

Firelands Regional Medical Center School of Nursing

Psychiatric Nursing – 2018

Unit #2 Questions – Online Assignment

1. When the nurse's verbal and nonverbal interactions are congruent, he or she is thought to be expressing which characteristic of a therapeutic relationship?

Answer: genuineness

2. During which phase of the nurse-patient relationship does each of the following actions occur?
 - a. **The nurse may become angry and anxious in the presence of the patient.**

Answer: working phase

- b. **A plan of action for dealing with stress is established.**

Answer: orientation phase

- c. **The nurse examines personal feelings about working with the patient.**

Answer: preinteraction phase

- d. **The nurse and patient establish goals of care.**

Answer: orientation phase

3. "What do you think you should do"? If the nurse makes this statement to a patient, it is an example of what technique? Is it therapeutic or nontherapeutic?

Answer: reflection, therapeutic

4. "Just hang in there. Everything will be all right." If the nurse makes this statement to a patient, it is an example of what technique? Is it therapeutic or nontherapeutic?

Answer: belittling expressed feelings, nontherapeutic

5. Write a one-page journal reflecting on some things that friends or close relatives have told you characterize your style of communicating and relating to others. How can you use this self-awareness to promote the development of therapeutic relationships and communications?

Reflecting back on comments made about my communication style would depend on the situation. I have been told my different friends and family that when communicating, I am very blunt and straight to the point. I have also been told by co-workers that I am really good at listening to the problem at hand, have a very good response, and do all that I can to have a positive outcome.

When it comes to speaking to my family and friends, I am very blunt with responses depending on the situation. I am known to speak what is on my mind, and I don't intend it in a bad way. I feel that people need to be told the truth, and I am considerate in how I tell them, but I also don't hold anything back. Most conversations that I have with family and friends are not anything other than casual. I have had very in-depth conversations, which they thank me after, because all's they needed was someone to listen. I feel I am a great listener and I think that is very important in conversations.

When it comes to my 20+ years working in long term care, listening can be your best attribute. I cared for each of my resident's as if they were my own grandparents. I would sit with them, when I had time, because sometimes us nurses and aides were they only family they had. I have been in a couple of situations through the years where I have witnessed staff not talking appropriately to one of the resident's, I would kindly ask them to come with me to a private area, we would talk about what the issue was, and I would try to help them understand that no matter what happened, they are someone's parent/grandparent, and they are a person, and you treat people how you want treated. When it comes to therapeutic communication, I think I have great therapeutic communication with my patient's. I think my conversations with my patient's in the clinical setting were always appropriate, and meaningful to my patient's. It makes me feel good to know, on multiple occasions, my patients were really upset knowing I wasn't coming back. I wanted to give them all of the attention I could while I was there, knowing that the floor nurses are busy with so many other things, that I could make a difference by talking to them. On one clinical, I sat with my patient who has cancer, and she told me everything from diagnosis to present. Another clinical, I prayed with my patient who was in for cellulitis, but just lost her husband 4 weeks prior.

I would say all in all, I can be blunt and to the point, but I also know when someone needs a person to listen to what they have going on, and having good therapeutic listening techniques will get me further with my patients.