

Communication Paper

Ashley DeRicco

Nursing 101- Foundations of Nursing

Mrs.Helsel

October 8, 2023

Therapeutic communication is the way the nurse communicates with a patient using both verbal and non-verbal communication techniques. In nursing therapeutic communication is a fundamental way to communicate with patients. It effectively helps strengthen the nurse patient relationship. When communicating with a patient the nurse should make sure that the environment is free from environmental influences like noise and make sure that the patient is in the right mindset. If the patient just received bad news or is in a lot of pain, they may not be willing to communicate effectively. Communication is one of the most important skills a nurse should have, it can be both therapeutic and non-therapeutic.

Analysis of Therapeutic Techniques

When communicating with a patient it is always important to be actively listening. When actively listening, another important skill is that you approach the patient with an open welcoming stance. Listening actively shows them that you have time for them and that you care about their concerns. When you are talking and listening to a patient and open stance portrays that you have time for their concerns and that you are not annoyed and bothered. Both actively listening and standing with an open stance should be used when you are talking to a patient every time, the environment should also be a comfortable setting that is free of noise interference. One of the main barriers that could affect therapeutic communication would be a language barrier. There are numerous different languages around Delaware one of the main ones being Spanish. To help aid in a language barrier a nurse could call a translator. Another barrier would be cognitive and developmental impairments. Not everyone understands medical terms, so you would have to try and not use it and make it simple for a patient to understand. The patient could also be provided with written material that they could refer to.

There is also non-therapeutic communication which can deter a patient from being open to the nurse about their initial problems and the extent of their problems, that brought them in to get treatment. When a nurse acts like they are busy, and they don't make time to listen to a patient it can make a patient feel like they are not important. Nurses are normally busy, but they must make time for their patients to promote a nurse-patient relationship. Another nontherapeutic communication technique would be judging a patient because you don't agree with something they may do in their daily lives. Nurses would do their best to avoid asking judgmental questions. Every patient is different and when assessing a new patient as a nurse you would want to be less critical of the patient to strengthen the relationship.

Reflection

By learning therapeutic communication, I feel like actively listening to a patient would be a strength. After learning about communication during class I realized that I always have my arms crossed, and my face has no expressions at all. To improve interpersonal communication when engaging a patient I would have to sit at their eye level and uncross my arms. I would have to try and monitor my facial expressions to make sure they are not assuming the wrong thing. With my arms uncrossed and at their eye level it will make me seem more welcoming and more open to listening to them. I honestly enjoy getting to know that everyone is different and as a nurse I would try and do everything I could to get to know them and the reason they were seeking help. There were many ways of communicating that I never realized could impact a patient nurse relationship in both positive and negative ways.

As a nurse there will be numerous problems that could impair my therapeutic communication with patients. There could be a nursing shortage on the floor I work on, which could cause me to be stressed. There could also be time-management issues. As the nurse, even

if there is stress you must do your best to not pass it on to the patient. It is not the patient's fault that there may be issues, you are there to care for them. In my future career as a nurse, I would like to be able to listen to each of my patients. I would give each patient time and the opportunity to express themselves and their concerns.

Conclusion

Communication can be perceived as both therapeutic and non-therapeutic, both will have an impact on the way you deliver care as a nurse. Non-therapeutic communication can have a negative impact on the nurse patient relationship. Non-therapeutic communication could also cause the patient to avoid healthcare in the future. Sometimes you may be using non-therapeutic communication without even realizing it. Body language, emotions you are feeling, and your beliefs could all be non-therapeutic. By practicing intrapersonal communications before meeting the patient it could prevent non-therapeutic communication.

Therapeutic communications help increase patient ease and allows them to be more open to the nurse. Showing that you're interested and that you care for makes the patient feel safe and allows them to be more open about their health concerns. As a nurse you should always be actively listening. Effective communication is key to a nurse to help ensure the patient gets the proper treatment and that the patient knows how to care for themselves when discharged. Always make sure that when engaging with a patient it has a purposeful meaning.

Communication is not only verbal, but it can also be nonverbal. The way the nurse shows their emotions can also be a factor in communication. The patient will be looking at you for different cues and your body language to determine if what you say is true. 80 percent of communication is non-verbal, so it is important to remember to make eye contact and face the

patient. Communication whether in healthcare or everyday life is important. It is always happening, and it can never be reversed, so remember to think about what you say before it is said. It can impact and have a rippling effect on a patient nurse relationship and the patients choose to seek future care.