

Communication Paper

Jocelyn Holden

Margaret H. Rollins School

N101: Foundations of Nursing

Mrs. Helsel MSN, RN

October 7, 2024

Therapeutic communication is a purposeful form of communication used in healthcare to help strengthen nurse-patient relationships, gather information, and provide a sense of support. It involves skills and techniques to enhance the communication such as active listening, providing information, open-ended questions, direct questions, acknowledgement, and many more.

Therapeutic communication can include non-verbal communication to strengthen and emphasizes verbal communication. Non-verbal communication occurs face-to-face, using body language to convey a message without the use of words. Therapeutic communication allows for nurses to assess the patient's needs, concerns, and symptoms, leading to a correct diagnosis or treatment. Additionally, providing support and comfort for the patient to improve their overall well-being and recovery process. An ideal environment for effective communication includes several factors, but two key factors are providing privacy, confidentiality, and a comfortable, non-distracting environment. Providing privacy and confidentiality during communication can make the patient feel secure and confident that their information will stay confidential within the care providers. Which encourages the patient to speak freely, with openness, and honesty, which is vital for a correct assessment and effective care. A comfortable, non-distracting environment enhances communication, reduces anxiety, improves focus, and easier to see non-verbal cues. Allowing for both the nurse and patient to feel comfortable and be concentrated while personal information is being shared. While using therapeutic communication to build trust and a relationship and an ideal environment, essential information is gathered to provided patient-centered care.

Analysis of Therapeutic Techniques

Using therapeutic techniques allows for effective communication between the nurse and patient. Allowing for thoughts, feelings, concerns, and needs to be portrayed from the patient. A

verbal technique that is effective for gathering information is open-ended questions. Open-ended questions are questions that must be answered with more than a simple yes or no answer. Open-ended questions help uncover underlying concerns and help elaborate on how the patient is feeling. When communicating with a patient you may ask, “Can you tell me more about how you’ve been feeling within the past few days?” rather than “Have you been feeling better?” By asking open-ended questions it promotes patient-centered care, encouraging the patient to share their feelings. Active listening requires full attention from the nurse focused on the patient. Showing the patient that you are actively listening and engaged within the conversation. Non-verbal techniques can be also added throughout actively listening, like keeping eye contact and periodically nodding. When communicating with a patient throughout the conversation, avoid interrupting the conversation, engage periodically by nodding and keeping eye contact to enhance the patient to continue to speak. Individuals may experience barriers that alter their ability to send, receive, and understand messages. Barriers consist of language, cognitive and developmental impairments, hearing, and visual impairments. Many barriers come from a misunderstanding of language. As a nurse, a patient with a language barrier could affect their understanding of the care they are receiving, questions may not be answered they are concerned about, leading to a miscommunication between the nurse and patient. Non-verbal communication can enhance verbal communication. As mentioned, keep eye contact shows the patient the nurse is attentive and intrigued while building trust and rapport. It encourages the patient to open more and ease better verbal communication. Body language, having an open and relaxed posture, such as uncrossed arms, facing the patient directly, allows for the patient to feel more at ease and willing to engage in the conversation. For instance, when a nurse sits beside the patient with an open posture, it makes the patient feel more comfortable and supported, encouraging them to

share their symptoms and concerns. Rather than the nurse distancing themselves from the patient, rocking side-to-side and crossed arms. May lead to the patient feeling rushed and unwelcomed. The patient may not share truthful thoughts and feelings.

Reflection

Using therapeutic communication can be challenging when focusing on the techniques for the first time. Active listening and allowing silence are my verbal communication strengths, keeping eye contact and periodically nodding are my non-verbal communication strengths. Clarifying, helping the patients justify their unclear thoughts and focusing the client's thoughts to stay on top are my verbal communication weaknesses, keeping a good posture, not swaying and eye contact are my nonverbal communication weaknesses. To improve my verbal and nonverbal communication skills I will focus on my body language keep an open posture, making the patient feel secure and always welcomed. Along while also focusing on how the patient is interpreting information and help clarifying their concerns. Interpersonal communication occurs every day in the healthcare field. Whether it is communication between the nurse and patient, or nurse and another member of the healthcare team. Everyone can improve their interpersonal communication, personally I can improve my interpersonal communication by acknowledging my body language. Being aware of your body language is hugely important. For myself avoiding certain faces and body stance can enhance my interpersonal communication. Many nonverbal cues can convey more than words. As a nursing student practicing effective communication, a challenge I expect facing is language barriers. I plan to use verbal communication techniques and the main one being direct questions. Direct questions limit the use of verbal communication, allowing the patient to answer the questions with a yes or no answer. I will also use an interpreter to ensure the patient is aware of their care and all questions are answered related to their care.

Learning the techniques and skills of therapeutic communication will enhance the information I received, creating a well-developed assessment leading to correct patient care. A well-developed assessment is crucial for the patients care but is focused on the subject and objective data I receive throughout communication with the patient.

Conclusion

In conclusion, therapeutic communication is a purposeful form of communication used in nursing to strengthen nurse-patient relationships, gather information, and provide physical and emotional support. Therapeutic communication is a type of communication using skills and techniques such as active listening, providing information, open-ended questions, direct questions, and acknowledgement. While also incorporating nonverbal communication techniques, such as body language, which further enhance verbal communication. All communication helps the nurse assess the patient's needs, concerns, and symptoms according to the skills and techniques used throughout communication. Completing a correct assessment, by gathering information helps the patient receive the care that is beneficial to the patient. Along with making the patient feel welcomed and safe in an ideal environment. Such as a private, confidential, and comfortable, non-distracting environment. As we know, the small things lead to improved patient outcomes!