

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 particular 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

- ✧ 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

No Involvement	Involvement	Participation	Partnership	Patient Led
Nurse Led	Nurse Led	Nurse Led	Equal Status	Patient Led

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 ADOCCACY 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