

# LESSON PLAN ON

# THERAPEUTIC COMMUNICATION

**Mrs. VISMAYA,  
LECTURER**



## **Therapeutic Communication**

<b>NAME OF THE TEACHER</b>	:	<b>Mrs. VISMAYA Dept. of MHN COLLEGE</b>
	:	<b>Bishop Benziger College of Nursing</b>
<b>COURSE</b>	:	<b>V semester</b>
<b>SUBJECT</b>	:	<b>Mental Health Nursing</b>
<b>TOPIC</b>	:	<b>Therapeutic Communication</b>
<b>DATE AND TIME</b>	:	
<b>METHOD OF TEACHING</b>	:	<b>Lecture cum Discussion</b>
<b>DURATION</b>	:	<b>2 Hours</b>
<b>AV AIDS</b>	:	<b>Black Board, Roller Board, Chart, Hand Out, PowerPoint.</b>

### **GENERAL OBJECTIVE:**

The students will be able to acquire adequate knowledge about application of therapeutic communication in psychiatric setup and to develop a desirable attitude and skill in practicing therapeutic communication in psychiatric health care settings.

### **SPECIFIC OBJECTIVE:**

At the end of the class the students will be able to,

- ❖ introduce the topic
- ❖ state the components of therapeutic communication
- ❖ enumerate the phases of therapeutic communication



S.No	Time	Specific Objective	Content	Type Of Aids Used	Teachers Activity	Learners Activity	Evaluation
1.	15 mins	introduce the topic	A relationship is defined as a state of being related or a state of affinity between two individuals. The nurse and client interact with each other in the health care system with the goal of assisting the client to use personal resources to meet his or her unique needs.	Black Board	Teaching	Learning	Introduce the topic
45 mins		state the components of therapeutic communication	<b>COMPONENTS OF THERAPEUTIC RELATIONSHIP</b> <b>1. Rapport</b> Rapport is a relationship or communication especially when useful and harmonious. It is the crux of a therapeutic relationship between the nurse and the patient. It is: <ul style="list-style-type: none"><li>• a willingness to become involved with another person</li><li>• growth towards mutual acceptance and understanding of individuality</li></ul>	Handouts	Teaching	Learning	What are the components of therapeutic communication?

		<p>the end result of one's care and concern for another.</p> <p>The nurse establishes rapport through demonstration of understanding, warmth and nonjudgmental attitude. A skilled nurse will be able to establish rapport that will alleviate the patient's problems. When rapport develops, the patient feels comfortable with the nurse and finds it easier to self-disclose. The nurse also feels comfortable and recognizes that an interpersonal bond or alliance is developing.</p>			
		<p><b>2. Empathy</b></p> <p>❖ Empathy is an ability to feel with the patient while retaining the ability to critically analyze the situation.</p> <p>❖ Satisfying the needs of each other Varies may last for years Both are responsible and accountable Personal/ emotional attachment and interest involved Relationship may exist lifelong or terminate gradually.</p> <p>❖ It is the ability to put oneself in</p>			

another person's circumstances and feelings.

- ❖ The nurse need not necessarily have to experience it, but has to be able to imagine the feelings associated with the experience.
- ❖ In empathy process the nurse receives information from the patient with an open, non judgemental acceptance, and communicates this understanding of the experience and feelings so that the patient feels understood. This serves as a basis for the relationship.
- ❖ Sympathy is often confused with empathy. In sympathy, the nurse actually feels what the patient feels but in the process objectivity is lost, and the nurse becomes focused on relief of personal distress rather than on assisting the patient to resolve the problem. With empathy while understanding the patient's thoughts and feelings, the nurse is able to maintain sufficient objectivity to allow the patient to

								achieve problem resolution with minimal assistance.
								<b>3. Warmth</b> Warmth is the ability to help the client feel cared for and comfortable. It shows acceptance of the client as a unique individual. It involves an unpossessive caring for the client as a person and a willingness to share the client's joys and sorrows.
								<b>4. Genuineness</b> ❖ Genuineness involves being one's own self. This implies that the nurse is aware of her thoughts, feelings, values and their relevance in the immediate interaction with a client. ❖ The nurse's response to the client is sincere and reflects her internal response. It is also important that the nurse's verbal and non-verbal communication correspond with each other.
3	45 mins	enumerate the phases of	<b>PHASES OF THERAPEUTIC RELATIONSHIP</b>	Pamphlets	Teaching	Learning	What are the phases of therapeutic	



therapeutic communication	Four phases of relationship process have been identified	communication?
<ul style="list-style-type: none"> <li>• Pre-interaction phase</li> <li>• Introductory or orientation phase</li> <li>• Working phase</li> <li>• Termination phase</li> </ul>	<p><b>Pre-interaction Phase</b></p> <p>➤ This phase begins when the nurse is assigned to initiate a therapeutic relationship and includes all that the nurse thinks, feels or does immediately prior to the first interaction with the patient. The nurse's initial task is one of self-exploration. The nurse may have misconceptions and prejudices about psychiatric patients and may have feelings and fears common to all novices. Many nurses express feelings of inadequacy and fear of hurting or exploiting the patient. Another common fear of nurses is related to the stereotyped psychiatric patients' abusive and violent behavior.</p>	



		<ul style="list-style-type: none"> <li>➤ The nurse should also explore feelings of inferiority, insecurity, approval-seeking behavior etc. This self-analysis is a necessary task because, to be effective, she should have a reasonably stable self-concept and an adequate amount of self-esteem.</li> </ul> <p><b>Nurse's tasks in the pre-interaction phase</b></p> <ul style="list-style-type: none"> <li>• Explore own feelings, fantasies and fears</li> <li>• Analyze own professional strengths and limitations</li> <li>• Gather data about patient whenever possible</li> <li>• Plan for first meeting with patient</li> </ul> <p><b>Introductory or Orientation Phase</b></p> <p>During the introductory phase that the nurse and patient meet for the first time. One of the nurse's primary concerns is to find out why the patient sought help. This forms the basis of the nursing assessment and helps the nurse to focus on the patient's problem and to determine patient's level of motivation.</p> <p><b>Nurse's tasks in the orientation phase</b></p>			

- Establish rapport, trust and acceptance
- Establish communication; assist in the verbal expression of thoughts and feelings

### **Working Phase**

- Most of the therapeutic work is carried out during the working phase.
- The nurse and the patient explore relevant stressor and promote the development of insight in the patient. By linking perceptions, thoughts, feelings and actions, the nurse helps the patient to master anxieties, increase independence and coping mechanisms.
- Actual behavioral change is the focus of attention in this phase of the relationship.

### **Nurse's tasks in the working phase**

- Gather further data; explore relevant stressors
- Promote patient's development of insight and use of constructive coping mechanisms
- Facilitate behavioral change; encourage him to evaluate the results of his behavior
- Provide him with opportunities for



		<ul style="list-style-type: none"> <li>• Establish reality of separation</li> <li>• Mutually explore feelings of rejection, loss, sadness, anger and related behavior</li> <li>• Review progress of therapy and attainment of goals</li> <li>• Formulate plans for meeting future therapy/Needs</li> </ul>					
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**SUMMARY:**

Till now I have discussed about the introduction components and phases of therapeutic communication.

**CONCLUSION:**

I hope that you all understand about therapeutic communication and its components and phases.

**Assignment**

Write an assignment on Therapeutic Communication Phases

**Test**

1. Explain Therapeutic Communication Components (5)
2. Elaborate Therapeutic Communication Phases (10)

## **BIBLIOGRAPHY:**

### **STUDENT REFERENCES:**

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2. K. Lalitha (2007), "Mental health and psychiatric nursing and Indian perspective" 1<sup>st</sup> edition, Bangalore, VMG book house.
3. Niraj Ahuja, A short textbook of psychiatry, Jaypee brothers, New delhi, 2002.
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### **TEACHER REFERENCES:**

1. Dr. Ellakkuvana, Bhashara (2014), "DEBR' s Mental health Nursing", first edition, Emmess publication.
2. CL Subash Indra Kumar (2014), "textbook of psychiatric and Mental health nursing", 1<sup>st</sup> edition, New Delhi, Emmess publication.
3. Stuart (GW), Principles and Practice of Psychiatric Nursing, Elsevier, 8th Edition, 2005
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# **Lesson Plan**

## **On**

# **Autonomy**

## Lesson Plan on: Accountability

**Method of teaching** : Lecture method  
**Medium of teaching:** : English  
**AV aids** : PPT  
Images  
Video

<b>Topic</b>	: Autonomy
<b>Subject</b>	: Nursing Management
<b>Group</b>	: Second Year MSc. Nursing Students
<b>Duration</b>	: 1 hour

**Previous knowledge:** Majority of students have no knowledge regarding blackboard.

**General objective:** At the end of the class, the students will gain knowledge regarding transcript, acquire skills to provide information to prepare the transcript and practice it in their future.

### **Specific objectives:**

At the end of the class, the students will be able to

- Introduce the topic
- Recall basic concept of accountability
- Describe elements of accountability
- Outline the strategies for enhancing accountability
- Describe reasons for lack of accountability
- Describe accountability of nursing personnel



Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
10 min	Introduce the topic.		<p><u>INTRODUCTION</u></p> <p>Accountability means an individual are answerable for their actions and have an obligation to act. Manifesting accountability in nursing practice provides the opportunity to evaluate nursing contribution within health care and is a means of clarifying the significance of nursing in society. Accountability is the process that mandates that individuals are answerable for their actions and have an obligation to act. Accountability involves assuming only the responsibility that are within one's scope of practice and not assuming responsibility for activities in which competences has not been achieved. Accountability involves admitting mistakes rather than</p>			

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
			blaming others and evaluating the outcomes of one's own actions. Accountability includes a responsibility to the client to be competent to render nursing services in accordance with standards of nursing practice and to adhere to the professional ethics code.			
2 min	Recall basic concept of accountability	<p><b>CONCEPT OF ACCOUNTABILITY</b></p> <p>The concepts of accountability have two major attributes: - answerability and responsibility. Accountability can be defined in terms of either of these attributes but answerability for how one has promoted, protected and met the health needs of the client. It <b>means to justify</b> or to give an account according to accepted moral</p>	Explains basic concept of autonomy	Listens and asks doubts	PPT	What do you meant by accountability?

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		standards or norms for choices and actions that the nurse has made and carried out. It involves a relationship between the nurse and other parties and its contractual. The terms of legal account ability are contained in licensing procedures and state nurses practice acts. The terms moral accountability is contained in the ANA code for nurse and other standards of nursing practice in the form of norms set by members of the profession. It is noted that accountability means providing an explanation or rationale for what has been done in nursing role.				
2 min	Describe elements of accountability	<b>Elements of Accountability</b> Where an expectation of accountability exists, three elements- clarity, commitment, and	Explains elements of accountability	Listens and asks doubts	PPT	What are the elements of accountability?

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		<p>consequences- must be present.</p> <p><b>Clarity:</b> Clarity means expectations and goals are clear and specific. Clarity also means explaining why. If staff members know the reasons behind the expectation, they're more likely to commit themselves to meeting it.</p> <p><b>Commitment:</b> You have to ask for a commitment to get it. Simply giving an order isn't enough. The accountable employee must listen, understand, agree, and commit to achieving the objective.</p> <p><b>Consequences:</b> Consequences are the after effects of the negligence to commitments. A person should bear the consequences of being unaccountable.</p>				

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		<p><b>Lines of Accountability</b></p> <p>Direction and guiding principles for each nurse can be viewed as either a vertical or lateral line of accountability., This has been described in terms of:</p> <p><b>Upward:</b> Accountability (looking up the line and doing what managers and administrative require) are accountable to and judged by the</p> <p><b>Lateral:</b> Accountability as a self-regulation in which practitioners are accountable to and judged by, criteria set by their peers</p>				
1 min	Outline the strategies for enhancing accountability	<p><b>Ways for Enhancing Accountability in Nursing</b></p> <ul style="list-style-type: none"> <li>➤ Well defined duties and job description.</li> <li>➤ Written policies, protocols</li> </ul>	Explains strategies for enhancing accountability	Listens and asks doubts	PPT	What are main strategies for enhancing accountability?

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		and procedures. ➤ Nursing audit and standards of practice. ➤ Proper delegation of responsibilities. ➤ Proper training and education of the self. ➤ Periodical evaluation of each individual's nursing practice. ➤ Refine and modify outdate policies and procedures. ➤ Conducive working environment. ➤ Availability of adequate number of personnel and resources for patient care.				
5 min	Describe reasons for lack of accountability	<b>Reasons for Lack of Accountability</b> → Job description not available. → Lack of guidelines, standards and control.	Explains reasons for lack of accountability	Listens and asks doubts	PPT	What are the reasons for lack of accountability

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		<ul style="list-style-type: none"> <li>→ Authority not specified.</li> <li>→ Overburdened staff due to shortage of staff.</li> <li>→ Lack of adequate training and efficient experience.</li> <li>→ Lack of up to date knowledge, skill and competence.</li> <li>→ Unwilling.</li> <li>→ Inadequate supervision by ward managers.</li> <li>→ Out-dated policies, protocols &amp; procedures.</li> <li>→ Lack of decision making.</li> </ul>				
1 min	Describe accountability of nursing personnel	<p><b>Accountability of Nursing Personnel</b></p> <p>Accountability is at the heart of nursing, weaving its way through nursing practice in all settings and at all levels. It's an energizing force throughout an organization. Where a</p>	Explains challenges to autonomy in India	Listens and ask doubts	PPT	What are the concepts of accountability of nursing personnel?



Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		<p>culture of accountability exists, people do what they say they'll do. Everyone builds credibility for themselves and for the organization by holding themselves and each other accountable.</p> <p>Nursing personnel are accountable for</p> <ol style="list-style-type: none"> <li>1. Providing safe and therapeutic environment for the patients.</li> <li>2. Delivering component and personalized care.</li> <li>3. Maintaining adequate supplies of material and equipment for smooth functioning of the ward/unit.</li> <li>4. Maintaining accurate and up to date records and reports.</li> <li>5. Maintaining good interpersonal relationships.</li> <li>6. Protecting client's legal rights and</li> </ol>				

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
		privacy. 7. Working within ethical and legal boundaries. 8. Keeping pace with changing health needs and developing technology. 9. Delivering care as per standards lay down by profession, statutory body and institution. 10. Delegating responsibility appropriately. 11. Contributing to development of the profession.				
1 min	Conclude the topic		<b><u>CONCLUSION</u></b>  In general, the concept of accountability is defined in many ways as a general term, and there are different opinions about it due to its complex structure. A review of concept analysis papers on the			

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
			<p>concept of professional autonomy identified some features of nursing including lack of dependence on others, knowledge, competence, self-governance, decision-making, freedom, supporting patients and forming a friendly relationship with them, judgment, self-control, and responsiveness. For nurses, autonomy is defined as the ability to apply professional knowledge to patient care and clinical decision-making. Furthermore, in a review study conducted to examine the challenges of autonomy in nursing, the ambiguity in the definition of autonomy was identified as one of the challenges in reaching autonomy in the nursing profession. Indeed, despite many studies on nursing</p>			

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
			<p>autonomy, this concept is not fully understood. Thus, a comprehensive explanation of the concept of professional autonomy in nursing seems necessary due to the important role of autonomy in improving the quality of patient care through timely decision-making at the patient's bedside, as well as reducing stress, and increasing job satisfaction, and attracting and retaining nurses. Besides, one of the outcomes of autonomy is the promotion of professional socialization. Independence can lead to improved quality of nursing services for patients in general.</p>			
1 min			<p><b><u>RECAPITULATIONS</u></b></p> <p>1. What do you meant by accountability?</p>			

Time	Specific objective	Contents	Teacher's activity	Learner's activity	AV aids	Evaluation
			2. What are the elements of accountability? 3. What are main strategies for enhancing accountability? 4. What are the reasons for lack of accountability 5. What are the concepts of accountability of nursing personnel?			

### **ASSIGNMENT**

Write short note on strategies of accountability

Maximum marks awarded:10

### **BIBLIOGRAPHY**

1. Vati Jogindra. Principles and practice of nursing management and administration. Jaypee publications: New delhi; 2013. p.532-9
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2. Tabatabai A, Abbaszadeh A, Mohammadnejhad E. Nursing and professionalism: Perception of cardiac care unit nurses. J Qual Res Health Sci. 2015;4:86-96.
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