

Therapeutic Communication in Nursing Profession

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DOI: <https://doi.org/10.52403/gijash.20220103>

ABSTRACT

Therapeutic communication in nursing is a patient centered communication focuses on the patient to promote a greater understanding of patients needs, concerns and feeling. The nurse helps the patient explore their own thoughts and feelings, encourages, expression of them and avoid barriers in communication. Therapeutic communication enhances Trust, Genuine interest, empathy, acceptance, positive regard and therapeutic use of self. Nurses improve Therapeutic communication by effective communication and information sharing strategies, understanding patients preferences regarding the environment. Remembering to clear, cohesive, complete, concise and concrete will enhance Therapeutic communication in nursing profession. Nursing professionals should use techniques that priorities the physical, mental and emotional well being of patients when nurses communicate in a therapeutic manner, it helps the patient to feel safe and at ease. The openness and trust inevitably create a safe space, which gives your patients the best experience possible.

Keywords: Therapeutic communication, nursing professionals, emotional and mental wellbeing.

INTRODUCTION

Nursing Profession is a gift to the society where the precious journey of life start from the miracle of birth to the mystery of death. Therapeutic communication is essential as Nurses live there on stories and being witness to the stories of those whom they serve.

Therapeutic communication is the heart of nursing, your ability to use your

growing knowledge and yourself as an instrument of care, caring and compassion.

Nurses in Therapeutic communication

- Appears self confident, compassionate and committed
- Good Posture and eye contact
- Pleasing personality
- Is non apologetic
- Critical thinking Skills
- Listen with patience
- Use proper, concise language
- Is totally focus on the world of the client and maintains sense of wonder at the human experiences and consider each client as an biopsychosocial aspect (Holistic Nursing care approach).

Therapeutic Communication Technique in Nursing

1. Listening

Nurses remain active by verbal and non verbal communication by good observational and listening skills, that creates self confidence among clients

2. Maintains silence

The nurse uses non verbal communication to make sure client accepts the current situation

3. Meeting clients expectation

Nurse uses proper interaction with the client to know, what is expected of him or her

4. Concentrate an open ended comment

Nurses offer full freedom to the client to interact what is relevant fit their progression

5. Reduction of physical space

Non verbal communication of the nurses help the client to get involved in treatment process.

6. Maintains client nurse helping relationships

Nurses prepare themselves mentally, emotionally and physically to assist clients wellbeing, comfort and increased health status.

7. Mutual exchange of knowledge, attitude and skills

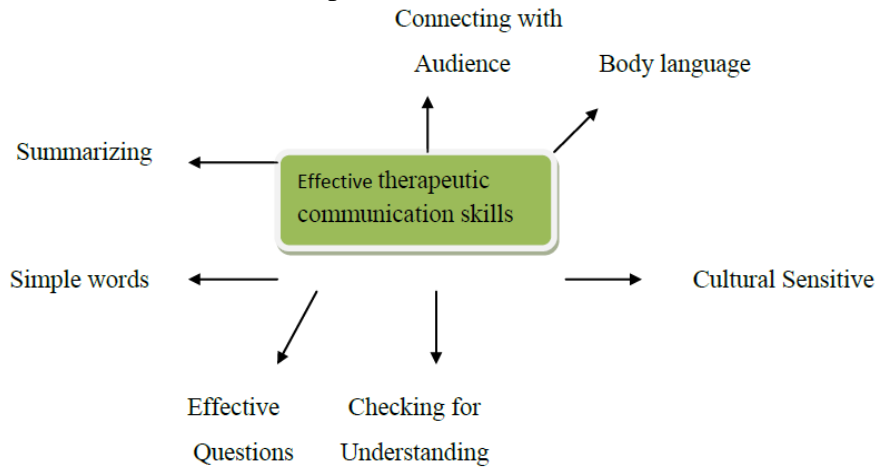
Nurses and clients use preferred ways of perceiving and judging to solve the problem, willingness to take positive

action to improve well- being and ability to teach nursing interventions to the client

IMPORTANCE OF THERAPEUTIC COMMUNICATION

- Information sharing
- Education
- Motivation
- Counseling
- Reduce stress
- Health promotion

How to overcome the barriers of therapeutic communication



Developing Therapeutic Helping Relationship in Nursing

- Listen actively
- Be honest
- Be aware of cultural differences
- Maintain client confidentiality
- Know your roles and limitation
- Improving cross-cultural communication (LEARN)
 - L- Listen with sympathy
 - E- Explain your perception
 - Acknowledge the problem
 - R- Recommend treatment
 - N- Negotiate treatment

Qualities of a good Therapeutic communication Nurse

- 1. The Nurse exhibits**
 Professionalism, Courtesy, Confidentiality, Availability, Trust, Empathy, Sympathy

Acceptance, Respect, Silence, Hope, Encouragement, Socializing, Respect to Gender/cultural sensibility

- 2. Observing**
 Observing is made by the nurse of wringing of hands, wiping perspiration, dry lips, speaking in a very low by non verbal communication
- 3. Restating**
 The nurse restates or repeats what the patient has been saying; it can be in the form of question or statement
- 4. Validating**
 It is a techniques which the nurse use to confirm the accuracy of data or information given by the patient.
- 5. Reflecting**
 In reflecting, the nurse highlights the affective contest of the patient communication, that is the feeling or attitude which is implicitly expressed

6. Providing information

Providing personal, social and therapeutic information which increases the patient response

7. Classifying

The nurse formulates of a patient statement or expression of feelings in clearer terms without indicating approval or disapproval

8. Paraphrasing

The nurse restates whatever she has heard from the patient

9. Pinpointing and linking

The nurse pay attention to certain consistent statement made by the patient. She pin points the difference in what the patient says and what he does. The nurses try to link the patients two events, two feelings and two persons together.

DIMENSIONS OF THERAPEUTIC COMMUNICATION

1. Response dimension
2. Action Dimension

Response Dimension

Genuineness

- Openness
- Honesty
- Sincerity
- Active involvement
- Accepting the client as he is
- personal freedom to the client

Respect

- warmth
- Positive regard
- Self respect
- Respecting others
- Caring
- Concern
- Linking
- Worth fullness
- Non- judgmental
- Maintain confidentiality

Action Dimension

- Confrontation
- Immediacy
- Nurse self disclosure
- Patient self disclosure
- Emotional catharsis

- Role play

ESSENTIAL DOMAINS OF THERAPEUTIC COMMUNICATION

1. COGNITIVE

Clients and nurses both know something about health and illness in general, and about the individual clients health concern in particular. Clients bring their model or world view, “the way they perceive life, events, people and situations, communicate, think, feel, act and react. Nurses have their own views, based on their knowledge and belief about what will help their clients. To prevent clients and nurses from operating in isolation or at cross purpose, they must exchange essential information.

2. AFFECTIVE

All clients and nurses have positive and negative feelings about helping relationship. Each has different priorities for working on particular health concerns. The attitude of both clients and nurses greatly affect whether they work in harmony or discord, whether their respective knowledge surfaces or is submerged, and whether they carry out the commitment of improving the health of individual clients. Understanding how a nurse and client define health is very important as it affects the plan of care, the desired goals, and the outcomes.

PSYCHOMOTOR

The client needs to know what skills the nurse, has and the nurse needs to determine the client’s ability to participate in his or her own treatment plan. Both parties must come to an agreement about what their respective tasks will be in their efforts to improve the client’s health status.

CONCLUSION

Together nurses and clients share their energy and resources and commitment to healing. Together they confront issues regarding the meaning of illness to the client and family and work toward self realizations and personal growth.

Acknowledgement: None

Conflict of Interest: None

Source of Funding: None

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How to cite this article: S. Josphine Vinitha. Therapeutic communication in nursing profession. *Galore International Journal of Applied Sciences & Humanities*. 2022; 6(1): 18-21. DOI: <https://doi.org/10.52403/gijash.20220103>
