***Guide to Process Recordings and Analysis***

**Objectives:** The successful student will:

1. Develop a conscious awareness of therapeutic communication methods used to help an individual suffering from mental illness.

2. Accurately chart the interaction with verbatim recording.

3. Identify the congruency between verbal and nonverbal communication.

4. Analyze the significance of the communication.

5. Describe the milieu and the client.

6. Analyze the effects of the milieu on the interaction.

7. Identify own feelings in relation to the interaction.

8. Identify themes that the client has expressed.

9. Identify the goal of the interaction.

**Methods:** The successful student will:

Try to spend at least 30 minutes with assigned client each clinical day (Does not have to be in one setting). Complete a process recording in this manner:

A. Record descriptive data at top of Process Recording sheet.

B. Record as much of the nurse-client interaction as possible (at least 10 minutes). Include verbal and non-verbal communication of both the nurse and the client.

C. Describe nurse’s thoughts and feelings about the interaction.

1. What were you feeling?

2. What were you thinking?

3. What needs might the client be expressing?

4. What feelings were being expressed by the client?

5. What thoughts were being expressed by the client? Were they congruent with the feelings or were they not?

6. Evaluate the non-verbal communication for both the nurse and client.

D. Analysis of the interaction

1. Evaluate the non-verbal communication for both nurse and client.

2. Label each nurse response according to the various communication techniques used.

3. Label each nurse response “T” for therapeutic or “U” for un-therapeutic.

4. Suggest alternative interactions (verbal or nonverbal) which might have enhanced the interaction.

5. Analyze the phase of the nurse-patient relationship.

6. Identify a theme/s of client’s concern/s during the interaction. A theme is an issue and its accompanying feeling tone which dominates an interaction.

7. Utilize the Reflective Narrative Client-Centered Analysis to evaluate your therapeutic communication experience.

8. Show students example of well-done process recording.

**SAMPLE PROCESS RECORDING**

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| **NURSE (VERBAL &**  **NONVERBAL)** | **PATIENT (VERBAL &**  **NONVERBAL)** | **NURSE’S THOUGHTS &**  **FEELINGS ABOUT**  **INTERACTION** | **ANALYSIS OF THE**  **INTERACTION** |
| Do you still have thoughts  about harming yourself?  (Sitting facing the client,  looking directly at client) | Not. really. I still feel sad, but  I don’t want to die (Looking  at hands in lap). | Feeling a little uncomfortable  Always a hard question to  ask. | **Therapeutic.** Asking a direct  question about suicidal  Intent. |
| Tell me what you were  feeling before you took all  the pills the other night.  (Still using SOLAR  techniques of active listening | I was just so angry! To think  my husband wants a divorce  now that he has a good job.  I worked hard to put him  through college. (Fists  clenched. Face and neck  reddened.) I | ‘  Beginning to feel more  comfortable. Client seems  willing to talk and I think she  trusts me. | **Therapeutic.** Exploring.  Delving further into the  experience. |
| You wanted to hurt him  because you felt betrayed.  (SOLAR) | Yes! If I died, maybe he’d  realize that he loved me  more than that other woman.  (Tears starting to well up  in her eyes.) | Starting to feel sorry for her. | **Therapeutic**. Attempting to  translate words into feelings |
| Seems like a pretty drastic  way to get your point across  (Small frown) | I know. It was a stupid thing’  to do. (Wiping eyes.) | Trying hard to remain  objective. | **Non-therapeutic.** Sounds  disapproving. Better to  have pursued her feelings. |
| How are you feeling about  the situation now ?  (SOLAR) | I don’t know. I still love him.  I want him to come home.  I don’t want him to marry  her. (Starting to cry again) | Wishing there was a easy  way to help relieve some  of her pain. | **Therapeutic.** Focusing  on her feelings. |
| Yes, I can understand that  you would like things to be  the way they were before.  (Offer client a tissue). | (Silence. Continues to cry  softly) | I am starting to feel some  anger toward her husband.  Sometimes it is so hard to  remain objective. | **Therapeutic.** Conveying  empathy. |
| What do you think are the  chances of your getting back  together? (SOLAR) | None. He’s refused marriage  counseling. He’s already  moved in with her. He says  it’s over. (Wipes tears. Looks  directly at nurse) | Relieved to know that she  isn’t using denial about’  the reality of the situation. | **Therapeutic.** Reflecting.  Seeking client’s perception  of the situation. |
| So how are you preparing to  deal with this inevitable  outcome? (SOLAR)  It won’t be easy. But you  have come a long way, and  I feel you have gained  strength in your ability to  cope. (Standing. Looking  at client. Smiling.) | I’m going to do the things  we talked about: join a  divorced women’s support  group; increase my job  hours to full time; do some  volunteer work; and call  you if I feel like taking pills  again. (Looks directly at  nurse. Smiles.  Yes, I know I will have hard  times. But I also know I have  support, and I want to go on  with my life and be happy  again. (Standing, smiling,  at nurse). | Positive feeling to know that  she remembers what we  discussed earlier and plans  to follow through.  Feeling confident that the  session has gone well;  hopeful that the client will  succeed in what she wants  to do with her life. | **Therapeutic.** Formulating  a plan of action.  **Therapeutic**. Presenting  reality. |

Sample process recording.  From Townsend, M.C. (2015). Psychiatric Mental Health Nursing: Concepts of Care in Evidence-Based Practice. Philadelphia, PA: F.A. Davis Co.