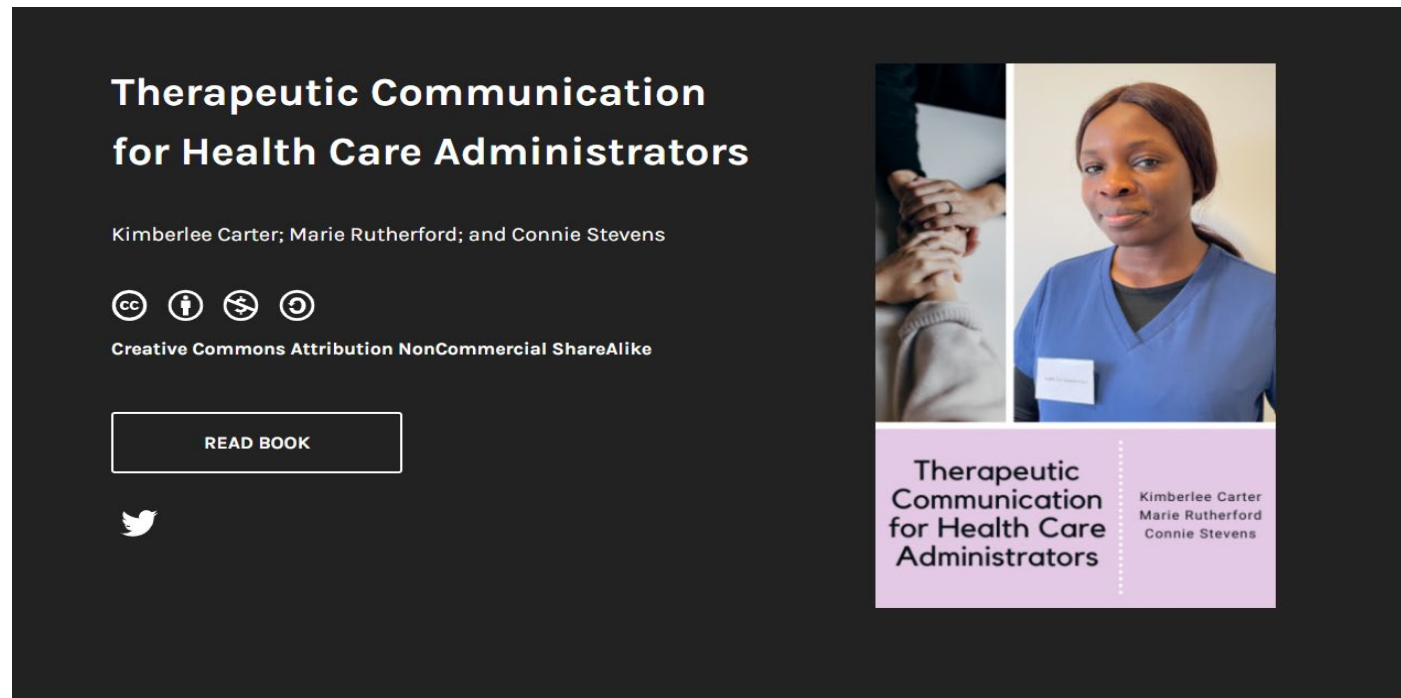


Therapeutic Communication for HCA

Chapter #5: The Helping Interview: A Common Therapeutic Communication Tool



Accessibility Statement

- This PowerPoint is compatible with assistive technology
- Images have alternative-tags applied
- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

Learning Objectives

Learning Objectives:

- Define the helping interview framework.
- Explore the health care administrators role in the helping interview.
- Evaluate effective and ineffective communication techniques.
- Identify blocks to effective therapeutic communication.

Introduction

- Interviews have similar components
 - Connection between two or more people
 - Gather information
 - Common interests
- Helping Interview
 - Interview between a person seeking help and a person providing help

Phases of the Helping Interview Framework

Phases:

- Build Trust
- Identify the Need
- Resolution and Next Steps

Build Trust

HCAAs are the first point of contact:

- Building trust is essential
- competent
- Non-judgmental

Building Trust Upon Booking Appointments

- Say hello, state name of clinic.
- Confirm that client will hold.
- Use compassion and empathy when speaking.
- Listen to the client's concerns.
- Triage and book client's appointment.
- Confer with HCP if needed, inform client.
- If cannot accommodate client, give alternative options.

Building Trust at Check In

- Waiting room is clean, has enough seating
- Warm greeting with smile, ask for health card
- Confirm their information using a quiet voice
- Inform of wait time and offer a seat
- Look at client while they are speaking

Identify the Help Required

HCAAs are in charge of the initial intake of clients in many offices.

- Subjective notes in the SOAP note
- Objective notes in the SOAP note
- If not, observations can be passed to HCP

(CPSO, 2021)

Power

HCA's have more power than clients/family members:

- HCA's have greater access to information
- Remain respectful
- Remember that the client is vulnerable

Effective Questioning and Behaviours

- **Closed Question**
 - Receives a short, specific answer.
- **Open-Ended Question**
 - Receives a longer, more detailed answer.
- **Probing Question**
 - Encourages a client to share more information.

Active Listening

Demonstrated by:

- Looking at the client
- Nodding appropriately
- Verbal cues signify listening

Touch

Touch is used to communicate:

- Concern
- Comfort
- Compassion
- Do not touch a client who recoils
- Or says not to touch them

(Open RN, n.d.)

Ineffective Therapeutic Communication Techniques and Behaviours

- Why questions
- Arguing
- Asking personal questions
- Giving personal opinions
- Changing the subject
- Generalizations
- False Reassurance

(Open RN, n.d.)

Resolution and Next Steps

HCAAs must ensure the patient leaves knowing:

- Dates/times of future appointments
- Directions
- Required preparations for tests
- Any extra costs, ex. Parking
- Receipts for insurance

Summary

- Defined the helping interview framework.
- Explored the health care administrators role in the helping interview.
- Evaluated effective and ineffective communication techniques.
- Identified blocks to effective therapeutic communication.

References

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