

Communication in the
Community

Best Practices
August 2010
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Communication Objective

■ Nurs 245 Clinical Objectives:

- Integrate the principles of therapeutic communication in provision of care to individuals with acute health problems.
 - A. Maintain an ongoing therapeutic relationship with clients.
 - B. Practice effective communication with clients, peers, family, staff, and faculty.
 - C. Implement a goal-oriented interview with others

General Education Outcome

■ CO5 – Students communicate ethically through monitoring their behavior and interactions with others.

Process Recording

- Emphasize both the student's conceptualization of practice and the evaluation of student performance
- Allows faculty to track student progress toward educational goals
 - Fox, June 2000
- Long standing learning/assessment tool - 1966

Process Recording

- Therapeutic Communication – Goal oriented
- Student records both verbal & nonverbal communication
- Student analyzes their communication techniques
 - therapeutic
 - nontherapeutic

Example # 1

- S: Is there anything that is worrying you about being in the hospital?
- Therapeutic – Broad Opening

Example # 1

■ Pt: Well yes, I'm anxious to get home. I have a friend who just adopted a baby and she knows nothing about caring for the baby

■ Nonverbals: Pt appears tense

Example # 1

■ S: "Is she your lover?"

■ Nontherapeutic – block – there was no reason to ask this question, it just popped into my head and I said it

Example # 2

■ S: Do you have any questions about your amputation tomorrow?

■ Therapeutic – offering general lead

Example # 2

- Pt: No, I don't have any questions.
- S: How do feel about having your foot amputated tomorrow?
- Pt: I'm ok about losing the foot but wish they could tell me exactly how far up the amputation will go
- Nonverbals – pt not looking at student, looking at foot
- Therapeutic – encouraging perceptions

Example # 2

- S: Explains physiology of amputation
- Therapeutic – offer information

Benefits

- Provides opportunity for student self reflection/assessment
- Provides opportunity for faculty teaching moments evaluation
- Provides opportunity for faculty evaluation of student
 - Communication skills growth
 - Self assessment growth
 - Ability to apply theoretical frameworks to conversations

Weaknesses

■ Student

- Difficult to reconstruct details of conversation
- Discomfort with exposing their vulnerabilities

■ Faculty

- Feedback is not immediate to conversation
- Student can falsify
