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**NOTES ON**



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**Specific objectives:**

* Describe about communication
* To explain about forms of communication
* To explain about forms of therapeutic communication
* To understand about technique of therapeutic communication
* To understand about the factors to success of therapeutic communication.
* Describe about characteristics of therapeutic communication.
* Describe about therapeutic nurse - patient relationships
* To explain about barriers about therapeutic communication
* To explain about phases of nurse patient relationship
* To explain about nurse’s role in therapeutic communication

**Communication**

**Introduction:**

Communication is conveying of messages by exchanging thoughts or information via speech, visuals, signals, writing, or behavior. Business communication is the transmission and exchange of information between people in an organization to facilitate business activities. IT refers to the reciprocal exchange of information, ideas, beliefs, felling, and attitude between persons or among a group of persons. It is a goal directed process in which people use a system of symbols and sings to convey a message . we communicate when we talk and also when we don’t talk. We communicate when we move when we are still. we communicate within ourselves and with others. Communicate in is very significant in nursing. Nursing process itself is a communication process.

Therapeutic communication is defined as the face-to-face process of interacting that focuses on advancing the physical and emotional well-being of a patient. It may be necessary to use a variety of techniques to accomplish nursing goals in communicating with a patient. It is very important for nurses to practice a wide range of effective communication strategies and interpersonal skills to appropriately establish a therapeutic nurse – patient relationship. Today, ineffective communication is the single most common reason for patient complaints against healthcare professionals. The healthcare provider who has strong communication skills will always be more effective in helping patients. Therefore, nurses should be able to use therapeutic communication techniques to provide support and information to patients in helping them in their recovery phase.

**DEFINITION OF COMMUNICATION**

Webster’s new collegiate dictionary defines communication as a process by which information is exchanged between individuals through a common system of symbols, signs or behaviour

or

According to Paul Leagens ‘a process by which two or more people exchange ideas, facts, feelings ‘common understanding’ of meaning, intent and use of a message ‘

**LEVELS OF COMMUNICATION**

♦ Intrapersonal communication is a powerful form of communication that occurs within an individual. this level of communication is also called self talk ,self verbalisation and inner thought people’s thoughts strongly influence perception, feelings, behaviour, and self-concept and you need to aware of the nature and content of your own.

 ♦Thinking .Nurses and clients use intrapersonal communication to develop self awareness and a positive self concept that will enhance appropriate self expression.

1. **Interpersonal Communication:**

Interpersonal communication is one – to-one interaction between the nurse and another person that often occurs face to face .it is the level most frequently used in nursing situations and lies at the heart of nursing practice .nurses work with people who have different opinions, experiences, values, and belief system, so it is impotent to validate meaning or mutually negotiate it between participants.

1. **Transpersonal communication**

It is interaction that occurs within a person’s spiritual domain. Many persons use prayer, meditation, guided reflection, religious rituals or other means to communicate with their higher power .nurses have responsibilities to assess client’s spiritual needs and intervene to meet those needs.

1. **Small group communication**

 It is interaction that occurs when a small number of persons meet together. this type of communication is usually goal directed and requires an understanding of group dynamics .

1. **Public communication** It is interaction with an audience. nurses have opportunities to speak with group of consumers about health related topics, present scholarly work to colleagues at conferences, or lead class room discussion with peers or students.

**BASIC ELEMENTS OF COMMUNICATION**

* **Referent** The referent motivates one person to communicate with another. In health care setting, sight, sounds, odors, time schedules, messages, object, emoting sensation, perception, ideas, and other cues initiate communication.
* **Sender and receiver.**

The sender is the person who encodes and delivers the message, and the receiver is the person who receives and decodes the message.

* **Messages** The message is the content of the communication .it contains verbal .nonverbal and symbolic language.
* **Channels**

 Channels are means of conveying and receiving messages through visual, auditory, and tactile senses.

* **Feedback**

 Feedback is the message the receiver returns. It indicates whether the receiver understood the meaning of the sender’s message.

* **Interpersonal variables**

 Interpersonal variables are factors within both the sender and receiver that influence the communication .interpersonal variables include perception, privacy, educational and developmental levels, socio-cultural back ground , values and beliefs , emotions, gender, physical health status and role and relationship . Variables associated with illness, pain, anxiety, and medication effects, also affects nurse client communication.

* **Environment** The environment is setting for sender receiver interaction. For effective communication the environment need to meet participant needs for physical and emotional comfort and safety.

**THERAPEUTIC COMMUNICATION**

The therapeutic interaction between the nurse and the client will be helpful to develop mutual understanding between two individuals. Interaction is a learning experience for both client and for the nurse and a corrective emotional experience to the client to modify his behaviour.

**Definitions**

The nurse directs the communication towards the patient to identify his current health problems, plan, implements and evaluates the action taken.

 Promotes mutual understanding, establishes a constructive relationship between the nurse and the client

It is a process ,in which the utilizes a planned approach to learn about the client

**Purpose:**

* To achieve self realization ,self acceptance , self respect ,personal identity, personal integration
* To formulate good interpersonal therapeutic relationship
* Satisfy needs and to achieve realistic personal goals
* Permits the client to express their thoughts truly, openly.
* Improves client’s ego strengths
* Encourages socialization and family interaction process
* Treats communication problems
* Modifies maladaptive behaviour into adaptive behaviour.
* Motivates the client to utilize the new coping strategies
* Helps the nurse to identify and intervene appropriate nursing approaches
* Implement nursing process effectively

**Mood/ types**

**1-Verbal communication:**

Factual information can be conveyed through language or words .it is an accurate and effective medium of communication

2- **Nonverbal communication:**

Message or information conveyed through the behaviour or body languages or by utilization of five senses. it communicates interest ,respect, genuineness; checks through feedback

♦ Vocal cues /paralinguistic cues , e.g. noise , tones, sounds, and extras sounds

♦ Action cues /body movements ,e.g. posture, expression, gestures, mannerisms, and other action

♦ Object cues ,e.g. dressing , furnishings, possessions

 ♦ Space, e.g. nature and relationship between two cues or people ♦ Touch-to provide comfort

♦ Attitudes

 ♦ Appearance

♦ Nodding of head

♦ Eye to eye contact

**THERAPEUTIC COMMUNICATION TECHNIQUE ( 5)**

* **OBSERVING**

 Observing is made by the nurse of wringing of hands, wiping perspiration, dry lips , speaking in a very low tone. The nurse is making observation of a nonverbal communication.

* **LISTENING**

As the patient is talking, the nurse responds by nodding her head, of by saying. Yes I follow what you told me. The nurse is actively listening.

* **RESTATING**

The nurse restates or repeats what the patient has been saying .it can be in the form of a question or a statement

For example----

♦ Patient:- My children are going through a financial problem because am sick

♦ Nurse:-your children are going through a financial problem because you are sick

♦ The nurse is restating the statement to increase the patient’s awareness of his children’s suffering due to his sickness.

* **VALIDATING**

It is a technique which the nurse uses to confirm the accuracy of data or information given by the patient.

For example -------

♦ Patient; I get very upset when my husband beats me if I talk anything against my mother-in –law

♦ Nurse; yes, it makes sense that you get upset when your husband beats you own complaining against your mother-in –law. I wonder if you would like to explain further

 ♦ The nurse is validating the appropriateness of the feelings of being upset about the patient’s husband beating her.

 **REFLECTING**

 In reflection the nurse highlights the affective content of the patient ‘s communication that is the feeling or attitude which is implicitly expressed

For example----

♦ Patient; I am very angry with my wife

♦ Nurses; it sound that you are really angry with your wife

♦ The nurse use of reflection helps the patient to make further or additional clarification about the statement.

**PROVIDING INFORMATION**

Providing personal, social and therapeutic information increases the patient resources

**For example----** the nurse inform the patient that a social worker will be here from 10a.m – 1 p.m today . group therapy will be from 2 p.m.to 3p.m. tomorrow. the patient make ask for more information and utilize the opportunity to clarify doubts.

**CLARIFYING**

 The nurse’s formulation of a patient ‘s statement or expression of feelings in clearer terms without indicating approval or disapproval **For example----**

♦ Patient; I am very sad today

♦ Nurse; you say you are feeling very sad today .would you elaborate what is happening? Explanation given by the patient will clarify further what is making him feel sad.

**PARAPHRASING**

In paraphrasing the nurse restates whatever she has heard from the patient

**For example----**

♦ Patient; sister, all my friends and relatives point out tat I will never be able to look after my family members. that makes me depressed

♦ Nurse; I hear you saying that whenever you meet any one, your friends and relatives they point out that you will always remain sick and will be no good to your family. This makes you more sad ♦ the nurse’s paraphrasing gives a feeling to the patient to test whether she has understood what he want to communicate.

**PINPOINTING**

♦ The nurses pays attention to certain consistent statements, made by the patient . She pinpoints the difference in what the patient says and what he does

 ♦ Nurse; so you and your father don’t agree to the girl you want to be marrying. The nurse may point out “you say you are sad ,but you are smiling “

**LINKING**

♦ The nurses try to link the patient’s two events, feelings or persons together

♦ Nurse; you fight with your wife because her friends visit her too frequently and you feel neglected

**QUESTIONING**

Question in communication is used when the nurse want clear information. too many question should be avoided . the nurse can use open – ended or close –ended questions . close ended questionnaire with the answer of ‘yes’, or ‘no’,’right’or ‘wrong’. Open ended question gives more chance for the patient to speak

**FOCUSING**

♦ Concentrating on one single point

♦ Nurse: since when did you start taking alcohol?

♦ Patient: 20 years

♦ Nurse: how did you start taking it

**SHARING**

The nurse think about the patient other than time she looks after him. She may evaluate whether their interactions are helping the patient. She may say:”I was thinking of you yesterday “. This is definitely a gesture of warmth and thinking caring according to Indian culture. The patient may also feel that the nurse is caring for him.

**SUMMARIZING**

In summarizing the nurse highlights the main them of what has been discussed .summarizing is useful in focusing the patient’s attention on what he has discussed if he would like to add or delete anything.

**CHARACTERISTICS OF THERAPEUTIC COMMUNICATION**

**\*\*\*\*Response Dimension:**

* 1. **Genuineness**

♦ Openness

♦ Honesty

♦ Sincerity

♦ Active involvement

♦ Accepting the client as he is

♦ Personal freedom to the client

* 1. **Respect**

♦ Warmth

♦ Positive regard

♦ Self respect

♦ Respecting others

♦ Caring

♦ Concern

♦ Liking

♦ Valuing

♦ Worth fullness

♦ Non-judgemental

♦ Maintain confidentiality

♦ Active listening

**\*\*\*\*Action Dimension:**

♦ Confrontation

♦ Immediacy

♦ Nurse self disclosure

♦ Patient self disclosure

♦ Emotional catharsis

♦ Role play

**THERAPEUTIC COMMUNICATION SKILLS REQUIRED FOR NURSE**

Skill is the ability or efficiency of the nurse to utilize their knowledge systematically and effectively in proficiency manner

**\*\* General ability:**

* Ability to listen
* Interpret
* Ability to read
* Ability to express on self in writing
* Ability to speak

**\*\* Special ability:**

* Ability to observe and interpret observation
* Ability to guide the nurse patient interaction in ordered to accomplish goals
* Ability to ascertain if communication is taking place between the nurse and the patient
* Ability to recognize when to speak and when to be silent –developing a sense of timing
* ability to wait – to proceed at the patient’s pace/speed ϒ Ability to evaluate participation of the patient in the nurse patient relationship.

**THERAPEUTIC NURSE PATIENT RELATIONSHIP**

 Repeated human contacts are essential to develop trust, love, tenderness, concern and acceptable nature.

**\*\*Definition:**

A meaningful ongoing communication with the client in an atmosphere of mutual respect and trust where by close helping relationship will be established which allows the nurse and the client to work collaboratively.

 **\*\*Essential Qualities Of Therapeutic Nurse Patient Relationship**

♦ Genuineness

♦ Sincerity

♦ Respecting the client

♦ Shows love and affection

♦ Concern

♦ Active listener

♦ Empathy

♦ Self –discipline

♦ Role modal

♦ Good communication skill

♦ Immediacy

♦ Exploration of the problem

**\*\*Purpose Of Therapeutic Nurse Patient Relationship**

♦ It is a therapeutic goal directed relationship between the nurse and the client

♦ To bring insight and behavioural change

 ♦ To develop mutual growth between two individuals

 ♦ To promote realization ,self acceptance, and an increased genuine self respect ,self identity and personal integration

♦ To identify appropriate nursing approaches

♦ To achieve developmental goals

♦ Nurse assists the client to identify present problems realistically and try out new patterns of behaviour

♦ Helps the client to communicate freely

 ♦ Accountability for health can be achieved

**\*\*Characteristics Of Therapeutic Nurse Patient Relationship**

To provide safe and therapeutic environment. Hopefulness and support facilitates the optimal growth for the client .the dimensions includes:

♦ Self realization

 ♦ Self acceptance

♦ Genuineness

♦ Self respect

♦ A clear sense of personal identity

♦ Improved level of personal integration

♦ Ability to form intimate ,interdependent ,interpersonal relationships with client and his family

♦ Achieves realistic goals

 ♦ Improve functioning capacity

♦ Interaction are planned with specific time and place

♦ Increased ability to satisfy and fulfil the need of client

♦ Ability to give and receive love

♦ Time is limited

♦ Clarifies client’s conflicts and anxiety

♦ Identifies and maximize the client’s ego strengths

♦ Encourages socialization and family relatedness

♦ Corrects communication pattern and encourages the client to communicate

 ♦ Modify mal adaptive behaviour into adaptive behaviour

 ♦ Respect the cultural values of the client

 ♦ Focuses on goals, accepts the client as he is

 ♦ Allow time for the client to complete the rituals

**\*\*Principles of Therapeutic Nurse Patient Relationship**

♦ Treat the client as an individual

♦ Accept client as he is

♦ Aware total needs of the client

♦ Nurse understand herself and client’s needs ,motives , desires , feelings and fears

♦ Emotional involvement is essential

♦ Objectivity has to be maintained

♦ Consistency in behaviour

♦ Set appropriate limits and goals

♦ Encourage the clients feeling

♦ Therapeutic understanding

♦ Honest and open communication is needed

♦ Engage in active listening

♦ Discuss on fear with qualified person

♦ Realistic approach

♦ Establish trust and rapport

♦ Win the confidence of client

♦ Sufficient time has to be provided to the client to respond

♦ Individual attention is needed to meet the total need of each client

**\*\*Phases of Therapeutic Nurse Patient Relationship**

♦ Pre interaction phase

 ♦ Introductory o orientation phase

 ♦ Working phase

 ♦ Termination phase

**\*\* Pre interaction phase**

♦ Pre interaction means a phase which a nurse goes through before the actual interaction with the patient. This phase begins when the nurses is assigned a patient to develop therapeutic relationship with him till, she goes to him for interaction.

 ♦ The nurse collects data/information about the client and family members, from client charts, OPD report, assess the total needs and demands of the client. Plan the activities to reach the goal

**Tasks of** **Pre interaction phase:**

♦ The nurse explores her fears and anxiety

 ♦ Sets the objectives for the interaction phase

 ♦ Takes the help of the client supervisor to overcome fears.

**\*\*Introductory or orientation phase**

Introductory or orientation phase begins when the nurse goes to the patient introduce herself and get introduction about him. The nurse and the patient who are strangers meet for the first time and become acquaintance .the orientation phase ends when the nurse and the patient begin to accept each other as a unique human being

**Tasks of orientation phase**

 ♦ Establishment of contact

 ♦ Pact

 ♦ Talking with the patient

**\*\*Working phase or phase of emerging**

Working phase or phase of emerging identities of the nurse patient relationship starts when the nurse and the patient are able to overcome the barrier of orientation or introductory phase.

- During this phase the nurse and the patient actively work on meeting the goals which they had established during the orientation phase. the characteristic features of this phase are that the nurse is able to overcome anxiety and the patient’s fear of the unknown is also decreased.

**Tasks of Working phase or phase of emerging:**

♦ The nurse collects the data in detail from primary and secondary sources and identifies the needs of the patient

♦ The nurse assist the patient to identify his or her problems

♦ She helps the patient to communicate

 ♦ She encourages the patient socialize

 ♦ The nurse helps the patient to find an alternative solution to his or her problem

♦ She encourages the patient to use new pattern of behaviour

♦ The nurse helps the patient to understand that he has a significant role in his treatment.

\*\* **Termination phase**

 is also called a resolution phase or end phase. The termination phase begins during the orientation phase. In the orientation or introductory phase the nurse develops pact or contract with the patient. In the pact the nurse explains the patient her purpose of interacting with him or he and termination the relationship .the main objective of the termination phase is to bring a therapeutic end the nurse patient relationship.

**Tasks of Termination phase:**

♦ Bring therapeutic end to the relationship

 ♦ Review feeling about the relationship

 ♦ Evaluate progress towards goal

 ♦ Establish mechanism for meeting future therapy needs

**BARRIERS OF THERAPEUTIC COMMUNICATTION**

♦ Not listening properly

♦ Maintaining dominance in therapeutic interaction will not benefit both

♦ Giving reassurance , false hopes will not contribute the therapeutic relationship

♦ Too much probing into personal matters in the beginning usually goes wrong

 ♦ without listening to the client’s feeling and problem

 ♦ Too much advising the client is not good

♦ Utilizing denial process in therapeutic nurse patient relationship

**TELE HEALTH COMMUNICATION**

**Introduction:**

Using technology to provide healthcare remotely is seen as a major strategy to address the continuous increase in the demand for care. Due to the increasingly available communication technology, [telehealth](https://www.sciencedirect.com/topics/nursing-and-health-professions/telehealth) is attracting growing interest. Nurses can use telehealth technologies in the care of community-dwelling patients . for example, by (a) replacing face-to-face visits with e-visits via the use of videoconferencing, (b) monitoring vital signs such as blood pressure, [blood glucose levels](https://www.sciencedirect.com/topics/nursing-and-health-professions/glucose-blood-level) or heart rate via devices for self-measurement, (c) monitoring movements in and around the home via activity monitors, or (d) responding to personal alarms by patients to let nurses or family members know when something goes wrong. Nurses can also use technologies for [teleconsultation](https://www.sciencedirect.com/topics/nursing-and-health-professions/teleconsultation), for example to provide wound assessment at a distance. However, these telehealth solutions are only effective if users (patients and nurses) know how to use technology adequately.

**Definition of tele health:**

**Telehealth** is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care. These may be technologies you use from home or that your doctor uses to improve or support health care services.

**Telehealth** connects rural providers and their patients to services at a distant site. This capability enables patients to receive care in their communities and avoid long travel times.

**Telehealth** is different from telemedicine in that it refers to a broader scope of remote health care services than telemedicine. Telemedicine refers specifically to remote clinical services, while telehealth can refer to remote non-clinical services

**Tele nursing technology:**

Tele nursing is the use of telecommunication technology in nursing to enhance patient care. It involves the use of electromagnetic channels e.g.; wire, radio, and optical) to transmit voice, data, and video communication signals.

  

**Aim of telecare**

To provide multidisciplinary continuing comprehensive care to support aging in place



* Community care service
* Home care service
* Institution care service

**Core Tele-care home services:**

* Case health management
* Tele-physiological monitoring
* Tele-consultation
* Tele-health education
* Living resources referral
* Emergency management

**Advantages:**

1. Increase public access to health care
2. Provide access in rural areas
3. Decrease wait times
4. Decrease unnecessary hospital visits
5. Decrease healthcare costs
6. Increase continuity of care
7. Increase patient compliance with aftercare

**Disadvantages:**

* Decreased face-to-face interaction
* Risk of decreasing quality of care
* May increase liability
* Concerns with security
* Concerns with maintaining confidentiality.

**Examples of tele monitoring devices:**



**Key skills that are emerging as important competencies for nurses that provide telehealth include:**

* Coaching skills;
* The ability to combine clinical experience with telehealth;
* Good communication skills;
* Appropriate clinical knowledge;
* Ethical awareness; and.
* A supportive attitude.

**Course sheet**

**\*\*Dear student answer this assignment related the course\*\***

**1-Principles of Therapeutic Nurse Patient Relationship**

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**2-Phases of Therapeutic Nurse Patient Relationship**

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**Good Luck**