

# Therapeutic Communication and Nurse Patient Relationship

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# Therapeutic communication

- Interpersonal interaction between nurse and patient during which the nurse focuses on patient needs to promote an effective exchange of information

# Goals of Therapeutic communication

- ① Establish therapeutic nurse patient relationship
- ① Identify and prioritize patient needs
- ① Assess patient's perception of problem
- ① Facilitate patient's expression of emotions.
- ① Implement interventions designed to address patient needs

# Characteristics of Therapeutic communication

- Patient should be the primary focus of interaction
- A professional attitude sets the tone of the relationship
- Use self disclosure cautiously and only when it has a therapeutic purpose
- Avoid social relationship with patients
- Maintain patient confidentiality

# Characteristics of Therapeutic communication

- Assess patient's intellectual capacity to assess level of understanding
- Implement interventions from a theoretical base
- Maintain non judgmental attitude
- Avoid giving advice
- Guide patient to reinterpret his/her experience rationally

# Therapeutic communication Techniques

- Listening-Active process
- Broad openings
- Restating: Repeating main statements expressed by the patient (eg. You say that you were in Primary class when your mother left?)
- Clarification: Attempting to put vague ideas or unclear thought of the patient into words to enhance nurses understanding or asking patient to explain what he means?

# Therapeutic communication Techniques

- ◉ Reflection: Directing back to patients ideas/feelings/content etc( eg.You feel anxious as you have lot of assignments to submit)
- ◉ Humour:
- ◉ Informing: Giving information is a skill eg: I think you need to know.....
- ◉ Focusing; Questions or statements that help patients to expand on a topic of importance(eg: You told you had a difficult childhood.Can we discuss more about that?)

# Therapeutic communication Techniques

- Sharing perception: Asking the patient to verify the nurses understanding of what the patient is thinking or feeling(eg. You are smiling,but I think you are angry with me)
- Silence
- Suggesting: Presentation of an alternative idea
- Theme identification: Identification of basic underlying issues/problems experienced by the patient that emerge repeatedly during nurse patient relationship



# Non therapeutic Communication

- False reassurance
- Judgmental attitude
- Blaming
- Giving advice

# Therapeutic Nurse Patient relationship

- Relationship- The state of being related
- The nurse and patient interact in a health care system with a goal of assisting the patient to use personal resources to meet his or her unique needs
- Nurse and patient work together and help the patient to gain their inner strength/resources to to facilitate growth
- The relationship is established with a purpose, maintained and carried out with the anticipation of achieving outcome

# Types of Relationship

- Social Relationship- Friendship, socialization, enjoyment or completion of a task
- Intimate relationship: Emotional commitment. Each member cares about others need for growth and satisfaction
- Therapeutic Relationship: Nurses Therapeutic skills is used to enhance patient''s growth
- Focus is on patients ideas, experience and feeling

# Components of a therapeutic relationship

- Rapport (willingness to become involved with other person)
- Empathy: Ability to feel with the patient while retaining the ability to critically analyze the situation
- Warmth: Ability to help the patient feel cared for and comfortable
- Genuineness: Being ones own self-Nurse is aware of thoughts and feelings and their relevance in the immediate interaction with patients

# Characteristics of Therapeutic Nurse Patient Relationship

- Relationship enhances mutual growth of individuals involved in
- It is a mutual learning experience and corrective experience for patients
- Observation and understanding of behavior and communication is very important
- It is based on the belief that patients has potential to grow to its fullest level
- The relationship is purposefully established, maintained and carried out with anticipated outcome

# Ethics and responsibilities

- ◉ Ethical principles of autonomy, beneficence, justice, veracity to be maintained
- ◉ Nurses should be prepared to recognize special nature of provider patient relationship
- ◉ Unethical behaviors( omission of informed consent, Breach of confidentiality, undue coercion) and illegal acts can hold the patient vulnerable and nurse liable

# Dynamics of Therapeutic Nurse Patient Relationship

- Therapeutic Use of Self
- Gaining self Awareness
- Johari Window as a tool to increase self awareness

# Therapeutic Use of Self

- Ability to use one's personality consciously and in full awareness in an attempt to establish relatedness and to structure nursing interventions
- Promote patient's growth, change and heal



# Self Awareness

- ◉ Process of understanding ones own beliefs,thoughts and feeling,biases and limitations
- ◉ Recognize how it can affect others

# JOHARI WINDOW

- Is a representation of self
- Tool to increase self awareness
- Goal is work towards moving qualities from Quadrant 2,3,4 to quadrant 1

	<b>Known to self, Open or public self</b>	<b>Unknown to self Blind/Unaware part of self</b>
<b>Known to Others</b>	1	2
	<b>Behaviours, feeling, thoughts known to self and others</b>	<b>Things others know but individual doesnot know</b>
<b>Unknown to others</b>	3	4
	<b>Private or Hidden self</b>	<b>Unknown to self/others</b>