

Group 3: Therapeutic Communication & Nurse/Patient Relationship

1. Discuss the difference between non-verbal and verbal communication. Give an example of each. (Trevor)

Verbal communication consists of the words spoken by one person to the person or persons listening (Videbeck, 2020). An example of this would be a client stating “I am having chest pain”.

Nonverbal communication is behavior like body language, eye contact, facial expressions, tone of voice, etc. (Videbeck, 2020). Nonverbal language is a way of communicating without words. An example of this would be clenching a fist in one’s chest, meaning they are experiencing chest pain.

2. What is the most important skill the nurse can bring to the nurse-patient interaction, discuss how to implement? (Macy)

Therapeutic communication is the most important skill the nurse can bring to the patient-nurse interaction. Therapeutic communication is described as “the purposeful use of communication to build and maintain helping relationships with clients, families, and significant others” (ATI, 2019, p. 16). This communication reminds the nurse to be conscious of his/her tone and body language, creating a trusting facade that established trust with the patient. A trusting nurse-patient relationship allows the patient to be open and honest and allows the nurse to provide the best care possible for the client.

3. What are the phases of the nurse-patient relationship? What occurs in each of the phases? (Jasmine)

There are 3 phases in the nurse-patient relationship: orientation, working and termination. During the orientation phase, the nurse makes sure to clearly introduce themselves and state their purpose. The nurse must explain confidentiality and build trust with the patient by creating expectations and boundaries. The nurse sets goals with the client and discuss the client’s ideas, issues and needs. During the working phase, the nurse maintains the relationship with the client and promotes the client’s self-esteem. The nurse reassesses the client’s problems and goals, and revise the goals as necessary. The nurse supports the client’s adaptive alternatives and use new coping skills. During the termination phase, the nurse summarizes the goals and achievements of the client and discusses ways for the client to incorporate new healthy behaviors into life. The nurse provides opportunity for the client to discuss thoughts and feelings as well. (ATI, 2019, p. 16)

During the orientation phase, the client meets the nurse and clearly introduce themselves. The client understands the limits of confidentiality and understand the expectations and limits of the relationship with the nurse. The client begins to explore their own thoughts, experiences, and feelings. During the working phase, the client explores problematic areas of life and reconsider usual coping behaviors. The client describes major conflicts and various defenses. The client experiences intense feelings and learns to cope with anxiety reactions as well. During the termination phase, the client discusses thoughts and feelings about termination with the nurse.

The client reviews goals and achievements with the nurse. The client discusses plans to continue new behaviors and make plans for the future as well. (ATI, 2019, p. 16)

4. Give three examples of therapeutic communication techniques. Give three examples of non-therapeutic communication techniques. (Jose)

Three examples of therapeutic communication techniques are accepting (indicating reception), encouraging comparison (asking that similarities and differences be noted) and focusing (concentrating on a single point) (Videbeck, 2020).

Three examples of non-therapeutic techniques are agreeing (indicating accord with the client), challenging (demanding proof from the client), and defending (opposing the client's ideas) (Videbeck, 2020).

Videbeck, S.L. (2020). Psychiatric-mental health nursing. *Chapter 6-Therapeutic Communication (pp.97,101)*. Philadelphia, PA: Wolters Kluwer.

NCLEX question:

A nurse is caring for a group of patients. Which of the following actions should the nurse implement to establish therapeutic relationships with the patients?

- a. Focus on the words of the patients
- b. Provide sympathy during interactions
- c. Control the pace of the relationship
- d. Demonstrate genuineness when communicating

I think its "d"