

In the ATI Communicator 2.0: Client experiencing thrombosis, the lesson was to have us identify, recognize, and understand the difference between therapeutic communication techniques and nontherapeutic communication techniques. For this assignment, we had to watch the interaction between the patient, a lab tech, and the patient's nurse. The first thing that came to mind after watching the video was that this entire situation might have been avoided had the nurse done her part as patient educator and fully explained the situation to the patient. However, good therapeutic communication skills do not rely solely upon whether or not you can explain to the patient what all is being done and why but taking the time to also discuss the patient's thoughts and/or feelings of concern regarding the procedure. (The College For The People, 2022) This enables the patient to feel heard, understood, and have their feelings validated.

Now, right off the bat, the lab tech walked in on a bad situation; the patient was already in a poor mood and seeing yet another phlebotomist only further increased that level of agitation. The lab tech continued down a bad communication pathway when he became curt regarding repeating his introduction due to the patient not being able to hear him and with him not providing her with an appropriate explanation as to why he was drawing her blood again further escalated the situation as the patient does not understand why she keeps having to get her blood drawn and neither does the person coming to draw her blood. He could have responded with "I don't know the exacts of why you're having your blood drawn so frequently, but I can go find your nurse to have you come explain the reasoning prior to obtaining a sample if that is what you would prefer". That alone could have deescalated the situation a little. Instead, he chose to get offended by her attitude and comment regarding his tattoos and piercings.

After the lab tech left and the nurse went to talk to the patient, that's where therapeutic communication finally came in. Again, had she communicated appropriately prior to the lab tech entering the arena, this might have been avoided, but the manner in which she communicated with the patient was drastically different: she knew when to sit vs continue standing, she knew how to explain the reasoning for the necessity behind the repeated blood draws, and she knew when to speak vs when her silence would be most appropriate.

#### Citations:

*ATI Testing | Nursing Education | NCLEX Exam Review | TEAS Testing.* (n.d.). Main.

<https://student.atitesting.com/staticcontent>

The College For The People. (2022, February 24). *Therapeutic Communication in Nursing -*

*Nightingale College.* Nightingale College. <https://nightingale.edu/blog/therapeutic-communication/>