Nurse-Patient Rapport and Videoconferencing Telenursing Visits: An Integrative Review

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Background: Rapport has been defined as a connection established with another person based on respect, acceptance, empathy, and a mutual commitment to forming a relationship (Tickle-Degnen & Rosenthal, 1990). Interpersonal interventions that cultivate rapport between patients and providers have the potential to improve patient health outcomes and satisfaction (Haverfield et al., 2020). Traditionally, rapport has been established in face-to-face encounters, with telehealth videoconferencing largely used as an alternative format for patients in geographically underserved areas (Speyer et al., 2018). During the Covid-19 pandemic, patients and providers adapted to a videoconferencing format with little or no preparation (Car et al., 2020).

Telehealth and caring within a technologically laden healthcare environment are not new to nursing, however much of the research on telenursing focuses on telephone consultation not videoconferencing. Within nursing, ongoing interest in the nurses' capacity to provide care in a virtual environment continues to be the focus of discussion and research (Grumme et al., 2016; Nagel & Penner, 2016). The need to adapt some in-person rapport techniques like the use of eye contact, body language, and touch during videoconferencing encounters has been discussed in the popular press and clinical commentaries (IHI Multimedia Team, 2020). However, little research appears to have evaluated these techniques (Car et al., 2020; Newcomb et al., 2020) or more advanced relational skills like presence (Barrett, 2017) and person-centered care (Heckemann et al., 2016).

Purpose: Increases in videoconferencing visits necessitates the need for a systematic review to summarize existing knowledge and inform evidence-based best practices. The purpose of this poster presentation is to explore nurse-patient rapport in videoconferencing visits. Conference attendees will be able to (1) identify the evidence-based attributes, behaviors and strategies that are used by patients and nurses to cultivate rapport, (2) discuss implications for practice, and (3) distinguish gaps in our knowledge to be addressed by future research.

Methods: Since this is a relatively new area of practice, this systematic integrative review will not limit the search to research articles but include clinical papers, theoretical papers, reviews, editorials, commentaries, and dissertations using multiple databases: MEDLINE (Ovid), CINAHL (via EBSCO), PsycINFO, Scopus, and ProQuest Dissertations and Theses Global database. No time limits will be placed on this review. Articles in all languages will be included in the search, but only those in English will be reviewed. A systematic process will be conducted to screen retrieved citations, review full text of selected studies for inclusion, and extract data for analysis.

Results: Systematic review in progress.

Conclusions: This review will highlight implications for nursing practice, education, and directions for future research.

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Keywords:
Covid-19, nurse-patient rapport and telenursing videoconferencing visits

Abstract Summary:
During the Covid-19 pandemic, nurses shifted to videoconferencing visits without an understanding of how to adapt interpersonal techniques on this new platform. This poster reports on a systematic literature review describing the state of our knowledge on nurse-patient rapport in videoconferencing visits and provides implications for practice and future research.

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