

Therapeutic Communication

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Effective care is done by using therapeutic communication. Therapeutic communication happens between the client and the healthcare provider. It consists of verbal and non-verbal cues to promote physical and emotional well-being. Using therapeutic communication in nursing helps to build trust, rapport, and understanding between the nurse and client because nurses spend a significant amount of time with the patient. The environment has an impact on communication and whether it will be effective or not. A calm and quiet setting that is free from distractions helps the client to better concentrate and promote active listening. A comfortable and welcoming environment helps to promote client relaxation, develop a strong connection, and allow for openness from the client to express their thoughts and emotions. Being in a comfortable environment helps to enhance patient outcomes, satisfaction, nurse-client relationship, and understanding of their needs. Many different types of therapeutic communication bring emotional support, provide healing, and improve patient outcomes.

Analysis of Therapeutic Techniques

Verbal communication helps to effectively communicate and gather information, address concerns, and clarify any misunderstandings. An example of verbal communication is using open-ended questions which require more than a yes or no answer. It encourages the client to give more than a sentence and allows the nurse to obtain more in-depth information from the client about their beliefs and feelings. Open-ended questions consist of subjective data which is important for when we create a plan of care. The subjective data we gather from the open-ended question will reinforce the objective data and ensure that we are on the right path to effective care. Open-ended question strengthens the nurse-client relationship because it shows that the

nurse is willing to hear the patient's thoughts. An open-ended question is best used throughout the client care, especially in the introductory phase where I can ask "What brings you in today?" or "Can you share more about what's been going on?" this allows me to understand the client's needs. Another situation where I can use open-ended questions will be when addressing how the client feels before and after a treatment to get their perspective and see how I support them. I chose open-ended questions because it's an effective technique to understand the client's perspective better.

The second type of verbal communication is clarifying. Clarifying is a way to validate and ensure the information we receive from the client is interpreted right. It ensures that we get the right message with no errors, no opinions or biases, and no assumptions. Clarifying also consists of having the client further explain something to make sure the message was received accurately. The best situation to use clarification is during patient assessment. When a client reports pain, we can clarify to get further information about the intensity and location of pain. Clarifying is also best used for understanding patient concerns by asking to clarify which specific questions or worries they have. It helps to gather accurate information and be able to meet all of the client's needs. For me, clarifying is important because it will guarantee that we have interpreted the data given by the client, the way that the client intended.

Effective communication is important to provide nursing care but there are some barriers that each person has that can make the nurse-client relationship difficult. A barrier that affects me personally is distractions. I tend to get distracted easily by noises or if I have to multitask, I won't be able to focus on that one thing. I have to be in an environment that is quiet or calm for me to focus. Distractions can affect my nursing care by making me not focus on the patient and

missing important information. I could also make errors during my care and miss some interventions for the client. Communication barriers can be detrimental to the effectiveness of providing nursing care, but it's important to acknowledge our weaknesses to improve and overcome those barriers.

Non-verbal therapeutic communication helps to build a nurse-client relationship. It helps to show empathy, support, and that the client feels heard. A type of non-verbal therapeutic communication is facial expression and nodding. Facial expressions show what we're thinking and reflect on our thoughts. We use it as a way to convey emotions and provide visual cues that show we understand what the client is saying. Nodding reassures the client that we are still listening and interested in what they are saying. It shows agreement and understanding. By doing facial expressions and nodding, we are also performing active listening without interrupting the client. This enhances verbal communication because the client is being heard and their feelings are being validated. That makes the client want to continue to share their feelings and thoughts. The second type of non-verbal therapeutic communication is maintaining eye contact. Eye contact helps the client know that we are engaged. However, we have to be careful to not be looking around or eye rolling because that could portray that we're not interested. Non-verbal communication enhances verbal communication because we are showing interest, attentiveness, and focusing on them. It helps to promote a close connection and make the client want to give more detailed information. We can also pick up on the non-verbal cues and see how they correlate with the patient's information.

Reflection

It's essential to recognize our weaknesses and strengths to deliver effective care. A strength I have is being bilingual. Being able to speak in English and Spanish helps me understand what the client's needs are. It can also bring comfort to the client that there is another person who speaks their language to provide support. Another strength I have is that I can use body language to express empathy and active listening. Now, a weakness I have is coming up with questions or something to say that doesn't unintentionally reassure the client. To overcome that weakness, I can continuously remind myself to not make definitive statements but to help them reflect their feelings. Instead of reassuring, I can ask reflective questions using the phrase "Tell me more about...". A second weakness I have is remembering everything the client has said during the conversation. This can interfere with the plan of care because I don't have all of the subjective data the client told me, and it makes it difficult to verify that the client and I are on the same page. Ways to work around forgetting information is to summarize at the end everything that has been talked about and to write keywords on a sticky note. Doing so will help enhance active listening and incorporate verbal communication techniques.

Ways to improve interpersonal communication skills is to use clear, concise language and speech. It helps to ensure that the information being transferred is understandable and that there is no miscommunication. I need help coming up with words especially pronouncing long words. Writing or spelling out a word in a note sheet will help me communicate efficiently, that way the receiver doesn't mistake it for another medical term. Another way to improve my communication skills is to practice active listening. I tend to lose focus if the information is long so, a method to fix that is by practicing active listening and reflecting on what they said. I can summarize or restate using my own words. A challenge I anticipate implementing in effective

communication is misinterpreting the message or the information the client gives us. I might interpret this information one way because of how they said it, but the client might mean a whole other thing. To make sure I don't misinterpret anything, I will clarify and restate with the client to ensure that we're on the same page. Another challenge is delivering effective communication when there are distractions. I will minimize distractions when it's a one-on-one conversation with the client by finding a quiet environment with little to no noise. I have learned a variety of therapeutic communication techniques that are either verbal or non-verbal, but each technique has its main objective. I will implement each technique and combine it with another to have an effective nurse-client relationship that will turn into a goal-directed care. Using therapeutic techniques will help my nursing care consist of trust, understanding, satisfaction, and non-judgmental.

Conclusion

Therapeutic communication creates a safe and comfortable environment for clients to express themselves. Using effective verbal and non-verbal communication techniques helps to build trust with the client and understanding of the care. To deliver effective care we must involve active listening, open-ended questions, clarifying, and reflection. By utilizing various types of therapeutic communication, I can create a nurse-client relationship that prioritizes the client's need and provide goal-directed care. Overall, each therapeutic technique has the same goal of giving high-quality care by making the client feel heard, validated, and expressing their thoughts and feelings without judgment.