

Communication and the Nursing Process

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Lecture Objectives

- At the completions of this lecture the student will:
 - Apply psychiatric nursing assessment to a mentally ill patient
 - Define aspects of the mental status exam
 - Understand and apply the nursing process to the mentally ill patient

Lecture objectives cont

- Identify the stages of a therapeutic nurse patient relationship
- Describe therapeutic boundaries
- Utilize therapeutic communication skills
- Define non-therapeutic communications

Lecture objectives cont

- Define delusion and hallucination
- Understand communication skills for a patient who is experiencing a delusion and/or hallucination

Lecture Introduction

- Definitions
 - Communication
 - Therapeutic Relationship
 - Nursing Process

The Nursing Process

- Purpose of Psychiatric Assessment
 - Current level of functioning
 - Establish trust
 - Assess coping skills
 - Develop a treatment plan

Assessment

- Gathering Data
 - Subjective data
 - Client's History
 - Presenting problems
 - Current lifestyle
 - Physical, social, occupational and family influences

Assessment

- Gathering data cont.
 - Objective assessment
 - Mental and emotional status

Mental Status Exam

- Mental status exam is most valuable tool of psychiatric assessment
- Eight basic areas assessed
- Helps in reaching a psychiatric dx and treatment plan

Mental Status Exam cont

- Behavior and physical appearance
- Affect and emotional state
- Sensorium
- Insight
- Cognitive processes
- Summary of findings
- Diagnosis and treatment

Assessment cont.

- Influence of Culture
 - Culture most commonly overlooked area of psychiatric assessment
 - Cultural norms
 - What is normal in one culture may be deviant in another

Nursing Diagnosis (NANDA)

- Statement of the problem
- Etiology
- Supporting data (signs and symptoms), also referred to as defining characteristics

Goals (NOC)

- Outcome Criteria (NOC)
 - Should be measurable or observable
 - Client specific
 - Time limited
 - Stated clearly with brevity
 - Positively stated

Goals cont.

- Short-term Goals
 - Intermediate
 - Assist in achievement of long-term goals

Goals cont.

- Long-Term Goals
 - Levels of prevention
 - Highest level of function possible for client that can be achieved through nursing interventions

Nursing Interventions (NIC)

- Characteristics
 - Safe
 - Appropriate
 - Effective
 - Individualized

The Therapeutic Nurse-Patient Relationship

- Types of Relationships
 - Social
 - Intimate
 - Therapeutic

Nurse-Patient Relationship cont.

- Therapeutic Relationship Defined
 - Therapeutic boundaries
 - Identification of client problems
 - Problem solving approach
 - Focus on growth and behavioral change

Nurse Patient Relationship cont.

- Characteristics of a Therapeutic Relationship
 - Boundaries
 - Transference
 - Countertransference
 - Empathy
 - Genuineness
 - Positive Regard

Phases of the Nurse-Client Relationship

- Orientation Phase
 - Goals
 - Major Goal is to Establish Trust
 - Boundaries
 - Expectations
 - Confidentiality
 - Orienting Information
 - Termination

Phases of the Nurse-Client Relationship cont.

- Working Phase
 - Goals of the Working Phase
 - Goals
 - Problem solving
 - Promotion of Self Esteem

Therapeutic Boundaries

- Role boundaries
- Time boundaries
- Place and Space boundaries
- Money boundaries
- Gift boundaries
- Clothing boundaries
- Language boundaries

Therapeutic Boundaries cont.

- Self-disclosure boundaries
- Postdischarge social boundaries
- Intimacy and Sexual boundaries

Termination Phase

- Examination of therapeutic outcomes (outcome criteria, NOC)
- Goal met, partially met, not met
- Patient's feelings
- Nurse's feelings

Therapeutic Communication

- Therapeutic Communication
 - Definition

Elements of Communication

- Stimulus (Referent)
- Sender
- Message
- Channel (Medium)
- Receiver
- Feedback



Verbal Communication

- All spoken words
- Influence of culture
 - Explicit message
 - Implicit message
- Connotations



Nonverbal Communication

- Communication Behaviors
 - Tone of voice
 - Body language
 - Facial expression – Eye Expression
 - Autonomic Responses
 - Physical appearance



Interaction of Verbal and Nonverbal Behavior

- Verbal message – content
- Nonverbal message – process
- Goal is to achieve congruence
- Influence of culture



Factors that Influence Communication

- Perceptions and Stereotypes
- Environmental factors – personal space
- Values
- Emotions
- Sociocultural issues
- Knowledge
- Clarity, Timing and Relevance

Therapeutic Communication

- Listening
- Offering Self
- Open communication
- Use of Silence
- Clarification
- Presenting Reality
- Feedback (Consensual Validation)

Non-therapeutic Communication

- Use of Why Questions
- Giving advice
- Minimizing feelings
- Making Stereotypical Comments
- Giving Approval

Communication with Clients who are Experiencing Hallucinations

- Hallucination defined
 - Assess nature of hallucination
 - Reduce anxiety (NOC)
 - Offer self (NIC)
 - Present Reality (NIC)
 - Do not argue (NIC)
 - Provide Structure (NIC)

*Communication with Clients who
are Experiencing Delusions*

- Assess Nature of Delusion
- Reduce anxiety (NOC)
- Promote safety (NIC)
- Present reality (NIC)
- Do not argue (NIC)
- Provide structure (NIC)

Terminal Language


