**University of AL-MUSTAQBAL**

**College of Nursing**

Medical sociology

**Lecture ( 4 )** **Nurse – Patient Relationship**

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Interpersonal relations : “ the relationships between persons”

The relationship between the nurse and the client is therapeutic relationship

The **therapeutic relationship** differs from the social or intimate relationship in many ways because it focuses on the needs, experiences, feelings, and ideas of the client only. The nurse and client agree about the areas to work on and evaluate the outcomes.

The nurse uses communication skills, personal strengths, and understanding of human behavior to interact with the client. In the therapeutic relationship, the parameters are clear: the focus is the client’s needs, not the nurse’s. The nurse must constantly focus on the client’s needs, not his or her own.

# Roles of The Nurse Therapeutic Relationship

# 1-Teacher

the nurse may teach the client new methods of coping and solving problems. He or she may instruct about the medication regimen and available community resources. To be a good teacher, the nurse must feel confident about the knowledge he or she has and must know the limitations of that knowledge base. The nurse must be honest about what information he or she can provide and when and where to refer clients for further information. This behavior and honesty build trust in clients.

# 2-Caregiver

The primary care giving role in mental health settings is the implementation of the therapeutic relationship to build trust, explore feelings, assist the client in problem solving, and help the client meet psychosocial needs. Some clients may confuse physical care with intimacy, which can erode the therapeutic relationship.

# Advocate

***Advocacy*** is the process of acting in the client’s behalf when he or she cannot do so. This includes ensuring privacy and dignity, preventing unnecessary examinations and procedures, accessing needed services and benefits, and ensuring safety from abuse and exploitation by a health professional or authority figure.

# Parent Surrogate

When a client exhibits childlike behavior or when a nurse is required to provide personal care such as feeding or bathing, the nurse may be tempted to assume the parental role as evidenced in choice of words and nonverbal communication. The nurse must ensure that the relationship remains therapeutic and does not become social or intimate.

**Characteristics of good nurse-client relationship**

* Relationship is therapeutic
* Exist until have fulfilled the health care needs
* Nurses’ work is to attain, maintain, and restore the patients’ health
* Patients are satisfied
* Based on nurses’ competent care derived from skills and knowledge
* Patient/client is an active participant
* Nurse uses patients’ knowledge, attitudes, values, and thoughts to plan interventions

**Phases of the nurse-patient relationship**

* Pre-interaction phase
* Orientation phase
* Active intervention phase
* Termination phase

**Pre-interaction phase**

During this phase:

* Nurse assess the environment in which the nurse meet with patient
* Explain the professional goals and set priorities
* Both parties enter to the relationship with expectations
* Patients develop uncertainties and hesitate to comply with care and treatments
* Patient and nurse become oriented to overall needs and expectations from the relationship

**Orientation phase**

* Begin to develop the relationship
* Nurse create a supportive environment
* Establish a therapeutic contact with patients
* Nurse introduce herself and the role functions
* Trust and empathy are basic qualities here
* Nurse plays the key role with expertise on illness
* Nurse observe and assess patients
* Develop an impression and validate with patients
* Patients come to know their health issues and feel fear, discomfort, or insecure feelings and expect help
* Nurses realize patients through their body languages and help them
* Therapeutic relationship is well established

**Active intervention phase**

* The sense of mutuality is developed between nurse and patient
* Discuss conflicting situations deeply
* Nurse and patient work with commitment
* Nurse sort out problems and solve them
* Collaboration and equal participation is seen
* Aware of the differences of rights, roles, and responsibilities
* Patients become independent decision makers

**Termination phase**

Termination of the relationship may occur for ***a variety of reasons***:

1-The client may be discharged from the hospital; or, in the case of a student nurse, it may be the end of a clinical rotation.

1. Termination can be a difficult phase for both the client and nurse.
2. -Both the nurse and client may experience feelings of sadness and loss.

4 -Through these interactions, the client learns that it is acceptable to have these feelings at a time of separation.

**Nurse-professional relationship why ?**

* To get advice
* To educational support
* To work related achievements
* To educate the client to self-support.

**Boundaries in The Nurse-Client Relationship**

**1Social boundaries:** These are established within a culture and define how individuals are expected to behave in social situations.

1. **Personal boundaries:** These are boundaries that individuals define for themselves. These include physical boundaries, emotional boundaries.
2. **Professional boundaries:** These boundaries limit and outline expectations for appropriate professional relationships with clients.