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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 feet.

Essential Components of Therapeutic Communication

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.



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Essential Components of Therapeutic Communication

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



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

- ✓ 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

Characteristics of Therapeutic Health Professional - Patient Relationship

- ✓ Implement interventions from a theoretic base.
- ✓ Purposeful and goal-directed
- ✓ Has defined boundaries
- ✓ Is structured to meet the patient's needs
 - ✓ In Social relationship its give and take, but in an health professional - patient relationship its all about the pt.
- ✓ 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

Examples of self-awareness

- 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.

Therapeutic Communication Techniques

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 non-verbal communication convey to the patient that he is being listened to & understood.

Therapeutic Communication Techniques

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?”

Therapeutic Communication Techniques

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 .



Therapeutic Communication Techniques

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?

