Helping Skills and Relationships

- Social, Intimate and Therapeutic Relationships

The nurse-patient relationship is a therapeutic relationship

- It has a specific purpose with a specific person
- Unequal sharing of information
- Built on the patient’s needs

Characteristics of the Therapeutic Relationship

- Working together
- Assist patient & family to achieve goals
- Assist patient & family to identify feelings, concerns, problem solve, cope and adapt
- Relationship based on trust, respect and acceptance
- Relationship focus is on the patient’s ideas, experiences and feelings
- The nurse has a varied role, in particularly as an advocate

Goals of the Therapeutic Relationship

- Facilitate communication
- Assist with problem solving
- Assist with assessing behaviours
- Encourage self care/independence
Parameters of the Therapeutic Relationship

- Nurse self discloses as appropriate for the benefit of the patient
- The relationship is terminated when the goals are met
- Nurses need to assess own role, communication skills, values and experience through reflective practice

**Three Stage Model**

1. Orientation; includes exploration, nursing assessment and planning
2. Working together
3. Termination

**Orientation**

This includes exploration, nursing assessment and planning
During this phase the nurse must:-
- Demonstrate acceptance of the patient’s behaviour
- Establish rapport – focusing on understanding and respect
- Provide the opportunity for the patient to begin to develop trust by active listening, empathy and consistency
- Set goals with patient
- Must be clear with patient when certain goals are beyond the nurse’s competencies or duration of interaction
- Be aware of his/her impact on the patient and vice versa

**Working Together**

**Achieving Identified Goals**
- Maintain a respectful relationship
- Promote problem solving skills, self esteem and communication
- Facilitate behavioural change
- Overcome resistance behaviour
Professional Development
Nurse-Patient Relationship

- Continuous evaluation
- Teach coping mechanisms
- Express and/or practice alternative adaptive behaviours

Termination Phase

Evaluation

- Evaluate outcomes and relationship
- Review plans and any need for referrals
- Nurse and patient discuss feelings of termination
- Observe patient for regression behaviour

Communication Framework

- The LEARN model

  L- Listen
  E- Explain
  A- Acknowledge
  R- Recommend
  N- Negotiate

Therapeutic Communication

- Establishing guidelines
- Offering self
- Focusing
- Reflecting
- Silence
- Stating observations
The Practice Continuum

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<th>Participation</th>
<th>Partnership</th>
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How to Build a Positive Nurse-Patient Relationship

- All nurse-patient relationships are built on confidentiality (unless self harm or harm to others is implied)
- Therapeutic nurse behaviours include: self awareness, trust, respect, caring, empathy, positive regard, cultural sensitivity and responsible ethical practice
- Other important concepts include ADVOCACY and EMOTIONAL INTELLIGENCE

How to be Empathetic

Acceptance
Listening
Clarifying
Informing
Analysing

The more empathetic the nurse the more quality care is delivered

Respect

- Positive regard – encompassing warmth, caring, compassion and respect
- View patient unconditionally and non-judgementally
- Does not condone unacceptable behaviour

Emotional Intelligence

Encompasses the following 5 characteristics and abilities:
1. Self-awareness – knowing your emotions, recognising your feelings as they occur and discriminating between them
2. Mood management – handling feelings so they are relevant to the current situation and you react appropriately
3. Self-motivation – gathering up your feelings and directing yourself towards a goal, despite self-doubt, inertia and impulsiveness
4. Empathy – recognising feelings in others and turning into their verbal & non-verbal cues
5. Managing relationships – handling interpersonal interaction, conflict resolution and negotiations

To achieve optimum care and effective relationships nurses need to be Emotionally Intelligent

Advocacy

- Promote what is best for the patient
- Being assertive
- Ensure family involvement
- Focus care on the Rights of the Patient

Barriers to the Nurse-Patient Relationship

- Personality conflicts
- Conditioning
- Hidden agenda
- Participating in criticism
- Implying criticism