Chapter 7  Nurse-patient Relationship
Section 1  Overview

1. Definition and Characteristics of Nurse-patient Relationship

1.1 Definition of Nurse-patient Relationship

It refers to a kind of professional interpersonal relationship started and developed between nurses and patients in the nursing process with job and help functions.

1.2 Characteristics of Nurse-patient Relationship

Nurse-patient Relationship is a professional mutual relationship, a work relation with help function, a diversified and multi-oriented interpersonal relationship and a temporary relationship.

2. Establishing and Developing Process of Nurse-patient Relationship

This process includes three periods: initial period (period for observation and getting familiar with each other), working period (period for cooperation and establishing trust), terminal period (period for termination and evaluation).

3. Behavior Patterns of Nurse-patient Relationship

3.1 Activity—passivity Model

Its character is “what should a nurse do for his or her patient”. This model is mainly applied to the nursing of infants, psychotic patients and patients who are in coma, shock and general anesthesia.

3.2 Guidance—cooperation Model

Its character is “what should a nurse instruct his or her patient to do”. This model is mainly applied to the nursing of clear-minded patients who are in severe condition, or patients with acute diseases.

3.3 Mutual—participation Model

Its character is “nurse helps his or her patient to self-rehabilitate themselves”. This model is mainly applied to the nursing of patients with chronic diseases or patients who have been received good education.

Section 2  Nurse-patient Communication
1. Definition and Process of Communication

1.1 Definition of Communication

Communication means the transmission and exchange of information. Nurse-patient communication refers to the process of information exchange and interaction between nurses and patients.

1.2 Process of Communication

Communication process includes seven parts: reference, sender, receiver, information, channel, feedback and environment.

2. Characteristics of Communication

2.1 Nurse-patient communication has its own purpose and specific professional content. It is a professional communication with purposiveness and job function.

2.2 The occurrence of nurse-patient communication is independent of man’s will.

2.3 Nurse-patient communication is a kind of diversified and multi-layered communication.

2.4 Nurse-patient communication requires nurses to apply nursing, social psychology, humanity, medical science and other knowledge in order to communicate with patients.

2.5 As the information involved in nurse-patient communication may cover patients’ privacy which will lead to legal and moral significance to some degree, nurses are required to comply with professional ethics strictly.

2.6 Nurse-patient communication must be performed by abiding by the principle of centering on patients and aiming at fulfilling health needs of patients.

3. Ways of Communication

According to different ways of communication, we can classify communication into language communication and non-language communication.

4. Purpose of Nurse-patient communication

The communication is beneficial to establish an open nurse-patient relationship with mutual trust. It is helpful to comprehensively understand patients’ conditions and collect relevant information. During this process, nurses can consult and discuss on concerned health problems, nursing measures and nursing goal with patients to make
joint efforts with them to finally achieve the nursing aim. The communication can also supply concerned health knowledge and other relevant information to patients. Finally, it can supply related consultation and psychological support to patients to improve nursing quality.

5. Influencing Factors of Communication

There are various influencing factors of effective communication in the process of interpersonal communication. They can be personal factors from senders and receivers, or factors from communication environment or atmosphere, or even factors resulted from the adopted communication methods and skills.

Section 3 Regulation of Nurse-patient Disputes and Nurse-patient Relationship

1. Common Nurse-patient Disputes

Disputes caused by therapeutic factors, disputes caused by moral factors, disputes caused by humanistic factors, disputes caused by economic factors, disputes caused by legal factors, disputes caused by service factors,

2. Regulation of Nurse-patient Relationship

2.1 Methods that could improve agreeable nurse-patient relationship

2.2 Atmosphere and Environment that could create agreeable nurse-patient relationship

2.3 Respect rights and personalities of patients

Establish a Satisfying Trust Relationship with Patients

2.4 Good interpersonal communication skills

2.5 Set good role models for patients

2.6 Healthy working spirit and top working passion

2.7 Comprehensively improve professional self-quality

2.8 Correctly face and handle nurse-patient conflicts