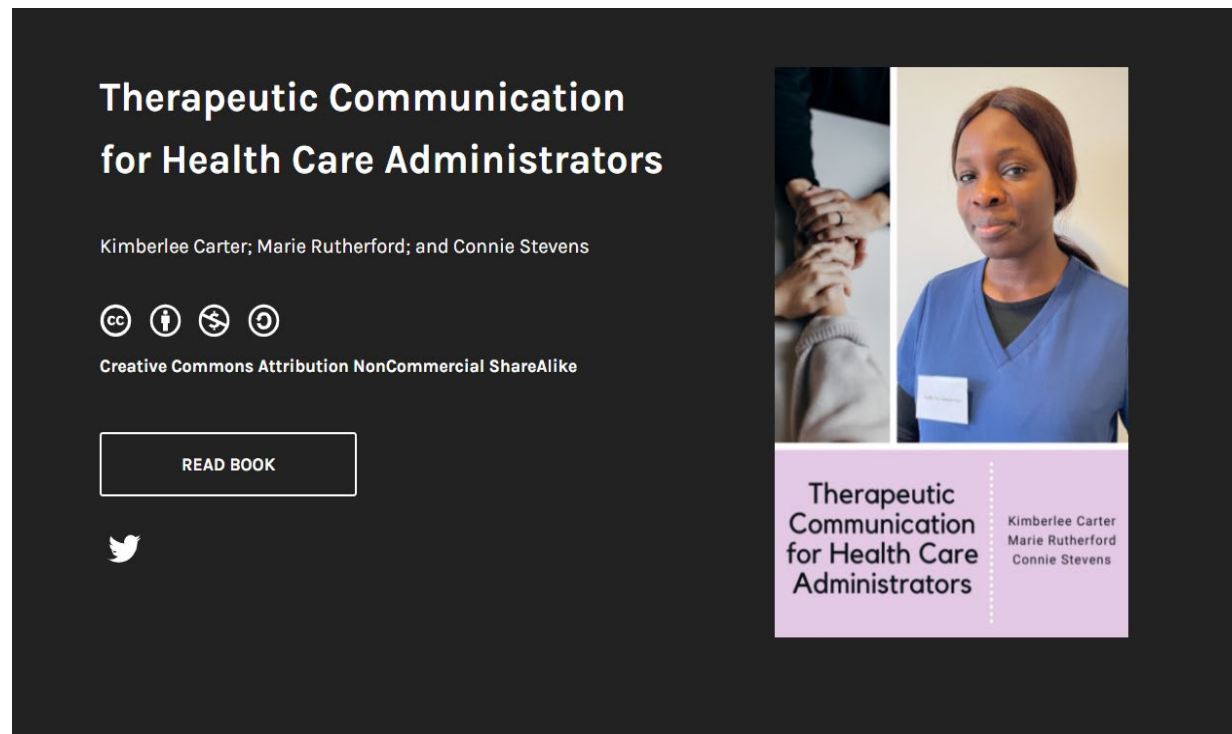


Therapeutic Communication for HCA

Chapter 2: Therapeutic Communication



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

- Define Therapeutic Communication.
- Review scope of practice for health office administrators when communicating therapeutically.
- Explore the importance of self-awareness in developing empathy for effective therapeutic communication.
- Apply common behavioural and cognitive development theories to an example of changing perspectives.

Introduction

Health care administrators (HCAs) are often the first and last point of contact for clients in many health care settings.

This chapter focuses on:

- Defining therapeutic communication.
- The HCA's scope of practice for communicating therapeutically.
- Self-awareness for developing effective therapeutic communication.

Defining Therapeutic Communication

- Requires people to be **compassionate**. Not always innate.
- Effective therapeutic communication in health care settings is used to care for people so that their health care needs can be met.
- Effective therapeutic communication skills can be learned through continuous self-reflection, empathy development, and practice.

Scope of Practice

- HCAs may be assigned tasks that involve **controlled acts** under the health care provider (HCP) supervision.
- HCAs are not regulated professionals = should **follow** the policy set by the regulated HCP.
- Important! HCAs should be aware of their **scope of practice**.

Empathy or Sympathy?

Empathy

- Awareness of how someone is feeling.
- Helpful when therapeutically communicating.
- Builds connection and trust.

Sympathy

- Can only imagine how they might be feeling.
- Not helpful when therapeutically communicating.
- Sympathetic person helps move out of the emotion=invalidates or judge.

Self Awareness

- Interpretation and Perspectives
- Classical Conditioning
- Cognitive Development in Changing Perceptions

Summary

In this chapter you have:

- Defined Therapeutic Communication.
- Reviewed scope of practice for health office administrators when communicating therapeutically.
- Explored the importance of self-awareness in developing empathy for effective therapeutic communication.
- Applied common behavioural and cognitive development theories to an example of changing perspectives.

References