25. THE IMPORTANCE OF COMMUNICATION BETWEEN THE FAMILY HEALTHCARE NURSE AND THE PARENTS OF A CHILD WITH HYPOACUSIS

Author: Paula Popa

Scientific adviser: Natalia Zarbailov, Master's in Public Health Management, PhD, MD, Associate Professor, Department of Family Medicine, *Nicolae Testemitanu* State University of Medicine and Pharmacy, Chisinau, Republic of Moldova

Introduction. Effective communication in the healthcare system is no longer a detail, but a necessity for many parents. The news that their child has a hypoacusis comes with many questions, emotions and uncertainties, and the family nurse becomes the point of support, being the first person in the healthcare system who welcomes the parents. Beyond communicating the diagnosis and treatment, parents need emotional support. When parents feel supported, the child has the chance to receive the timely help on which his psycho-emotional development depends.

Aim of study. Highlighting the importance of communication between the family nurse and the parents of children with hypoacusis for their support and integration into the family and society.

Methods and materials. This research was a qualitative exploratory study. The research instrument was the questionnaire, used in in-depth, semi-structured individual interviews. The interviews were conducted between 25.09.2025 - 25.11.2025 at the Republican Center for Audiology. The study group included 17 parents who have children with hypoacusis.

Results. In total, 16 mothers and one father participated in the interview. The collected responses were organized into a generalized table according to the questionnaire structure. The results revealed some nonconformities in the communication between parents and family nurses. Parents reported difficulties related to establishing effective communication with the family nurse, low professional competence, insufficient information, and inappropriate behavior. Although administrative support was sometimes provided, discussions about the child's condition and the family's needs were frequently neglected. For 14 out of 17 parents, the family nurse's support in helping integrate the child into family and social life was absent. Only one parent reported having a positive relationship with the nurse. Parents expressed a strong need for clear and accessible information, guidance without judgment, empathetic listening, and a calm environment where they feel safe to ask questions. Parents also suggested that healthcare staff should manage time more effectively so discussions about the child's needs can take place without haste.

Conclusions. The research results highlight the need for empathetic communication and more active involvement of the family nurse in supporting parents of children with hypoacusis. Communication between family nurses and parents must be open, respectful, non-judgmental, and guided by empathy. Supporting families raising children with hypoacusis is not only the responsibility of healthcare professionals, but also of society as a whole.

Keywords. family medical nurse, communication, parents, child with hypoacusis.

https://doi.org/10.66603/medespera2026.025