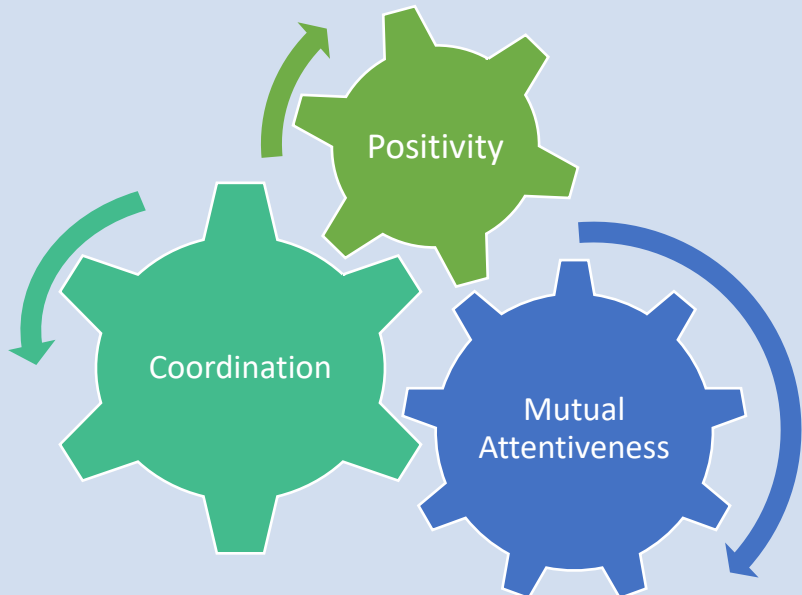# Nurse-Patient Rapport and Videoconferencing Visits: An Integrative Literature Review

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The Concept of Rapport

Rapport is the gestalt of 3 components:

Positivity
Coordination
Mutual Attentiveness

Other terms used: "in sync," bonding, connection, therapeutic alliance, or "chemistry"

Purpose

To explore how nurses develop rapport in videoconferencing visits (VCV) by reviewing the literature systematically

Background

- A surge in VCV due to Covid-19 gave large numbers of patients and providers opportunities to experience telehealth with a largely positive response[1] leading to predictions of continued use of VCV post-pandemic.[2]
- One key to positive outcomes in patients is their connection with providers[3], but little is known about building rapport in VCV.[1]
- Unique challenges posed by VCV interactions can inhibit rapport, diagnostic accuracy, and treatment compliance.[4,5]
- Ways to adapt in-person rapport techniques have been discussed in clinical commentaries[6,7] yet little evidence-based research supports these strategies.

Search Strategies

Extracted empirical and clinical papers from MEDLINE (Ovid), CINAHL (EBSCO), PsychINFO (EBSCO), Sociology Source Ultimate, and Embase (Elsevier). No time limits; only articles in English reviewed.
2937 (screened), 212 (full-text assessed), 16 (extracted)

Study Characteristics

Publication Date	Nurse Role in VCV
2000-2009 (7)[7-14]	Nurse remote (8)[8,10,12-16,22]
2010-2019 (7)[15-21]	Nurse with patient (3)[9,20,23]
2020 (2)[22-23]	Nurse with patient and nurse remote (4)[11,18-19,21]

Country of Origin	Setting	Methodology	Sample Size
USA (5)	Palliative Care (5)[14-15,18-19, 21]	Quantitative: Pilot RCT (1)[22]	1-5 (2)[11,23]
UK (4)	Home Care (5)[8,10,16,20,22]	Qualitative Descriptive (6)[10-11,13,16]	6-10 (3)[19-21]
Sweden (2)	Pediatric (2)[11,13]	Grounded Theory (3)[14-15,17]	11-20 (6)[10,13,16-18]
Denmark (2)	Primary Care (1)[20]	Phenomenological (2)[18-19]	21-30 (2)[8,12]
Norway (1)	Acute Care: ICU (1)[23] ER (1)[9]	Discourse Analysis (2)[12,20]	31-40 (1) includes RCT[22]
Netherlands (1)	Residential LTC (1)[12]	Ethnographic (1)[10]	41+ (3)[9,14,18]
Canada (1)		Quality Improvement (1)[23]	

Distinct Aspects of Rapport in VCV

Facilitators

Mutual attentiveness
- Adjustment of background, camera and volume to make facial expressions/body language visible, audible & natural
- Increase use of verbal confirmations

Consider In-Person Visit
- Serious conversations
- Initial/first visits
- If physical assessment cannot be done remotely

Positivity & Coordination
- Helping patient navigate technology with positive attitude
- Sensitivity to patient comfort with technology
- In-person support for caring touch, technology assistance

Barriers

- Patient lost in provider exchange
- Uncertain of privacy
- Less sensory input
- Perception of technology as a threat
- Limited view of peripheral space
- Loss of physical connectedness
- Technology failures

Conclusions

- This systematic review discovered only one study[15] focused specifically on nurse-patient rapport, demonstrating a significant knowledge gap. Data were extracted from other articles that had some findings related to rapport.
- Patients and nurses feel the visual component of VCV make them more desirable than telephone consultation, but not a replacement for in-person encounters.
- Attributes of rapport in VCV are like in-person encounters but appear to have distinct facilitators and barriers.
- Further investigation is necessary to support development of evidence-based guidelines for interpersonal nurse-patient interventions in VCV.

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