

CONTENTS

PART I CONCEPTUAL FOUNDATIONS OF NURSE-CLIENT RELATIONSHIPS

- 1 Theoretical Perspectives and Contemporary Dynamics, 1
- 2 Professional Guides to Action in Interpersonal Relationships, 24
- 3 Clinical Judgment: Applying Critical Thinking and Ethical Decision Making, 44

PART II THE NURSE-CLIENT RELATIONSHIP

- 4 Self-Concept in the Nurse-Client Relationship, 62
- 5 The Nurse-Client Relationship, 83
- 6 Bridges and Barriers in the Therapeutic Relationship, 103
- 7 Role Relationship Patterns, 119
- 8 Losses and Endings: Communication Skills at End of Life, 141

PART III THERAPEUTIC COMMUNICATION

- 9 Communication Styles, 163
- 10 Developing Therapeutic Communication Skills, 175
- 11 Intercultural Communication, 197
- 12 Communicating in Groups, 222
- 13 Communicating with Families, 246
- 14 Resolving Conflict Between Nurse and Client, 271

- 15 Health Promotion and Client Learning Needs, 290
- 16 Health Teaching in the Nurse-Client Relationship, 312

PART IV RESPONDING TO SPECIAL NEEDS

- 17 Communicating with Clients with Communication Disabilities, 337
- 18 Communicating with Children, 349
- 19 Communicating with Older Adults, 369
- 20 Communicating with Clients in Stressful Situations, 392
- 21 Communicating with Clients in Crisis, 415

PART V PROFESSIONAL ISSUES

- 22 Communication for a Safe Environment, 436
- 23 Communicating with Other Health Professionals, 452
- 24 Communicating for Continuity of Care, 468
- 25 Documentation in the Age of the Electronic Health Record, 489
- 26 Communication at the Point of Care: Application of eHealth Information Technology, 508

GLOSSARY, 522

PHOTOGRAPH CREDITS, 531

INDEX, 533