

Faculty of Applied Science Medical Analyses Department

3<sup>rd</sup> GRADE

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**Medical and Professional Ethics** 

Topic . No.2

## **Ethical Relationship**

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## **Types of relation**

**1. Social Relation-** (ex: family, friends) information unlimited, more emotionally invested. Can give advice.

2. Therapeutic Relation- (ex: Health professional Patient ) Information exchange limited, less emotionally invested. Cannot give advice.

## **Essential Components of Therapeutic Communication**

- **1. Privacy and respect for boundaries**
- 2. Touching
- **3. Active listening**
- 4. Active observation



- **1. Privacy and respect for boundaries** 
  - Privacy boundaries draw divisions between private information and public information.
  - Boundaries are basically mental, emotional, or physical limits you put in place between you and another person
  - Therapeutic communication is most comfortable at 3 to 6

## **2.** Touching

- Touch may be comforting and supportive
- Touch also is an invasion of intimate and personal space
- Healthcare provider must evaluate whether the patient perceives touch as positive or threatening and unwanted; never assume that touching a patient is acceptable

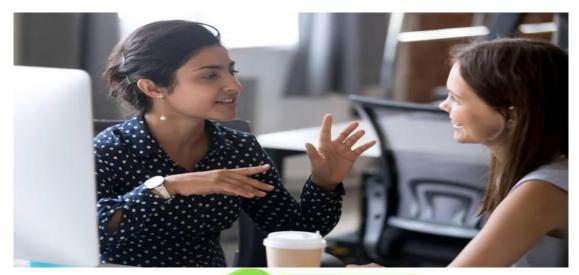


#### **Essential Components of Therapeutic Communication**

## **3. Active listening**

Being an active listener in a relationship means that you recognize the

conversation is more about your patient than about you.











#### **Essential Components of Therapeutic Communication**

# **4. Active observation** means watching the speaker's nonverbal actions as he or she communicates



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## **Therapeutic Relationships**

# The ability to establish therapeutic relationships with patients is one of the most important skills a health professional can develop.

#### **Goal of therapeutic communication:**

- 1. Establish a therapeutic relationship.
- 2. Identify the most important patient's needs.
- 3. Assess the patient's perception of the problem.
- 4. Facilitate the patient's expression of emotions
- 5. Implement interventions designed to address the patient's needs



#### **Characteristics of Therapeutic Health Professional - Patient Relationship**

- $\checkmark$  The patient should be the primary focus of interaction.
- ✓ Avoid social relationship with patients
- ✓ Maintain patient confidentiality.
- Assess the patient's intellectual competence to determine the level of understanding



- $\checkmark$  Implement interventions from a theoretic base.
- ✓ Purposeful and goal-directed
- ✓ Has defined boundaries
- $\checkmark$  Is structured to meet the patient's needs

 $\checkmark$ In Social relationship its give and take, but in an health professional - patient relationship its all about the pt.

 $\checkmark$  Is safe, confidential, reliable, and consistent

### **Components Therapeutic relationship includes:**

- 1. Trust
- 2. Genuine interest
- **3. Empathy** (not sympathy)

4. Acceptance of person, not necessarily his or her behavior

5.Unconditional positive regard

## 6.Self-awareness and therapeutic use of self

## **Empathy VS Sympathy**

**Empathy**: Understanding what others are feeling because you have

experienced it yourself or can put yourself in their shoes.

**Sympathy** is defined as feeling sadness for other people or the act of expressing such feelings or identifying with a person or an idea

Definition

**Self-awareness:** process of understanding one's own values, beliefs, thoughts, feelings, attitudes, motivations, strengths, and limitations and how one's thoughts and behaviors affect others

➢Being able to focus on something positive when in a negative situation.

► Recognizing a bad habit and the effect it can have on you.

≻Learn about your emotional triggers, so you can better deal with negative emotions like anger or hate.

## 1. listening:

- ✓ It is an active process of receiving information
- Response on the part of the health professionals such as maintaining eye-to-eye contact, nodding, gesturing & other form of receptive nonverbal communication convey to the patient that he is being listened to & understood.

#### **2.Clarification:**

Attempting to put vague ideas or nuclear thoughts of the patient into words to enhance the **health professionals** understanding or asking the patient to explain what he means.

Eg; "I am not sure that what you mean. could you tell me about that again?"

#### **3. Reflection:**

Directing back the patient's ideas, feelings, questions & content.

Eg; "You are feelings tense & anxious & it is related to a conversation you had with your Physician.



#### 4. Information:

The skill of information giving.

Eg; "I think you need to know more about your medications."

## 5. Focusing:

Questions or statements that help the patient expand on a topic of importance.

Eg; "I think that we should talk more about your medication ."



## How to improve the therapeutic relationship?



## What are the barriers in therapeutic relationship?

