Innovation in Action: Using Artificial Intelligence to Build Interpersonal Communication Skills

Maureen Baker, PhD, RN, University of North Carolina at Chapel Hill

Co-Author(s): Theresa Raphael- Grimm, PhD, PMHCNS-BC, University of North Carolina at Chapel Hill

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Abstract

Background/Introduction
Empathic nurse-patient relationships are essential to effective patient care. Mastery of therapeutic communication is fundamental to patients feeling safe, heard and valued (Raphael-Grimm, 2014; Potter et al., 2021). Pedagogical strategies to enhance these skills can heavily rely on student recall of interpersonal interactions through use of an Interpersonal Process Recording (IPR), a structured written document, that aims to capture the nuances of both verbal and non-verbal exchanges between interviewer and interviewees. The manual transcription of verbal and nonverbal communication proves laborious and susceptible to the oversight or misinterpretation of pivotal interpersonal cues.

Purpose
The purpose of this activity is to provide an audio-visual interactive platform for honing student's therapeutic communication skills allowing for an in-depth analysis and reflection of their developing interpersonal effectiveness.

Methods or Processes/Procedures
Leveraging the capabilities of the artificial intelligence (AI) application, Yoodli, participants record, video capture, analyze and reflect upon their verbal and nonverbal interactions during a peer interview. Using the time stamped comment feature, students, peers, faculty and the AI technology allow for feedback on interpersonal communication patterns between the students and their interview subjects. In addition to peer and faculty feedback, Yoodli's feedback technology summarizes key points, speech pace, eye contact, language inclusivity, word selection, and filler usage.

Results
Students embraced this audio-visual method for learning, practicing, and assessing therapeutic communication skills. Students methodically scrutinized interactions, pinpointing where and when better therapeutic approaches could enhance their proficiency.

Limitations
Faculties across the country are only beginning to explore methods to use AI effectively. This project is a beginning effort to advance those methods.

Conclusions/Implications for Practice
Nursing faculty need examples of how to harness technology for helping students develop important nursing behaviors: interpersonal therapeutic communication skills. Faculty across the country could use this method.

Biography

Dr. Baker is a clinical associate professor at the University of North Carolina at Chapel Hill. She is passionate about nursing education and inspiring the next generation of nurses to elevate the art and science of nursing. As an Apple Distinguished Educator, she leads the UNC SON EmpowerEd program, using iPads to leverage nursing education, student engagement, and student scholarly productivity. Dr. Baker's areas of research are patient engagement and innovation in nursing education.

Contact Information

Maureen Baker, PhD, RN
Associate Professor
UNC Chapel Hill
mjbaker@ad.unc.edu
(919) 457-8714