



Digitalizing Care: The Role of Enhanced Nursing Soft Skills in Determining Family Health

(THE ROLE OF NURSING IN TRANSFORMING COASTAL COMMUNITY HEALTH: FROM RESEARCH TO PRACTICE)

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Introduction

- Family health is a critical indicator of overall public health and requires a holistic approach.
- Nurses are often the primary link between healthcare systems and families, especially in community settings.
- Effective care within this context demands more than technical expertise—it requires strong interpersonal soft skills (ISS).
- **Purpose:** To demonstrate how leveraging digitalization to improve nurses' ISS directly enhances family health outcomes.
- In the rapidly evolving world of healthcare, digital literacy is becoming increasingly essential.
- In Timor-Leste, where access to the latest medical information and resources is limited, the gap between healthcare workers and digital tools has been a significant barrier to providing high-quality care.



- The Critical Need for Soft Skills in Nursing
- Nurses require a balance of both technical (hard) skills and soft skills for competent practice.
- In Timor-Leste identified deficiencies in core areas, including communication (41%), physical assessment (28%), and formulating diagnoses (56%) (Soares, D et al, 2024).
- **Purpose:** To present a learning model designed to address these gaps and improve overall nursing competence through targeted soft skills development.
- Maluk Timor has implemented a digital literacy program aimed at equipping local healthcare professionals with the skills they need to effectively use digital tools in their practice.

Defining Interpersonal Soft Skills (ISS)

- What Are Interpersonal Soft Skills (ISS)?
 - Soft skills are personal attributes and interpersonal abilities that enhance effective interaction and patient care.
 - Soares' research highlights specific crucial skills:
 - Communication (verbal and non-verbal)
 - Teamwork & Collaboration
 - Leadership & Management
 - Problem-Solving & Critical Thinking
 - Discipline, Honesty, and Professionalism
 - Adaptability to change and technology

Soft skills (Real in Hospital in Timor-Leste)

Frequency of ISS in Learning

No	Indicators	Category	f	%
1	Team work	Low	22.1	22.1
		Medium	15.8	15.8
		High	62.1	62.1
2	Leadership	Low	26.8	26.8
		Medium	18.9	18.9
		High	54.2	54.2
3	Interpersonal communication skills	Low	28.9	28.9
		Medium	14.7	14.7
		High	56.3	56.3
4	Discipline	Low	27.9	27.9
		Medium	17.4	17.4
		High	54.7	54.7
5	Self-confident	Low	30.5	30.5
		Medium	16.8	16.8
		High	52.6	52.6
6	Honesty	Low	30	30
		Medium	14.2	14.2
		High	55.8	55.8
7	Think ethically	Low	30	30
		Medium	16.8	16.8
		High	53.2	53.2
8	Problems solving	Low	28.4	28.4
		Medium	18.9	18.9
		High	52.6	52.6
9	Adaptability	Low	28.4	28.4
		Medium	17.9	17.9
		High	53.7	53.7

Range between:
 Low : 16-30%%
 Medium :14%-18%
 High :52%-56%

Table 5: Frequency of ISS learning for respondent June 2022 (N=190).

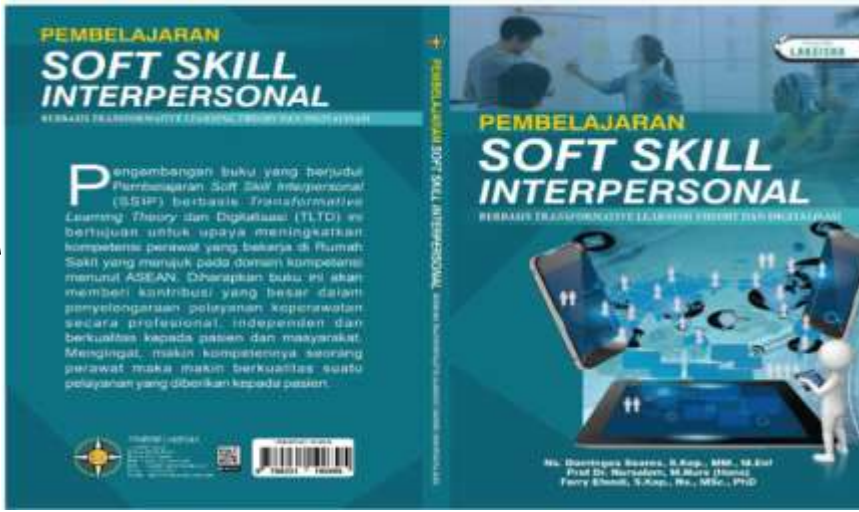
TLTD (Real in Hospital in Timor-Leste)

Frequency of TLTD in Learning

No	Indicators	Category	f	%
1	Development of self-reflection	Low	46	24.2
		Medium	71	37.4
		High	73	38.4
2	Strategies of critical reflection	Low	52	27.4
		Medium	53	27.9
		High	85	44.7
3	Supportive social environment	Low	52	27.4
		Medium	54	28.4
		High	84	44.2
4	Use of art, literature, film and drama	Low	45	23.7
		Medium	65	34,2
		High	80	42,1
5	Holistic, affective and spiritual process	Low	60	31.6
		Medium	50	26.3
		High	80	42.1
6	Basic skills using a computer to prepare and access material	Low	56	29.5
		Medium	47	24.7
		High	87	45.8
7	Skills using the internet to access the material	Low	48	25.3
		Medium	43	22.6
		High	99	52.1
8	Using the smartphone in teaching and learning to access material	Low	51	26.8
		Medium	44	23.2
		High	95	50
9	Reference search Technic	Low	53	27.9
		Medium	45	23.7

Low : 23-29%
 Medium :22-37%
 High :38-52%

Development Interpersonal Soft Skills Learning Model Based TLT to Improve Hospital Nurse's Competency in Timor-Leste



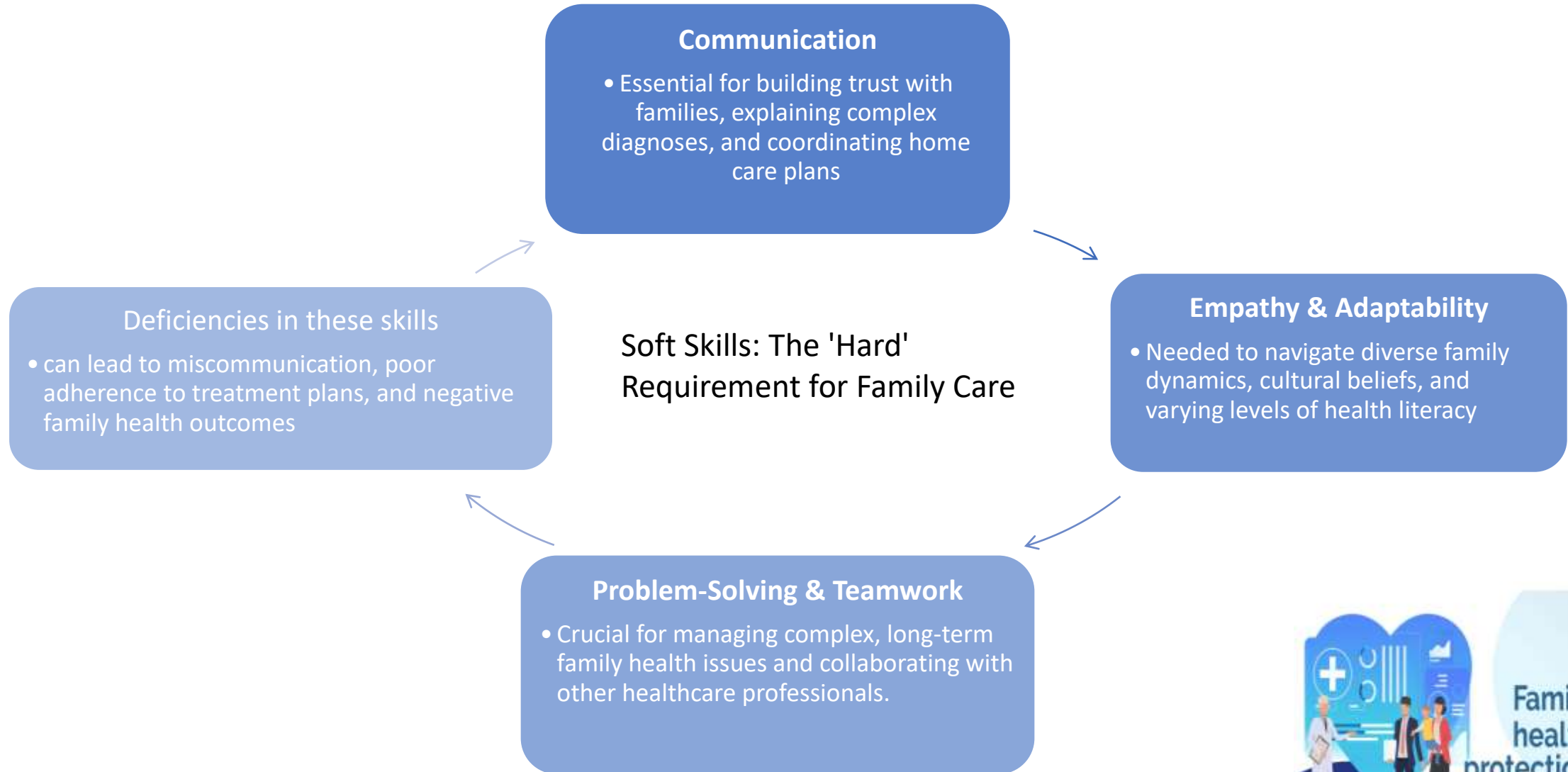
Paten : On going Process



TITA (Technology for Innovative Treatment & Assessment): Strengthening Nurse' Soft Skills and Job Performance in Indonesia & Timor-Leste Collaboration.

DOMSON (Digitalizing on Management system of Nursing): Improving Family Nutrition and sanitation in Timor-Leste based on the soft skills of young peoples in Rural Area (Team: ISC, INSP-TL, UNAIR, Galuh, Andalas)

The Imperative of Interpersonal Soft Skills (ISS)



Integrating Digitalization in Nursing Practice

- The Digital Shift in Healthcare
- Digital tools are transforming how nurses interact with patients and manage data (e.g., telehealth, mobile health apps, electronic health records).
- These tools improve efficiency but also introduce new challenges for maintaining human connection and effective communication.
- The **Transformative Learning Theory & Digitalization (TLTD) model**, as researched by Domingos Soares et al., provides a framework for integrating soft skills development within this digital landscape.

The TLTD Model: Bridging Skills and Technology

- The TLTD Model: A Blueprint for Competency
- **Model Overview:** Combines transformative learning principles (changing perspectives) with digital application.
- **Application in Family Health:**
 - Nurses use digital platforms (telehealth) for remote family consultations.
 - Requires refined virtual communication skills to convey empathy without physical presence.
 - Digital tools facilitate shared decision-making and remote monitoring of family members' health status.

Direct Impact on Family Health Outcomes

- Measuring Success: Impact on Family Well-being
- **Improved Health Literacy:** Enhanced communication skills via digital means help families better understand preventative care and chronic disease management.
- **Better Adherence:** Stronger relationships built on trust (a result of good ISS) lead to higher compliance with home treatment plans.
- **Early Intervention:** Effective digital communication facilitates earlier identification of health issues within the family unit.
- **Increased Satisfaction:** Families report higher satisfaction with care when nurses exhibit strong soft skills, leading to better overall perception of healthcare quality

Case Study / Implementation Challenges

- Implementation and Future Directions
- **Challenges:** Digital literacy gap among older nurses or families; need for institutional investment in training.
- **Recommendations:** Mandate integrated ISS-digital training programs in nursing curricula; develop policies that support technology use in community nursing.
- Focus on continuous professional development to keep skills current with rapidly evolving technology.

Conclusion & Q&A

- A Holistic Vision for Health
- Interpersonal soft skills are crucial for family-centered nursing care.
- Digitalization is an essential tool for modern healthcare delivery.
- Training nurses in both areas through models like TLTD is a determining factor in achieving improved family health outcomes.
- Interpersonal soft skills are foundational to quality patient care, alongside technical skills.
- Learning models like TLTD are essential for improving and standardizing nurse education.

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