

## Discussion

The ATI Communicator 2.0: Client experiencing thrombosis assignment teaches us about therapeutic and non-therapeutic communication in nursing environment. We could learn a many things just by watching examples of communication in the case study. In general therapeutic communication between a patient and a nurse is good and productive communication which establishes the trust of a patient toward the staff and prescribed health plan. This is achieved using several approaches like addressing patient's emotions, allowing patient to say what he/she thinks and by listening him/her actively. In ATI case study the patient's nurse is giving good examples how to talk to an angry and frustrated patient. When the patient complained of her situation angrily and asked questions about her blood taking procedure, her nurse listened to her carefully, and was compassionate. That helped the patient to calm down. After that, nurse explained to the patient the reasons for blood being drawn so often. Nurse also explained why that procedure is important for her health. This made the patient , Mrs. Ferguson, relaxed and she changed her attitude from being angry and noncompliant to a very pleasant and compliant person. In contrast to this a young phlebotomist had different approach. He came to the patient to draw blood. He started talking in a low voice. Mrs. Ferguson could not hear him well. The patient started complaining and asking why the blood has to be drawn so often, but did not get a proper and explanatory answer. The phlebotomist talked in a demeaning way. He did not even want to listen or understand the lady's words. That made Mrs. Ferguson angry and she refused to give blood. We can see how non-therapeutic communication by the staff can lead to noncompliant patient behavior.

Good communication skills in nursing are very important. A nurse needs to understand patient's fears, concerns, emotions. She has to spend enough time with the patient, encourage him to explain his thoughts, clarify his words, ask open ended questions and listen actively. And she should never make a patient to feel unimportant. Tis is the only way to make a patient compliant with the treatment.

## References

ATI. (2022, August 10). *The Communicator 2.0: Client experiencing thrombosis*. ATITesting. Retrieved February 1, 2023. from <https://student.atitesting.com/StaticContent>

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