

Communication and nurse patient relationship

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Objective

- Communicate effectively with patients, family and team
- Maintain effective human relations projecting professional image.
- Appreciate the importance of patient teaching in nursing

Contents

⦿ Communication

- Definition
- Levels
- Elements
- Types
- Factors influencing communication
- Methods of effective communication
- Attending skills, Rapport bulding skills, empathy skills

Contents

- Barriers to effective communication
- Helping relationship(Nurse patient relationship)-Definition, goals, phases of helping relationship
- Patient teaching-Purpose, principles, role of nurse

Definition

- ⦿ **Communication** (from Latin *communicare*, meaning "to share")^[1] is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules
- ❖ Semiotic means Signs and symbols

- Communication is an essential part of patient centred nursing care. Patient safety also requires effective communication otherwise it may lead to errors in workplace and professional credibility

- Communication is the meaningful way of establishing healthy relationship. All behaviour communicates and all communication influences behaviour .So communication is essential to nurse patient relationship.

Nurses express their care in following ways:

- BECOMING SENSITIVE TO SELF AND OTHERS
- PROMOTING AND ACCEPTING THE EXPRESSION OF POSITIVE AND NEGATIVE FEELING
- DEVELOPING HELPING TRUST RELATIONSHIP
- INSTILLING FAITH AND HOPE
- PROMOTING INTER PERSONAL TEACHING AND LEARNING
- PROVIDING A SUPPORTIVE ENVIRONMENT
- ASSISTING WITH GRETIIFICATION OF HUMAN NEEDS
- ALLOWING FOR SPIRITUAL EXPRESSION

- Communication is transmission of human energy .Nurses communication can result both in good and harm. Nurses posture, expression and gesture, every word spoken and attitude held etc can affect nurse patient relationship.

DEVELOPING GOOD COMMUNICATION SKILLS

- It requires both an understanding of the communication process and reflection about one's communication experience as a nurse. Critical thinking by nurse is highly needed to become competent communicators.
- Curiosity is needed for effective communication. Self-confident attitude can enhance nurse-patient relationship and communication.

- Each individual bases his or her perception about information through five senses which is influenced by both culture and education. Communication is very much essential in all phases of nursing process. Effective communication techniques are easy to learn but implementation is challenging.



LEVELS OF COMMUNICATION

- ① **INTRAPERSONAL COMMUNICATION**
- ② **INTERPERSONAL COMMUNICATION**
- ③ **TRANSPERSONAL COMMUNICATION**
- ④ **SMALL GROUP COMMUNICATION**
- ⑤ **PUBLIC COMMUNICATION**

◎ **INTRAPERSONAL COMMUNICATION**

- ◎ Occurs within individual. It is also called as inner thought, self talk etc. It gives a mental rehearsal for difficult task or situation. So they can meet them effectively and with increased confidence. It also helps build and develop self awareness.

○ **INTERPERSONAL COMMUNICATION**

- This is one to one interaction mostly face to face. It lies at the heart of nursing practice. It occurs in the solid context .Nurses work with people of different background and it is important to validate meaningful or mutually negotiate it between participants. This result in exchange of ideas, problem solving, expression of feeling, decision making good accomplishment, team building and personal growth.

◎ **TRANSPERSONAL COMMUNICATION**

- ◎ It occurs within the persons spiritual domain. Many people use prayers, medication, religious rituals or other means to communicate with higher power. Nurses should assess and assist their persons in trans - communication.

◎ **SMALL GROUP COMMUNICATION**

- ◎ It happens when a small number of people meet. Usually when nurses work in communities lead patient support groups, form research groups and participate in patient care conferences. This becomes very effective when the group is cohesive and committed.

○ **PUBLIC COMMUNICATION**

- This is interaction with an audience. For example: Address health care consumers, present scholarly work in conference, leading class room discussion etc. Requires special adaptation in eye contact, gesture, voice inflection and use of new media material to communicate effectively. It increases audience knowledge about health related issues, materials and other issues important to nursing program.

BASIC ELEMENTS OF COMMUNICATION PROCESS

- REFERANCE
- SENDER AND RECEIVER
- MESSAGE
- CHANNEL
- FEEDBACK
- INTERPERSONAL VARIABLES
- ENVIRONMENT

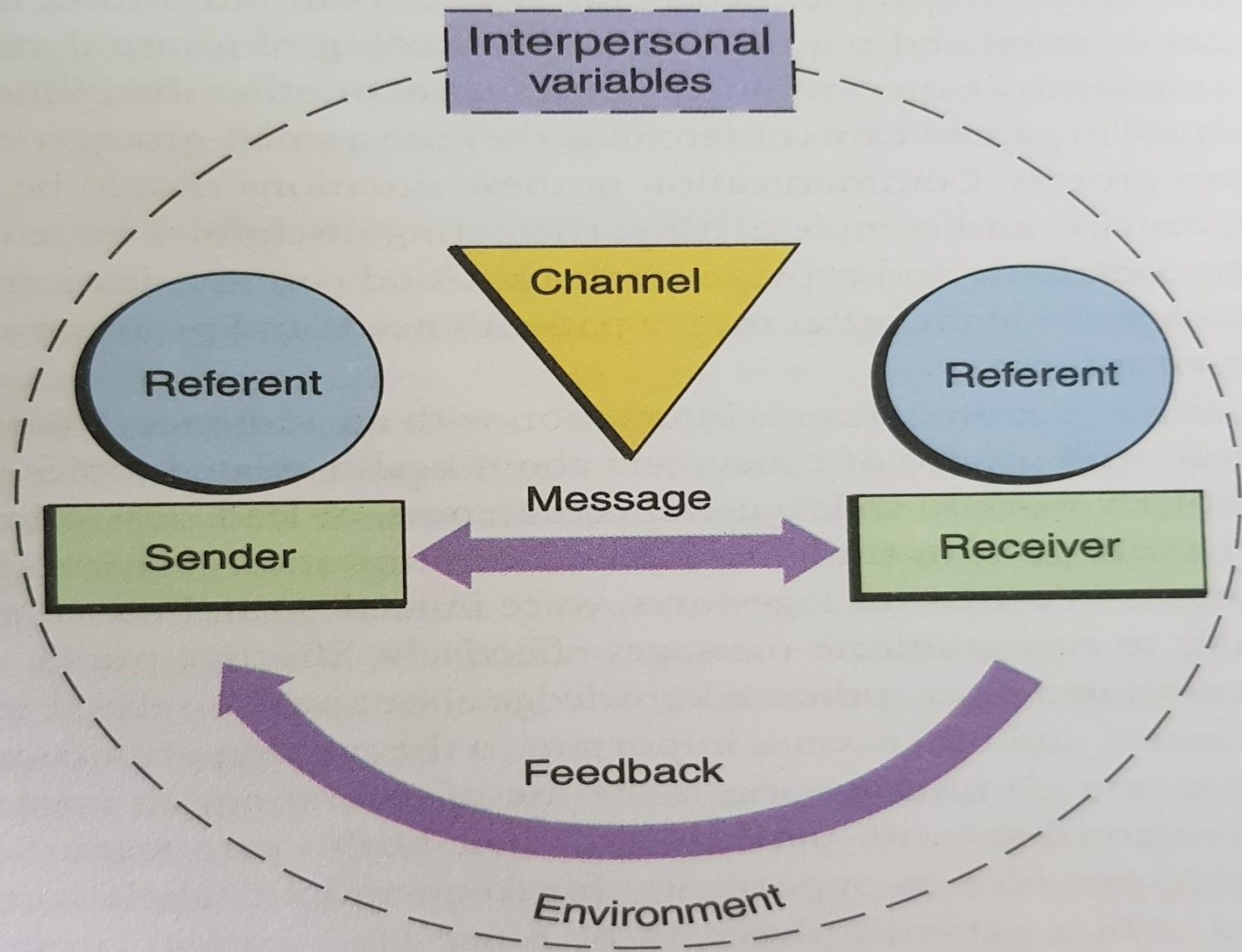


FIGURE 9-1 Circular transactional model of communication.

Circular Transactional Model

- It includes various elements
- In this model each person in the communication interaction is both speaker and a listener and can be simultaneously sending and receiving messages
- It is a continuous and interactive activity
- Feedback from the receiver or environment enables the communicators to correct or validate communication

Referent

- The referent motivates one person to communicate with other
- Eg. Sights, sounds, sensation, perception etc are examples of cues that initiate communication process
- Knowing a stimulus or referent that initiates communication will help you develop and organize messages effectively

Sender and receiver

- Sender is the one who ENCODES AND DELIVERS MESSAGE
- RECEIVER is the person who receives and DECODES Message
- The sender puts message into verbal and nonverbal symbols that the receiver can understand. The sender's message acts as a REFERENT to receiver

- Sender and receiver switches the role back and forth
- In decoding the receiver interprets the message
- Active listening is important for correct interpretation
- The more the commonness between sender and receiver-Better will be the communication

Message

- Content of communication which contains verbal and nonverbal expression of thoughts and feelings
- Effective message –clear,direct and in understandable language

Eg.Wound shows growth of granulation tissue ????

Channels

- Means of sending messages

Visual.Auditory,Tactile

Facial expressions-Visual

Touch-Tactile

The more the channel-Better
communication

Feedback

- It is the message the a receiver receives from the sender.It indicates whether the receiver understood the initial message from the sender
- Type of feedback depends on their background,prior experience,attitude,cultural belief and self esteem

Interpersonal variables

- Factors within both sender and receiver that influence communication

Individual's culture, experience etc

Interpersonal variables associated with illness such as

pain, anxiety, medication effect also affect nurse patient relationship

Environment

- Setting for sender receiver interaction
- Should provide physical and emotional comfort and safety
- Noise, lack of privacy, temperature extremes, etc can affect communication
- Favourable environment is needed for effective communication

Forms of Communication

A. VERBAL COMMUNICATION

B. NON VERBAL COMMUNICATION

Verbal Communication

- It uses spoken or written word
- Verbal language is a code that conveys specific meaning through a combination of words

Important Aspects of Verbal Communication

- Vocabulary
- Denotative and connotative meaning
- Pacing
- Intonation
- Clarity and Brevity
- Timing and Relevance

Non verbal communication

- Involves five senses and communication that doesnot involve spoken or written word
- Non verbal aspects of communication involves eye contact,voice tone,body positioning etc
- Sociocultural background has a majpr influence on non verbal communication

Factors influencing Nonverbal Communication

- Personal Appearance
- Posture and Gait
- Facial Expression
- Eye contact
- Gestures
- Sounds
- Territoriality and personal space
- Metacommunication(all factors that affect communication.eg Incongruity between what is felt and what is said)

Methods of Effective Communication



Strategies for enhancing Communication

are:

A. Attention Skills

Both sender and receiver needs to pay attention what is being told and heard

Listening and observing is very important

Positive and respectful attitude

Fear, Mistrust,boredom,lack of interest in the subject can impede communication

For **BEST COMMUNICATION- KEEP YOUR EMOTIONS OUT OF THE WAY**

◎ B.Rapport Building

Matching ourselves with other person

Effective strategies:

Use non threatening safe topics,talk about shared experience,avoid talking too much about yourself

Listen to what other person is saying

Try to inject a little humor.Laughing together creates harmony

- ⦿ Maintain eye contact
- ⦿ Show empathy

Rapport is all about finding similarities and
Being on the same wavelength with
other person

○ C. Empathy Skills

Empathy is the ability to see the world as the other person and understand other person's feelings
,needs,concerns,emotional state etc

Barriers of Communication

- Physiological**
- Environmental**
- Psychological**
- Social Barriers**
- Cultural barriers**
- Semantic barriers(Language)**
- Organizational barriers**
- Communication process related barriers**

Phases of Helping Nurse Patient Relationship



Values
Culture
Beliefs

Past Experience
Expectations

Pre conceived ideas



Values
Culture
Beliefs

Past Experience
Expectations



Phases

- ① Orientation phase
- ① Identification phase
- ① Exploitation Phase
- ① Resolution phase

Phases of Helping Relationship

- ① Preinteraction phase
- ① Orientation phase
- ① Working phase
- ① Termination phase