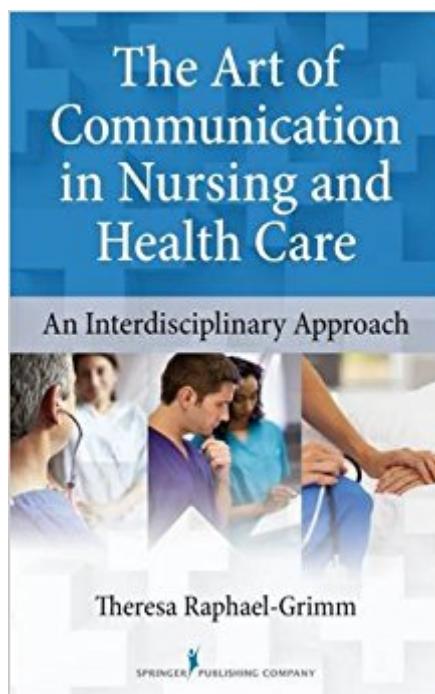


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# The Art Of Communication In Nursing And Health Care: An Interdisciplinary Approach



## Synopsis

A handy guide to tackling difficult patient and professional interactions with confidence and compassion In this age of increasing reliance on technology, it is essential that the fundamentals of compassion and good communication—*the art of patient care*—remain at the heart of health care. This clear, concise guide to professional communication strategies helps nurses and other health care clinicians to build effective patient relationships and navigate a wide variety of difficult patient and professional interactions. Written by a practicing psychotherapist who has devoted nearly 30 years of study to clinician–patient relationships, the book tackles such complex issues as dealing with demanding patients, maintaining professional boundaries, overcoming biases and stereotypes, managing clinician emotions, communicating bad news, challenging a colleague's clinical opinion, and other common scenarios. The book guides the reader through a conceptual framework for building effective relationships that is based on the principles of mindfulness. These principles are embedded in discussions of the fundamental elements of interpersonal effectiveness, such as hope, empathy, and listening. Chapters apply mindfulness principles to specific challenging situations with concrete examples that describe effective clinical behaviors as well as situations depicting pitfalls that may impede compassionate care. From a focus on everyday manners in difficult situations to beneficial approaches with challenging populations, the guide helps health care professionals confidently resolve common problems. Brief, to-the-point chapters help clinicians channel their clinical knowledge and good intentions into caring behaviors that allow the patient to more fully experience empathy and compassion. With the guiding theme of "using words as precision instruments," this is a resource that will be referred to again and again. Key Features: Helps health care professionals and nurses communicate effectively in challenging clinical and professional situations Uses the principles of mindfulness to build satisfying relationships and resolve problems Addresses such difficult issues as demanding patients, maintaining boundaries, overcoming biases, managing clinician emotions, and much more Provides special tips for communicating with family members and caregivers Authored by a practicing psychotherapist specializing in clinician–patient relationships for nearly 30 years

## Book Information

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## Customer Reviews

Theresa Raphael-Grimm, PhD, CNS, holds a joint appointment as Clinical Associate Professor, Schools of Nursing and Medicine and Adjunct Associate Professor, Psychiatry, University of North Carolina, Chapel Hill, USA. Her research has focused on clinician-patient relationships for nearly 30 years. She has been a practicing psychotherapist since 1989, working with patients with chronic medical problems and with clinicians. Dr. Raphael-Grimm is the facilitator for UNC-CH School of Medicine's "Schwartz Rounds," which are a multidisciplinary exploration of psychosocial issues in health care that impact both patients and clinicians. She is a member of the Department of Psychiatry consult team, and the UNC's Comprehensive Cancer Support Program. Dr. Raphael-Grimm has delivered more than 40 invited clinical presentations at local, state, and national meetings.

A wonderful and concise resource for therapeutic communication within healthcare and beyond. Gives clear clinical examples and explanations. Short and sweet, I still return to it's pages every so often for reference.

Must read book for health professionals

Content is great. My biggest problem is with the kindle version of this book. It doesn't have any PAGE NUMBERS. This is a problem when course instructors assign reading by page number or you need to reference material via page number. This isn't a novel for a little beach reading. This is a scholarly work, meant for academia and instruction. It needs page numbers. To & the publisher: Do your readers, students, customers a favor and spring for the option to add page numbers that

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