nursing administrators can be utilizing this study and should look into the matters of problems of nursing students in communicating with the patients and take concrete action to address those and make an arrangement for individual counselling to whomever required.

4. Nursing research:

The investigator found scarcity in research works conducted on nursing students more similar studies can be done to identify new problems and new plans can be designed to address to those issues especially related to nursing.

Keywords: Barriers, Nursing Students, Hospital

Introduction

‘Good communication is the bridge between confusion and clarity’

-Nat Turner¹.

Effective and skilful communication is a crucial and an important element in the quality of nursing care. Employing effective communication skills as a valuable tool enables nurse to assess patients' needs and provide them with the appropriate physical care, emotional support, knowledge transfer and exchange of information.

This results in increased workload and dissatisfaction of the caring staff and possible more communication problems, though negligence and lack of support of the nurse should not be ignored and must be addressed by the healthcare authorities. To recognition of communication barriers is the first step in improving nurse-patient communication.

Nursing training is a combination of theoretical and practical learning experiences that enable nursing students to acquire the knowledge, skills, and attitudes for providing nursing care. Nursing education is composed of two complementary parts: theoretical training and practical training. A large part of nursing education is carried out in clinical environments. Therefore, clinical education is considered to be an essential and integral part of the nursing education programme. Since nursing is a performance-based profession, clinical learning environments play an important role in the acquisition of professional abilities and train the nursing students to enter the nursing profession and become a registered nurse.

Clinical training in nursing occurs in a complex clinical learning environment which is influenced by many factors. This environment provides an opportunity for nursing students to learn experimentally and to convert theoretical knowledge to a variety of mental, psychological, and psychomotor skills which are of significance for patient care. Students' exposure and preparation to enter the clinical setting are one of the important factors affecting the quality of clinical education.

In the nursing clinical education reveals that nursing students' behaviours and performances change in the clinical setting. This change can negatively affect their learning, progress in patient care, and professional performance. Assess problems and challenges with which these students are faced in the clinical learning environment can help student solve these problems and contribute to them becoming professional as well as their professional survival.

Failure to identify the challenges and problems the students are faced with in the clinical learning environment prevents them from effective learning and growth. A research Studies show that the students' noneffective exposure to the clinical learning environment has increased dropout rates. Some nursing students have left the profession as a result of challenges they face in the clinical setting.

According to a review of the literature on the challenges nursing students are faced with in the clinical learning environment in Iran. Determine challenges with which nursing students are faced in the clinical learning environment in all dimensions could improve training and enhance the quality of its planning and the promotion of the students.

A study to assess the factors that lead to poor communication skills in nursing'. This study objective is to determine if overworking is the cause of poor communication in nursing. This problem of poor communication, if it is not dealt with at its earlier stage may lead to the destruction of the delicate relationship between the patients and the nurses. The patient will no longer trust

the nurses and this may not only give a bad name to the nurses but also to the hospital. I believe that, when the root of this poor communication in nurses has been identified, we can take immediate action to correct and improve the current communication between the nurses and the patients. This study conclude that Communication in nursing is specifically used to identify the nurse-patient relationship amongst other things; some of the ways include translating, getting to know you and establishing trust to ensure the patient receives the best treatment. Better communication among older patients and their families; thus, improved nurse-patient communication is not a remedy for diminished job satisfaction, it is also a prerequisite for improving care.

Need For Study

'To effective communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.'

-Antony Robbins

Researchers have previously conducted their studies on the experiences of students during clinical practice. To the findings, they noted both positive and negative experiences from the students. The core factors for positive experiences as stated by students were; sense of appreciation, acceptance, possibilities to work independently and becoming a member of team.

Difficulty in communication be it verbal or non-verbal because the parties involved do not speak the same/common language is language barrier. Language barrier can make creating quality learning environment very challenging.

In this research findings that most nursing students did not experience meaningful learning outcome because they were prevented from participating in the daily routine. It was associated to their poor Finnish language skills which was not accepted nor were they encouraged to use the limited language they knew. Compared to available literatures on international students' experiences during clinical practices and university studies, few studies have been conducted in Finland about the challenges and experiences of international nursing students during clinical placements. This research focused on investigating and understanding the challenges faced by nursing students' language proficiency and their experiences and barrier during communication during their clinical practices.

Language barrier affected student learning outcomes by "limiting the student's participation in the nursing routines, minimising direct client encounters, inhibiting contacts with the staff and increasing isolation. A professional relationship with students had a marked influence and positive impact on their learning outcomes. Supportive and consistent clinical mentoring influenced students' learning outcomes positively and allowed them to grow in professional confidence and satisfaction. Research have shown that the students who did not speak the language properly which were mainly international students experienced unsupportive clinical environment.

Assumption:

The students may have barriers in communicating with patient during clinical posting.

Hypothesis:

H0: There will be no significantly difference between mean post test score regarding the barriers in communicating with patient during clinical posting among nursing students at selected hospitals.

H1: There will be significantly association between post test score regarding the barriers in communicating with patient during clinical posting among nursing students with their selected socio-demographic variables.

Review of Literature

A literature review helps to lay the foundation for study, and can also inspire new research ideas. "Review of literature is a summary of research on a topic of interest, often prepared to put a research problem in the context or as the basis for an implementation project."

Review of literature is arranged according to the following

1. Review of literature related to knowledge of communication.
2. Review of literature related to barrier in communication.

1. Review of literature related to knowledge of communication

Exploratory study was ideal" interprofessional round for patient among healthcare professionals. Clinical rounds are an essential interprofessional process in which the clinical problems of patients are discussed on a daily basis. The objective of this study was to identify healthcare professionals interprofessional round for patients in a university teaching hospital. Three focus groups with medical residents, registered nurses, medical specialists, and quality improvement officers were held. We used a descriptive method of content analysis. The conclude that it is important for professionals to consider how team members and patients are involved in the decision-making process during the clinical round and how current social and spatial structures can affect communication and collaboration between the healthcare team and the patient.

Exploratory study was therapeutic communication is essential in the provision of quality healthcare to patients. The aim of the study was to explore the perceived barriers to effective therapeutic communication among patients and nurses. A purposive sampling technique was used to select 13 nurses and patients who were interviewed using an unstructured interview guide. In this study Results was Patient-related characteristics that were identified as barriers to effective therapeutic communication included socio-demographic characteristics, patient-nurse relationship, language, misconception, as well as pain. Nurse-related characteristics such as lack of knowledge, all-knowing attitude, work overload and dissatisfaction were also identified as barriers to effective therapeutic and environmental-related issues such as noisy environment, new to the hospital environment as well as uncondusive environment. The study Conclude that Nurse-patient communication is an inseparable part of the patients' care in every health setting; it is one of the factors that determine the quality of care. Therefore, all the barriers must be eradicated to promote effective therapeutic communication.

A qualitative study on ESL international radiation therapy students in an undergraduate clinical program among nursing student. In this study objective are to understand the experiences faced during clinical as well as the experiences.

This study sample is nursing student. This study was concluded that student's inability to express themselves in the appropriate English vocabularies; translating from and into their own language made it difficult to concentrate and slow down the conversation, difficult for staff and patients to understand them which contributed to a barrier in communication, asking questions and participating in conversation during clinical rotation.

A study conducted by Sinner on the experiences of international nursing students showed that most of the participants identified isolation and discomfort. The students identified feeling socially isolated among their peers as a result of limited language proficiency. The students used verbal retreat as a defence mechanism for non-acceptance, therefore isolating themselves from others due to their accents.

Exploratory survey on Spanish and English nursing students views on studying or working abroad. The aim of the study was to investigate the willingness and preparedness to study and also to get an understanding of their perspectives. The study sample was third year students and findings from the research identified language, accommodation and funding as the major barrier. The study concludes that both groups showed willingness to study abroad but their limited language skills posed a barrier.

2. Review of literature related to barrier in communication

A qualitative study was regarding language barrier among student nurses. The study was to determine regarding language barrier among student nurses. The students noted that they observed the staff more because they were ignored and not allowed to participate in meaningful clinical learning. A study sample was students. The study concluded that some of the students stayed only to earn the credit required to complete their studies, cope with unsupportive mentors and staff who hardly communicated with them at the clinical learning environment due to their language skill.

A qualitative study was Effective communication among healthcare providers is the key driver for the success of the healthcare system at selected private hospitals in Malaysia. The study aimed to identify the contributing factors to the communication gap between doctors and nurses. The study used explorative and descriptive design to include of 24 staff nurses from six private hospitals in Kuala Lumpur, Malaysia.

A semi-structured interview was conducted to collect the data. The data were analysed using Colaizzi's method for thematic data analysis. The findings of the study suggested three categories as the factors to be responsible for the nurse-physician communication gap as perceived by nurses. The three categories are nurses work readiness; work environment and physician attributes. The respondents also suggested measures to overcome the communication barrier among nurses and physicians. In conclusion, a healthy nurse-physician communication is a vital factor in determining patient safety and quality of care.

A descriptive study was Effective communication and workflow arrangements between nurses and doctors are essential to minimize risk in hospital settings. The study aim was to evaluate the nature and type of communication and workflow arrangements between nurses and doctors out-of-hours (OOH). Setting of the study was 500 bed tertiary referral acute hospital in Ireland. The study conclude that

enhancement of communication strategies between nurses and doctors has the potential to remove barriers to effective decision-making and patient flow.

After reviewing the previous literature, inadequate communication could lead to social barrier and isolation. Proficiency in the language of the host country enables students who study abroad to demonstrate their competence and facilitates their learning and enhances their academic performance. These challenges are stressors that could trigger depression and anxiety; leading to poor learning outcome.

Result

This chapter deals with analysis and interpretation of data to assess the barriers in communicating with patient during clinical posting among the nursing students in selected hospitals. The samples of 50 nursing students selected for study. The data collected were organized, analysed and interpreted by using the descriptive statistics and described with the help of table and figure

Presentation of Data:-

To begin with the data was entered in a master sheet, tabulation and statistical processing. The data is presented under the following headlines

Table 1

Frequency and percentage distribution of sample according to socio- demographic variables.

Table 2

Assessment of level of barriers faced by nursing students in communicating with patients.

Table 3

Mean, SD, Median, Range and Mean percentage of barriers faced by nursing student in communicating with patient.

Table 4

Association between level of barriers with their socio-demographic variables.

Table 1: Frequency and percentage distribution of sample according to socio- demographic variables

Sr.no	Demographic variables	Frequency	Percentage
1	Student age		
	A. 18-22 years	50	100%
	B. 23-26 years	0	00%
2	Gender		
	A. Male	10	20%
3	Source of information		
	A. Mass media	29	58%
	B. Attended awareness programme	8	16%
	C. Friends	6	12%
4	Previous knowledge		
	A. Yes	45	90%
5	Religion		
	A. Hindu	46	92%
	B. Muslim	4	8%
	C. Christian	0	00%

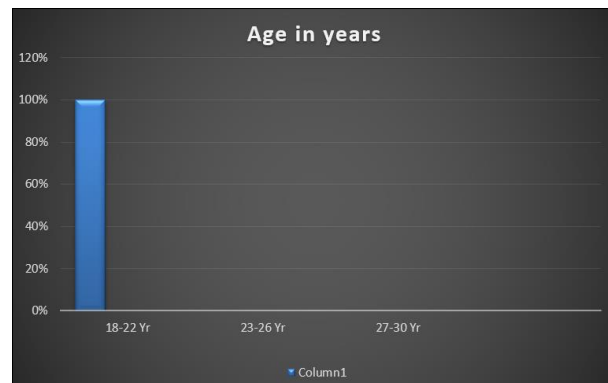


Fig 1: Frequency and percentage distribution according to age in years

Table 1 and Fig 1 shows that age of nursing students is 100% in 18-22 years, 0% in 23-26 years, 0% in 27-30 years

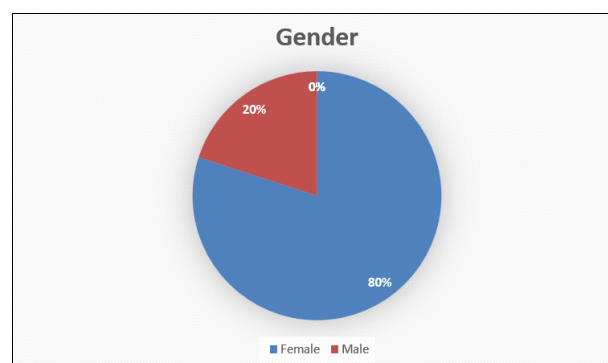


Fig 2: Frequency and percentage distribution according to gender

Fig 2 shows that 20% of them were male, 80% of them were female.

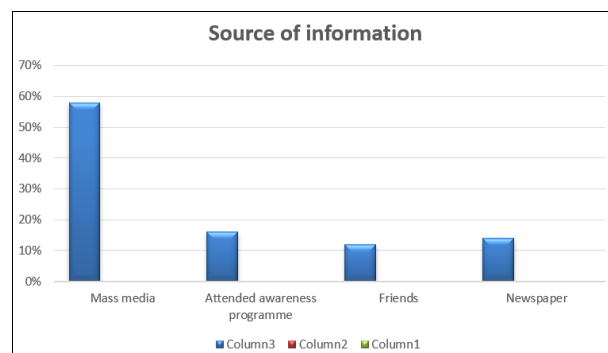


Fig 3: Frequency and percentage distribution according to source of information

Fig 3 shows that sources of information of nursing students, 58% from mass media, 16% from attended awareness programme, 12% from friends, 14% from newspaper

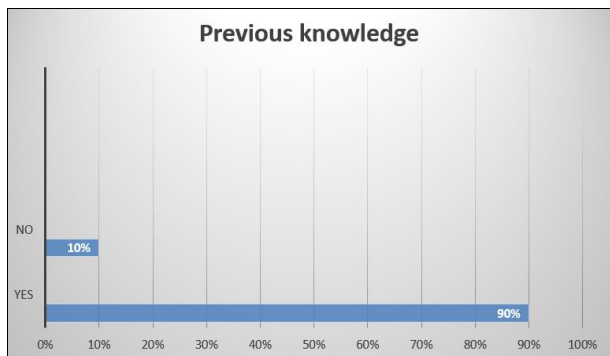


Fig 4: Frequency and percentage distribution according to previous knowledge

Fig 4 shows that previous knowledge of nursing students, 90% of them were Yes, 10% of them No.

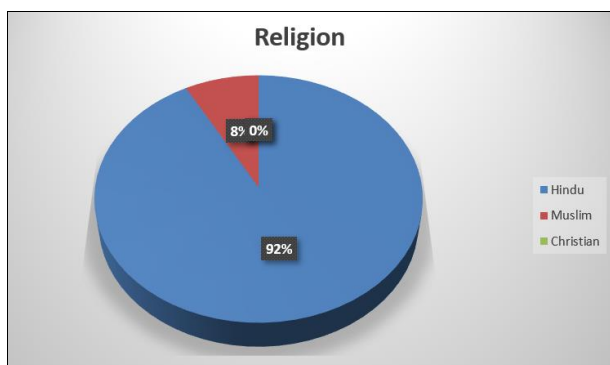


Fig 5: Frequency and percentage distribution according to religion

Fig 5 shows that 92% of them were Hindu, 8% of them were Muslims, 0% of them were Christian

Table 2: Assessment of level of barriers faced by nursing students communicating with patient

Levels of barriers	Frequency	Percentage
Low level	13	26%
Medium level	27	54%
High level	10	20%
Total	50	100.0

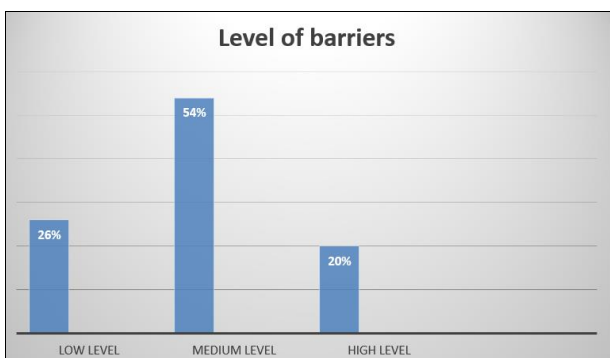


Fig 6: Frequency and percentage distribution according to level of barriers

Fig 6 shows that out of 50 nursing students, 26% of them were low level, 54% of them were medium level, 20% of them were high level.

Table 3: Mean, SD, Median, Range, Mean percentage of barriers in communicating with patient among nursing students

Aspects	Max. score	Range	Mean	SD	Median	Mean percentage
Barriers in communicating with patient	15	4-15	7	5.11	15	68.2

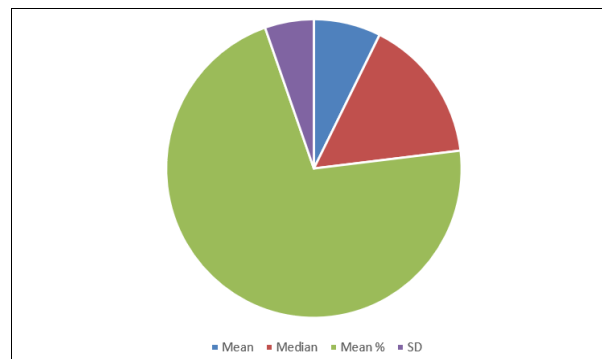


Fig 7: Frequency and percentage distribution according to mean, median, SD, mean percentage

The data presented in the table shows overall scores in relation with barriers in communicating with patient among nursing students that mean is 7, median is 15, range is 4-15, max score 15, SD is 5.11 and mean percentage is 68.2

Discussion

This section attempts to discuss the findings of the study. The study was focused on assessing the barriers faced by the nursing students in communicating with patients during clinical posting among nursing students in selected hospitals. The data was collected and analysed on the basis of the objectives and hypothesis formulated for the study. The cross-sectional study conducted in Parshuram Hospital. Systematic random sampling was followed for selecting hospital. A pretested semi structured questionnaire was used. Significance of difference in proportion was calculated using chi square test. Results show that 26% students had low levels of barriers, 54% students had medium levels of barriers, and 20% students had high levels of barriers. However, the conclusions drawn from this study should be seen under certain limitations. It is crucial to remember that the sample size was small and subjects were not fully matched due to constraints of time and other resources. The findings are discussed under the following headings

1. Assess the barriers in communicating with patients during clinical posting among nursing students in selected hospitals.

It was revealed result that barriers level categorized as Low level (0-4), Medium level (5-8), high level (9-12). The study results are, 13 (26%) of them were in low level, 27(54%) of them were in medium level, 10(20%) of them were in high levels.

2. Find the association between levels of barriers in communicating with patients with selected demographic variables.

In association between levels of barriers in communicating with patients and Socio-demographic variables age, gender, source of information, previous knowledge, religion. A

study was done on barriers in communicating with patients during clinical posting among Nursing students in selected hospitals, said that there are several factors that are responsible for the difficulty in the communicating with patient in selected hospitals.

Summary

A descriptive study was conducted to assess barriers in communicating with patients during clinical posting among nursing students in selected hospital.

1. Objectives of the study were:

1. To assess the barrier in communicating with patient during clinical posting among nursing students.
2. To find out the association between the barriers in communicating with patient during clinical posting among nursing students with their selected socio-demographical variables.

A quantitative research approach was used for this study. The study design selected was non-experimental descriptive study, use to assess the barriers in communicating with patients. The sample for study comprised was 50 nursing students. Convenient sampling techniques was use to draw the sample study.

2. Final findings of the present study:

The data in the table shows the classification of nursing students according to categorised as the level of barriers in communicating with patients was assess by chi square.

Barrier's score of communicating with patient during clinical posting among nursing students mean 7, median 15, SD 5.11, range 4-15

By doing this study we found that the barriers among nursing students about communicating with the patients during clinical posting followed:

Low levels: 26%

Medium level:54%

High level: 20%

Conclusion

Nursing Implications

The findings of the study have implications in the field of nursing practice, nursing education, nursing administration, and nursing research.

1. Nursing practice:

Nurses play a major role in both hospital and community and they need to be well versed in skills of care giving, so nursing faculties focus on those problems which is disturbing clinical learning about communicating with patient during clinical posting and take prompt actions.

2. Nursing education:

This study can be utilized by nursing teachers to identify the problems of nursing students in communicating with patients during clinical posting and make necessary arrangements to address those problems and make students communicate with patient effectively and make to them to become a professional nurse for future.

3. Nursing administration:

Nursing administrators can be utilizing this study and should look into the matters of problems of nursing students in communicating with the patients and take concrete action to

address those and make an arrangement for individual counselling to whomever required.

4. Nursing research:

The investigator found scarcity in research works conducted on nursing students more similar studies can be done to identify new problems and new plans can be designed to address to those issues especially related to nursing.

Limitations

The present study has the following limitations,

1. The study was limited to only 50 samples.
2. The study does not have a control group.
3. The study was limited to only nursing students during clinical posting

Recommendations

1. Awareness programmes should be conducted to newly nursing students during clinical posting to solve barriers of communication.
2. Institute should organise counselling sessions to slow learners.

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