

Therapeutic communication and therapeutic nurse-patient relationship

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Nursing as a profession

- ▶ Nursing is an art and a science.
- ▶ Nursing cannot be an occupation
- ▶ Nursing is more of a vocation
- ▶ The heart of a nurse is a noble work of art.
- ▶ Nursing's business is to make sickness a pleasure.
- ▶ Becoming a nurse is difficult, to keep one's sanity while being a nurse is extremely difficult.
- ▶

Communication

- ▶ The process people use to exchange information between themselves
- ▶ could be Verbal or nonverbal
- ▶ What we say or the content what is said represent verbal
- ▶ Our behavior such as facial expression, tone of voice, distance from the person are verbal
- ▶ The context is the environment or the situation, including the culture of the individual
- ▶ may either be congruent (when content and process agree) or in-congruent (when content and process do not agree).

- ▶ Nursing communication is an interpersonal interaction between the nurse and the patient
- ▶ The process by which nurses exchange information with their patients
- ▶ The nurse focuses on the specific needs of the patient
- ▶ It is used to promote effective exchange between the nurse and his or her patient.
- ▶ Allows the nurse to use himself or herself in a therapeutic way in order to be of help to the patient.

Communication process

- ▶ The process of communication is learned and it includes three basic elements- the sender, the message and the receiver.
- ▶ The process is influenced by:
 - ▶ a person's attitude,
 - ▶ socio-cultural or
 - ▶ ethnic background,
 - ▶ past experiences,
 - ▶ knowledge
- ▶ The context of communication is the environment or the situation which may include individual's culture.

Verbal and non-verbal communication

- ▶ communication can be verbal or non-verbal. Verbal communication
- ▶ Verbal communication is most often accompanied by non-verbal communication
- ▶ Many communication experts believe that nonverbal communication is a more accurate description of our true feelings because people have less control over their non-verbal reactions.
- ▶ Communication is therefore behavior and we cannot not communicate since communication is behavior.

Therapeutic communication

- ▶ It involves interpersonal interactions between the nurse and the client
- ▶ It focuses on the client's specific needs and is used to:
- ▶ Establish the therapeutic relationship
- ▶ Identify the client's most important concerns
- ▶ Assess the client's perceptions
- ▶ Recognize the client's needs
- ▶ Guide the client toward satisfactory and acceptable solutions

More on therapeutic communication

- ▶ **Therapeutic communication is depicted by the following characteristics:**
- ▶ Positive regard for the patient/client,
- ▶ Empathy, Genuineness (authenticity),
- ▶ Warmth and respect,
- ▶ Purposefulness,
- ▶ Confidentiality,
- ▶ Self-disclosure,
- ▶ Privacy and respect for boundaries

The following skills are important

- ▶ KNOW WHO YOU ARE
- ▶ BE HONEST WITH YOUR FEELINGS
- ▶ BE SECURE IN YOUR ABILITY TO RELATE TO PEOPLE
- ▶ BE SENSITIVE TO OTHER'S NEEDS AND FEELINGS
- ▶ BE CONSISTENT IN YOUR DEALINGS WITH OTHERS
- ▶ RECOGNIZE SYMPTOMS OF ANXIETY IN YOURSELF
- ▶ WATCH YOUR NON-VERBAL REACTIONS
- ▶ CHOOSE AND USE WORDS CAREFULLY
- ▶ RECOGNIZE DIFFERENCES BETWEEN YOU AND OTHERS
- ▶ RECOGNIZE YOUR OWN ACTIONS AND RESPONSES AND EVALUATE THEM
- ▶ DEVELOP ABILITY TO LISTEN VERY CAREFULLY

The skill of listening

- ▶ Listening is an important skill for the nurse to develop and master.
- ▶ It is very hard to master
- ▶ Active listening is concentrating exclusively on what the patient is saying to you
- ▶ It can be promoted by facing the client, using eye contact, removing any barriers, and maintaining an open body posture.
- ▶ Active listening requires active observation
- ▶ Every nurse must master the following ten commandments of good listening

Ten commandments of good listening

- ▶ STOP TALKING (you cannot listen if you are talking)
- ▶ PUT THE TALKER AT EASE (let him feel free to talk)
- ▶ SHOW THAT YOU WANT TO LISTEN (give total attention)
- ▶ REMOVE DISTRACTIONS (concentrate on the speaker)
- ▶ EMPATHIZE WITH THE BUYER (put yourself in his place)
- ▶ BE PATIENT (allow plenty of time, do not interrupt, don't walk away)
- ▶ HOLD YOUR TEMPER (angry people get wrong meaning from words)
- ▶ GO EASY ON ARGUMENT (do not argue, it puts the speaker on the defensive)
- ▶ ASK QUESTIONS (it encourages the speaker and shows that you are listening)
- ▶ STOP TALKING (first and last commandments show how important it is. We have two ears but one mouth which shows we should talk less and listen more)

Relationships

- ▶ Communication involves relationships
- ▶ without communication, relationships become bland.
- ▶ Human beings thrive better when they make contacts with other human beings
- ▶ These contacts are called relationships and are classified as follows:
- ▶ **Social relationship**
- ▶ **Intimate relationship**
- ▶ **Therapeutic relationship**

- ▶ Therapeutic relationship is the only one of the three relationships earlier identified that the nurse can professionally form with the patient.
- ▶ Forming a therapeutic relationship with clients and communicating with them is the primary vehicle for implementing the nursing process.
- ▶ The therapeutic nurse-patient relationship is a very important aspect of the nurses' encounter with the patient
- ▶ A therapeutic nurse-patient relationship is described as the foundation upon which psychiatric-mental health nursing is established.

- ▶ Forming a therapeutic relationship with clients and communicating with them is the primary vehicle for implementing the nursing process.
- ▶ Relationship-building behaviors require:
- ▶ honesty, being direct, making only promises that can be kept, being congruent, avoiding defensiveness, seeking input from the clients, and letting clients make their own decisions with little or no assistance.
- ▶ The therapeutic nurse-patient relationship is a very important aspect of the nurses' encounter with the patient

Hilgard Peplau and therapeutic nurse-patient relationship

- ▶ She described therapeutic nurse-patient relationship as the foundation upon which psychiatric-mental health nursing is established
- ▶ A relationship in which both the nurse and the patient must recognize each other as unique and important human beings.
- ▶ Identified six roles a psychiatric-mental health can employ during a therapeutic nurse-patient relationship.
- ▶ All these roles are dependent on effective therapeutic communication
- ▶ teacher, mother surrogate, technical expert, manager, socializing agent and counselor

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- ▶ important ingredients that are needed for forming a successful therapeutic nurse-patient relationship
 - ▶ empathy
 - ▶ acceptance
 - ▶ love
 - ▶ independence
 - ▶ dependence
 - ▶ interdependence
 - ▶ genuine interest
 - ▶ trust

Behaviors that hinder therapeutic nurse-patient relationships.

- ▶ Inappropriate boundaries (relationship becomes social or intimate).
- ▶ Feelings of sympathy rather than empathy.
- ▶ Encouraging client dependency rather than promoting independence.
- ▶ Non-acceptance of client as a person because of his or her behaviors, leading to avoidance of the client.
- ▶ Making promises that are difficult to fulfill
- ▶ Being unprofessional in dealing with clients/patients
- ▶ Giving or demanding gifts

Behaviors that promote or encourage therapeutic relationship:

- ▶ Positive regard is unconditional, nonjudgmental attitude towards the patient.
- ▶ Expressing empathy towards the patient instead of feeling for the patient allows the patient to grow
- ▶ Genuine interest in the patient is an attitude that shows concern for what the patient is going through.
- ▶ Confidentiality is that attitude that allows the patient to tell you about himself or herself.
- ▶ Trustworthiness is that behavior that allows the patient to tell the nurse his/her story.

- ▶ Therapeutic communication is used to establish the therapeutic nurse-patient relationship
- ▶ The therapeutic use of self is important to therapeutic communication
- ▶ Therapeutic nurse-patient relationship is aided by therapeutic use of self.
- ▶ Therapeutic use of self is essential in applying therapeutic communication to patient care and requires self-awareness by the nurse.
- ▶ Self-awareness is essential for the nurse

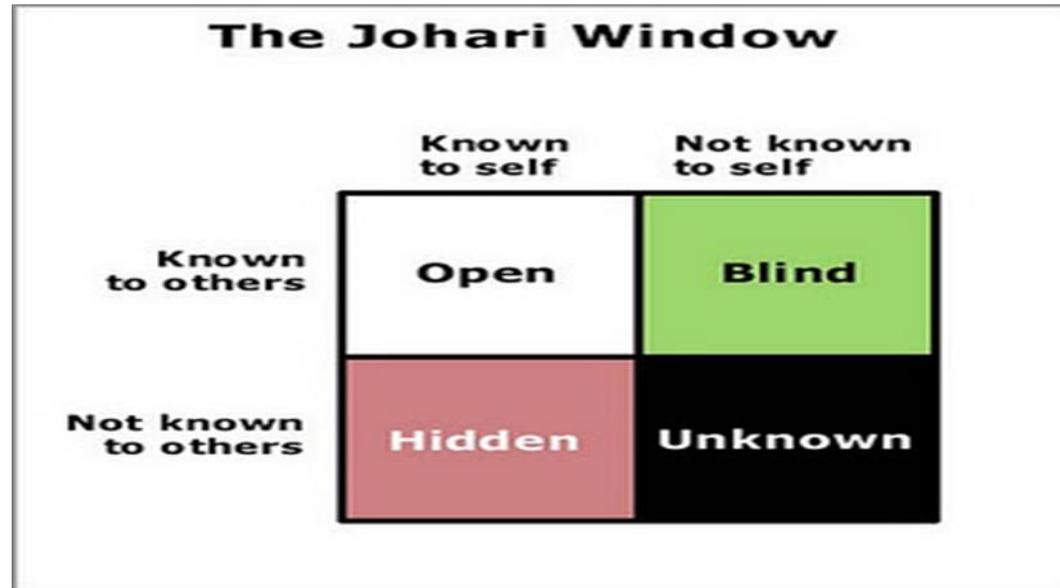
Self awareness

- ▶ Self-awareness is a process of understanding one's
- ▶ own values,
- ▶ beliefs,
- ▶ thoughts,
- ▶ feelings,
- ▶ attitudes,
- ▶ motivations,
- ▶ strengths,
- ▶ and limitations and
- ▶ on how one's thoughts and behaviors affect others.

Johari window as a self awareness tool

- ▶ The nurse needs to understand self
- ▶ continue to discover self
- ▶ Ongoing self-assessment is necessary to gain self-awareness.
- ▶ *Johari window*, contains four quadrants as shown in the diagram below.
- ▶ 56 adjectives listed below were used to arrive at the four quadrants shown in this diagram
- ▶ They are the open self, the blind self, hidden self and the unknown self

Diagram of the Johari window



Some of the Johari adjectives

- A technique created by Joseph Luft and Harry Ingham in 1955 in the United States,
- It is used to help people gain a better understanding of their mental instability
- Subjects are given a list of 56 adjectives and asked to pick five or six that they feel describe their personality.
- Then peers of the subjects are then given the same list, and each is asked to pick five or six adjectives that describe the subjects.

Johari's adjectives

- able
- accepting
- adaptable
- bold
- brave
- calm
- caring
- cheerful
- clever
- complex
- confident
- dependable
- dignified
- energetic
- extroverted
- friendly
- giving
- happy
- helpful
- idealistic
- independent
- ingenious
- intelligent
- introverted
- kind
- knowledgeable
- logical
- loving

JOHARI'S ADJECTIVES

- mature
- modest
- nervous
- observant
- organized
- patient
- powerful
- proud
- quiet
- reflective
- relaxed
- religious
- responsive
- searching
- self-assertive
- self-conscious
- sensible
- sentimental
- shy
- silly
- smart
- spontaneous
- sympathetic
- tense
- trustworthy
- warm
- wise
- witty