

Table 2: Nurse/ midwife's knowledge regarding effective communications

Knowledge (n=124)	Nurse/ midwife's knowledge no (%)		
	no	I don't know	yes
Exchange of information in verbal or non-verbal manner.	4 (3.2)	16 (12.9)	104 (83.9)
Welcoming and introducing a nurse\midwife	27 (21.8)	6 (4.8)	91 (73.4)
Obtaining patient permission before any examination or procedure	10 (8.1)	3 (2.4)	111 (89.5)
Active listening	2 (1.6)	2 (1.6)	120 (96.8)
Using simple language	1 (0.8)	1 (0.8)	122 (98.4)
Empathy for birthing women's feelings, thoughts, and experiences	2 (1.6)	4 (3.2)	118 (95.2)
Considering cultural differences to minimize misunderstandings	8 (6.5)	11 (8.9)	105 (84.7)
Avoid arguing with a birthing woman	6 (4.8)	3 (2.4)	115 (92.7)
Fosters mutual understanding and satisfaction in care for both patients and nurses	4 (3.2)	3 (2.4)	117 (94.4)
Collaboration of healthcare providers to improve outcomes	4 (3.2)	3 (2.4)	117 (94.4)
Understanding the common barriers (language barriers, cultural differences, and emotional distress)	7 (5.6)	10 (8.1)	107 (86.3)

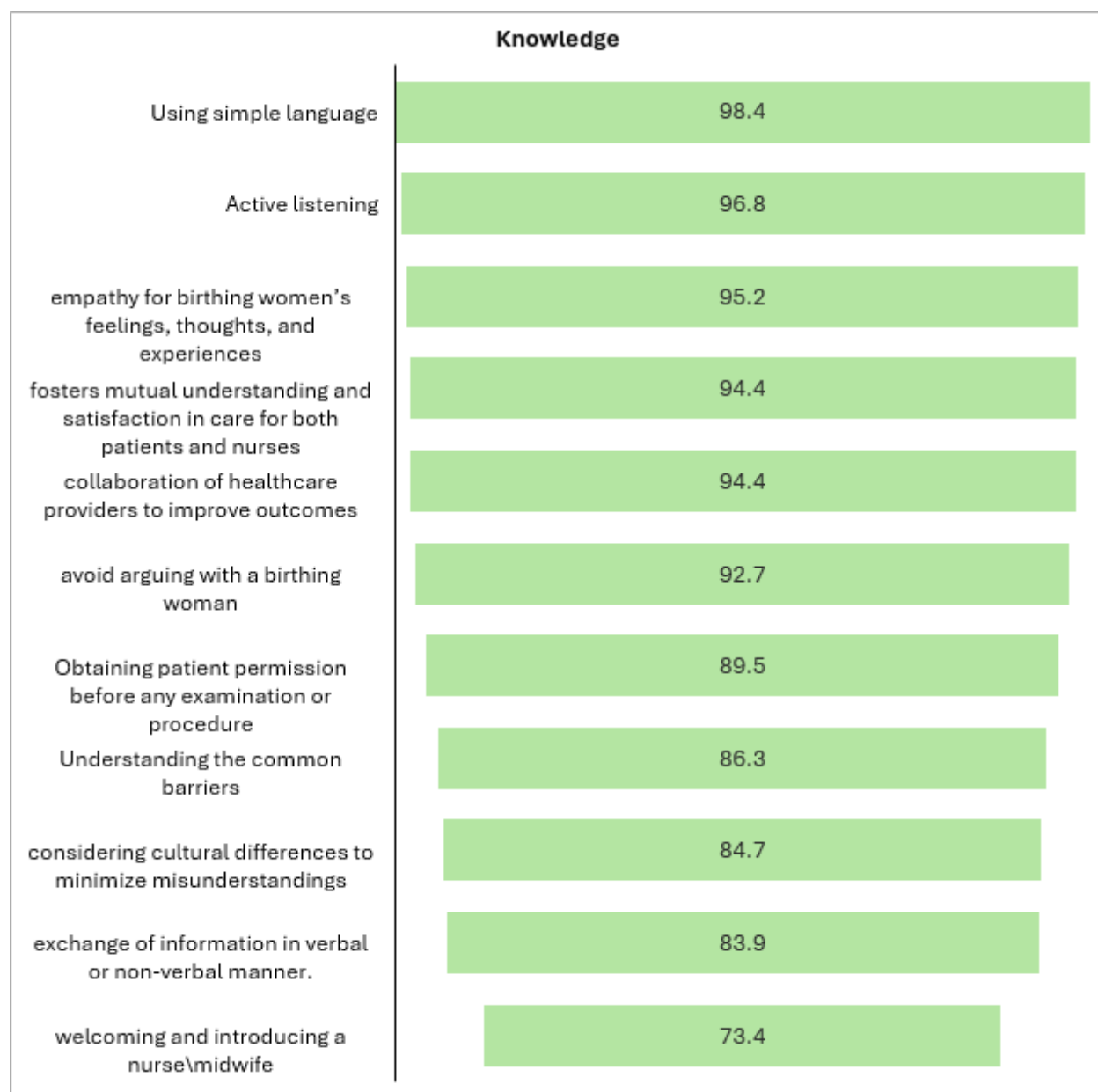


Fig 1: Nurse/ midwife's knowledge regarding effective communications (yes answers)

Table 3: Nurse/ midwife's attitudes toward effective communications

Attitudes (N=124)	Nurse/ midwife's attitudes no (%)		
	Disagree	Natural	Agree
Effective communication begins with a respectful greeting and self-introduction	13 (10.5)	14 (11.3)	97 (78.2)
Do you feel confident when you to explain procedures to patients	4 (3.2)	5 (4.0)	115 (92.7)
Being comfortable when patients express their feelings	2 (1.6)	5 (4.0)	117 (94.4)
Being calm when women are upset	59 (47.6)	17 (13.7)	48 (38.7)
Being confident discussing sensitive topics with women	17 (13.7)	11 (8.9)	96 (77.4)
Being agree that women can ask you any questions	9 (7.3)	16 (12.9)	99 (79.8)
Respecting the needs of women	1 (0.8)	3 (2.4)	120 (96.8)
Believe in listen to women's concerns during their care	2 (1.6)	7 (5.6)	115 (92.7)
Believe in collaborating with other healthcare team to provide information to patients	5 (4.0)	9 (7.3)	110 (88.7)
Believe in providing emotional support	2 (1.6)	13 (10.5)	109 (87.9)
Believe in effective communication that can significantly improve women outcomes	6 (4.8)	11 (8.9)	107 (86.3)
Believe that communication skills training will improve your ability to communicate with women effectively	5 (4.0)	11 (8.9)	108 (87.1)

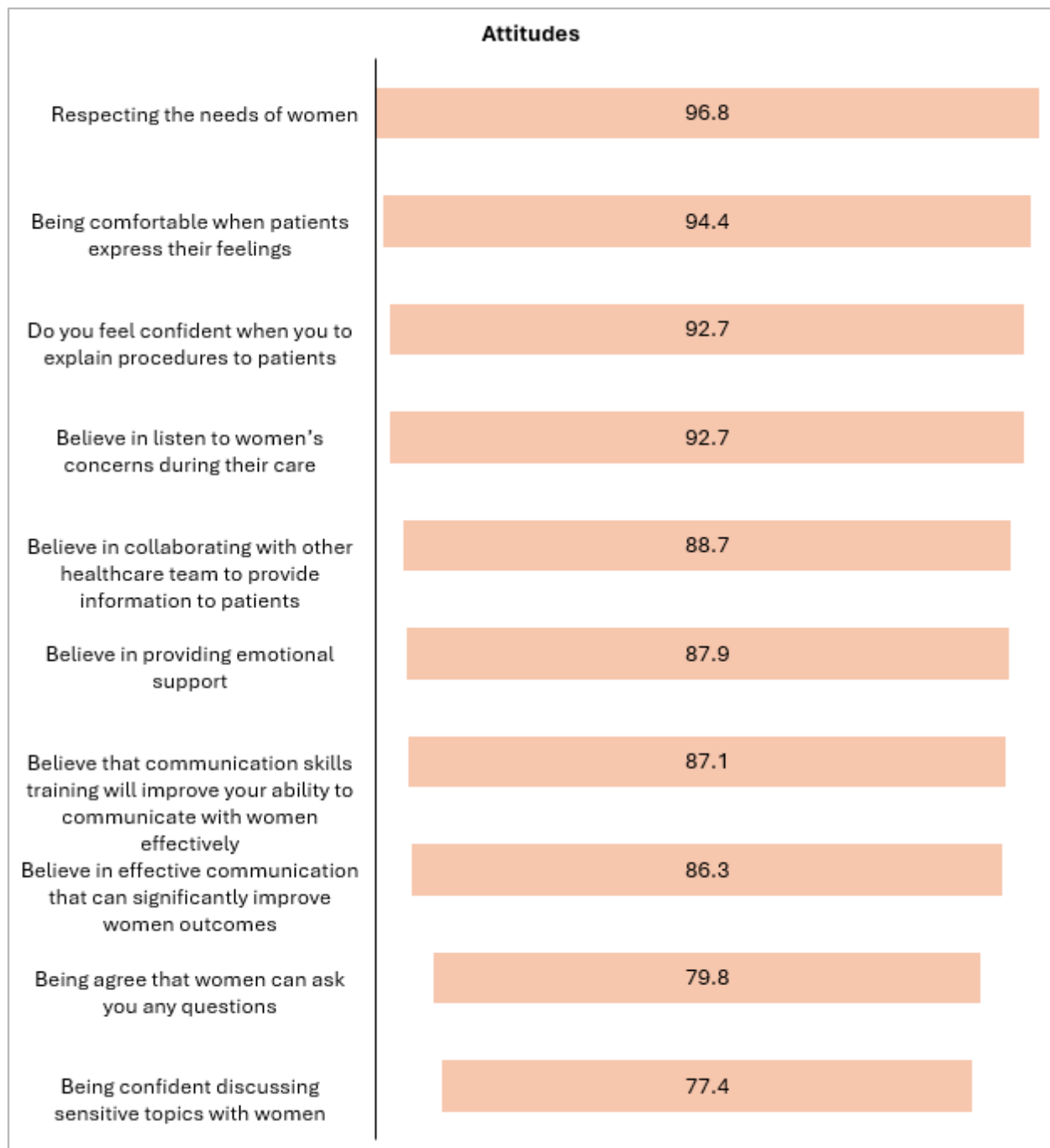


Fig 2: Nurse/ midwife's attitudes toward effective communications (agree answers)

Table 4: Nurse/ midwife's practices toward effective communications

Practices toward effective communications (n=124)	Nurse/ midwife's practices no (%)		
	Never	sometimes	always
Greeting and introducing yourself to the patients	21 (16.9)	73 (58.9)	30 (24.2)
Asking women for permission/consent before examinations and procedures	10 (8.1)	47 (37.9)	67 (54.0)
Explaining the reasons for the examination or medical procedure	8 (6.5)	53 (42.7)	63 (50.8)
Using simple words to confirm that the women	1 (0.8)	12 (9.7)	111 (89.5)
Guiding and assisting mothers during delivery	2 (1.6)	38 (30.6)	84 (67.7)
Are you allowing/encouraging mothers to ask questions?	3 (2.4)	40 (32.3)	81 (65.3)
Regularly updating women about care	4 (3.2)	42 (33.9)	78 (62.9)
Respecting the women to express themselves freely	1 (0.8)	22 (17.7)	101 (81.5)
Expressing interest in what the woman says	2 (1.6)	25 (20.2)	97 (78.2)
Providing information to a patient her concerns	2 (1.6)	30 (24.2)	92 (74.2)
Dedicating time to understand the needs of women	4 (3.2)	55 (44.4)	65 (52.4)
Expressing your disagreement with wrong actions of patients	11 (8.9)	51 (41.1)	62 (50.0)
Treating patients without discrimination		3 (2.4)	121 (97.6)



Fig 3: Nurse/ midwife's practices toward effective communications (always answers)

Table 7: Knowledge level of Nurses and midwives with different general characteristics

General characteristics (n=124)	Knowledge score		
	Mean	Std Dev	P Pairwise comparisons
which department in hospital			
Labor Room	20.67	1.84	0.0380 Labor Room >labor room (p=0.0296)
labor room (HR)	19.29	2.87	
Postpartum Unit	20.36	2.18	
age(year)category\midwife			
20-29	20.00	2.13	0.9516
30-39	20.32	2.55	
40-49	20.24	2.02	
50-59	20.56	2.15	
above 59	20.60	2.07	
Years of experience in maternity care			
<1 yr.	19.50	2.27	0.6719
1 -5 yr.	20.26	2.26	
6-10 yr.	20.09	2.68	
11-20 yr.	20.46	2.03	
>20 yr.	20.71	1.93	
Educational level			
High School	20.15	2.38	0.8664
Institute	20.35	2.13	
College	20.41	2.22	
Field of study			
Nursing	20.51	2.30	0.2183
Midwifery	20.02	2.13	
Employment status			
Permanent	20.30	2.32	0.7302
Contract	20.78	1.20	
Volunteer	20.08	2.22	
Working Shift			
morning	20.45	2.16	0.2660
Evening	19.84	2.21	
Night	19.89	2.38	
irregular	20.95	2.18	
Marital status			
single	19.52	2.40	0.2618
Married	20.42	2.19	
Divorced	22.00	0.00	
widowed	20.00	.	
Monthly Income category			
< 499, 999	20.80	1.14	0.3406

500000–999,999	20.31	2.33
1000000–1499,999	19.75	2.51
1500000- 1999,999	21.18	1.83

Table 8: Attitudes of nurses and midwives with different general characteristics

General characteristics (n=124)	Attitude score		
	Mean	Std Dev	P Pairwise comparisons
which department in hospital			
Labor Room	21.47	2.05	0.1328
labor room (HR)	20.88	2.79	
Postpartum Unit	20.49	2.67	
age(year)category\midwife			
20-29	21.30	2.20	0.5193
30-39	21.41	2.36	
40-49	20.70	2.44	
50-59	20.44	3.13	
above 59	20.40	1.82	
Years of experience in maternity c are			
<1 yr.	20.80	2.10	0.9978
1 -5 yr.	21.07	2.57	
6-10 yr.	21.00	2.76	
11-20 yr.	21.04	2.71	
>20 yr.	20.90	1.81	
Educational level			
High School	20.91	2.62	0.3074
Institute	20.75	2.58	
College	21.63	1.84	
Field of study			
Nursing	20.99	2.56	0.9419
Midwifery	21.02	2.35	
Employment status			
Permanent	20.87	2.55	0.2353
Contract	22.33	1.94	
Volunteer	21.00	2.19	
Working Shift			
morning	21.25	2.54	0.1004
Evening	20.32	1.95	
Night	20.48	2.74	
irregular	21.86	2.22	
Marital status			
single	20.38	3.50	0.5150
Married	21.12	2.18	
Divorced	20.50	3.54	
widowed	23.00	.	
Monthly Income category			
< 499, 999	22.20	1.87	0.0730
500000–999,999	21.27	2.51	

1000000–1499,999	20.05	2.82
1500000- 1999,999	20.18	2.04

Table 9: Practice scores of nurses and midwives with different general characteristics

General characteristics (n=124)	Practice score		
	Mean	Std Dev	P Pairwise comparisons
which department in hospital			
Labor Room	21.09	3.13	
labor room (HR)	21.08	3.49	0.7594
Postpartum Unit	20.64	3.13	
age(year)category\midwife			
20-29	21.20	3.17	
30-39	21.64	3.12	0.1157
40-49	20.70	3.19	
50-59	20.11	3.10	
above 59	18.20	2.86	
Years of experience in maternity c are			
<1 yr.	21.50	2.72	
1 -5 yr.	21.14	3.02	0.9140
6-10 yr.	20.83	2.98	
11-20 yr.	20.82	3.81	
>20 yr.	20.48	3.22	
Educational level			
High School	19.98	3.42	0.0327
Institute	21.35	2.94	College >High School (p=0.0215)
College	21.74	2.92	Institute >High School (p=0.0322)
Field of study			
Nursing	21.35	3.18	0.1011
Midwifery	20.41	3.14	
Employment status			
Permanent	20.80	3.22	
Contract	22.22	2.73	0.4461
Volunteer	20.92	3.23	
Working Shift			
morning	21.55	3.17	
Evening	19.64	2.36	0.0104
Night	20.04	3.17	Irregular>Evening (p=0.0395)
irregular	22.10	3.45	
Marital status			
single	20.05	3.12	
Married	21.17	3.18	0.3325
Divorced	19.50	3.54	
widowed	18.00	.	
Monthly Income category			
< 499, 999	21.80	2.49	0.0283
500000–999,999	21.44	3.18	500000–999,999 >1000000–1499,999 (p=0.0218)

1000000–1499,999	19.10	3.34
1500000- 1999,999	20.73	2.49

Table 11: Correlations of knowledge, attitudes, practice, and barriers of communication with each other in nurses and midwives

Factors (n=124)		r.value (p)		
Knowledge score		Attitude score	Practice score	Barries score
Knowledge score		0.52 (<0.0001)	0.35 (<0.0001)	0.21 (0.0198)
Attitude score			0.33 (0.0002)	0.18 (0.0406)
Practice score				0.06 (0.5149)

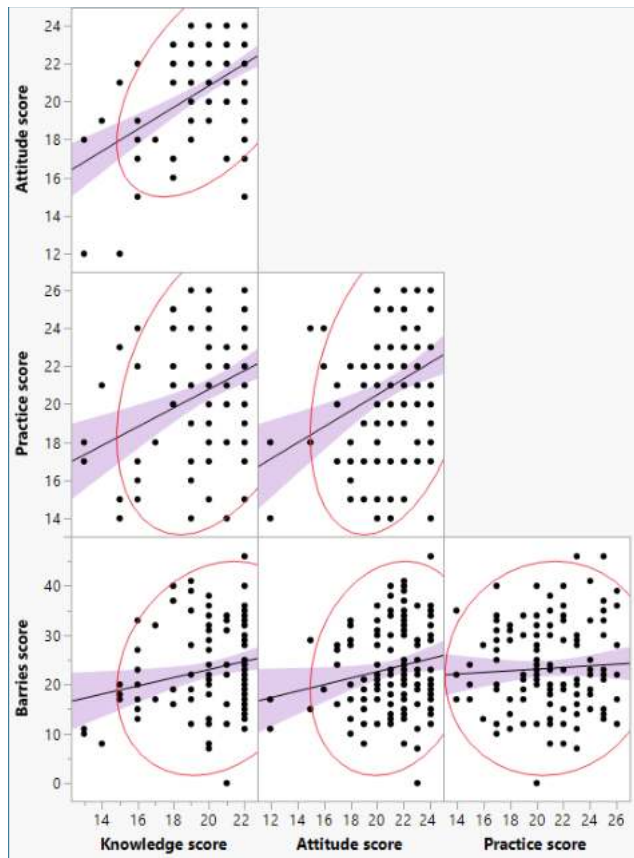


Fig 5: Scatter plots of knowledge, attitudes, practice, and barriers of communication with each other in nurses and midwives