

Process Recording, a way of Therapeutic Communication Between a Nurse and Client with Psychiatric Illness

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Abstract

Process recording is the tool used for interaction with the clients with psychiatric illness. It helps the student nurse to develop communication and interviewing skill. There are various therapeutic ways of communication used in the process. The below is example of process recording carried out by psychiatric nurse student.

Keywords: *Therapeutic communication, SOLER technique*

PROCESS RECORDING- INTRODUCTION

Process recording is the technique by which we record the verbal interaction between the nurse and the client or it is the written record of the entire communication pattern between nurse and the client [1].

IDENTIFICATION DATA

- Name: Mr. Abc.
- Age: 36 Yrs.
- Sex: Male.
- Address:
- Religion:
- Education:
- Date of Admission:
- Date of Discharge:
- Mrd No:
- Occupation: Truck Driver.
- Marital Status: Married
- Attending Doctor:
- Information Source: Patient & His Father.
- Diagnosis: Bpad.
- Blood Group:
- Bed No:
- Ward :
- Language: .
- Reliability: Good

PRESENTING COMPLIANTS ACCORDING TO PATIENT

- Excessive talking
- Reckless behavior
- Suspiciousness

Patient complains of Restlessness, Decreased sleep (early morning awakening), and decreased appetite.

ACCORDING TO RELATIVE

(Father): Elated mood, loss of pleasure in all activities, increased energy, wandering behavior, suspiciousness

AIMS & OBJECTIVES OF INTERVIEW: FOR PATIENT

- It helps us to know about patient's abstractibility.
- It helps the patient to socialize.
- It provides clues about diagnosis.

FOR STUDENT NURSE

- We gain cooperation & confidence from patient.
- It helps to develop therapeutic relationship with client.
- It helps to understand patient psychological behavior, helps to know patients problems, its clinical manifestations, predisposing factors.

INTERVIEW

Day: Ist **Date:**..... **Time:** 11.15 am **Duration:** 20 minutes

Student Nurse And Patient Interaction	Content Of Interaction (Verbal /Non-Verbal Response Of Student Nurse And Patient).	Analysis Of The Interaction
<p>Student Nurse:</p> <p>Patient:</p>	<p>Mr. ABC, Asalamualaikum. (Sitting on side table and Maintaining eye contact).</p> <p>Walaikumsalam. (looking towards me).</p>	<p>Greeting the patient is necessary for good conversation.</p>
<p>Student Nurse:</p> <p>Patient:</p> <p>Student Nurse</p> <p>Patient</p>	<p>I am Bushra Mushtaq, Msc. psychiatric Nursing student; I want to talk with you for few minutes if you are willing and comfortable. (Still maintaining eye contact and asking soberly).</p> <p>Yes Madam, no problem (showing excitement and willingness to talk)</p> <p>How are you? How is your mood?(face to face interaction , looking at him)</p> <p>Madam jee “I am ok and I have good mood.(Increased pressure of speech, with high level of energy)</p>	<p>Introduction to self is therapeutic technique and asking permission will maintain client’s importance.</p> <p>To maintain a therapeutic and healthy interaction.</p>
<p>Student Nurse</p> <p>Patient</p>	<p>Mr. ABC can you tell me where are you? Who is the person with you and What approximately the time is. (Asking open end questions to determine the free responses of the patient).</p> <p>Yes, I will tell you. This is hospital, My father is with me and now it will be approximately 11 a.m. (Replying with confidence).</p>	<p>Patient is oriented to Time, Person and Place.</p>
<p>Student Nurse:</p> <p>Patient</p>	<p>OK...Tell me why are you here, who brought you here. Do you think there was any reason for bringing you here?(Open ended question)</p> <p>My father brought me here, I was ill, but my father brought me here.. I don’t know why he brought me here. (Anger towards his father for bringing him).</p>	<p>Listens actively to the patient by using SOLER Technique. Patient has grade 2nd insight.</p>
<p>Student Nurse:</p> <p>Patient:</p>	<p>Did you had your breakfast? What did you ate for dinner last night?(Asking calmly and maintaining eye contact)</p> <p>Yes Madam I did my breakfast. we had rice and dhal last night.(Replying energetically and confidently)</p>	<p>Checking for the status of memory of the patient. Immediate and recent memory is intact.</p>
<p>Student Nurse</p> <p>Patient</p>	<p>Mr. ABC. Do you feel comfortable here. How do you feel about staff over here. (Ensuring patient about his value and importance).</p> <p>Yes, Madam I am ok here and here the staff is very nice and take good care and give medicines and do checkup.</p>	<p>SOLER technique to gather information.</p> <p>Showing extra formal behavior and increased pressure of speech.</p>

INTERVIEW ON DAY 2 ON SAME PATIENT: Mr. ABC

DATE:

TIME 10.30 Am

DURATION: 20 MINUTES

Student Nurse:	Mr. ABC, Asalamualaikum. (Sitting on side table and Maintaining eye contact).	Greeting the patient is necessary for good conversation.
Patient:	Walaikumsalam. (Looking towards me).	
Student Nurse:	How are you feeling today? Are you comfortable here. (face to face interaction, looking at him)	To maintain a therapeutic and healthy interaction.
Patient:	Madam jee, I am feeling ok. Yes I am comfortable here, I don't have any problem.(Tense , Anxious looks).	
Student Nurse:	Tell me how much you feel going home very soon? (Maintaining appropriate position and maintaining tone of voice).	Using SOLER, Active listening technique.
Patient:	Madam. I really would like to go home and drive truck to get my profit in my business.(Using low tone voice).	Trying to gain Empathy.
Student Nurse:	Are you feeling some relief due to medications & treatments going on? And you think now you are ok to go back home?(Reflecting and focusing on what patient said).	Trying to keep the conversation focused.
Patient:	Yes, I feel improvement in appetite & sleep, and I also am now alright.(Increased tone of voice).	Trying to motivate of being alright.
Student Nurse:	Has your wife been in to visit you since you have been in the hospital?(Probing).	An effective way to get more information and keeping the conversation focused.
Patient:	No. My wife is at her maternal home, she has delivered twin daughters, so she can't attend me here.(Using gestures and facial expressions in order to defend her wife).	
Student Nurse:	Would you tell me about your illness, What made your father to bring here? (broad open ended questions).	Using soler technique of active listening to patients cues.
Patient:	Yes , I was driving truck and went to Jammu ,I didn't call my family members for many days, so my father brought me here, But my father did everything to me.(Anxious and Angry looks).	Patient has 2 nd grade insight.
Student Nurse:	HMM Y=.Yes I know, ok Mr. abc What will you do in case you see fire? (Showing understanding).	Using therapeutic technique and exploring the information from the patient.
Patient:	If I see fire .I will save every one, pastly also I did same I saved every one then they used to tell me how strong I m and I know I can save them.(Saying confidently and increase in voice tone).	Patient has delusion of grandiosity.
Student Nurse	Thanks for your cooperation. Do you want to ask me anything?	Summarizing.
Patient	No. Madam, now I am ok and let me go home.	

CONCLUSION

My process recording conveyed that my patient was still in Manic episode. My client was also having delusion of grandeur. Patient shared a lot of information out of which some was relevant and some was irrelevant. As a student nurse I had to be proficient with the use of paraphrasing, clarifying and focusing which helped me to get the necessary information from the client,.

Although he was oriented to many things yet the manic episode was not subsided in the next day also. Lastly the termination of the conversation was done effectively and the client was assured of confidentiality.

REFERENCES

1. Mary C (2014) Townsend psychiatric mental health nursing. Concepts of Care in Evidence Based Practice, 8th edition.