

## NURSING 343 – PROCESS RECORDING CRITERIA



Process recording is written documentation of interactions between the nursing student and patient in a designated clinical setting that is an evidence-based way to improve your therapeutic communication skills.



Find a private area after your communication to write down notes immediately after the interaction.



It is expected that you will include **BOTH** therapeutic and non-therapeutic techniques.



You need all 20 boxes on the form complete. This includes five comments made by you and five responses from the client. If you or your clinic instructor want or require you to include a student introduction or initial social greeting, you will need to increase your process recording to six student comments and six patient responses.

### **Criteria**

#### **1. IDENTIFYING INFORMATION:**

- a. State goal of interaction
- b. Record name, date and patient's initials and age

#### **2. STUDENT VERBAL AND NON-VERBAL COMMUNICATION**

- a. Record communications from the core/essence of the interaction.
- b. **Do not include** a superficial greeting phase such as "Good Morning. How are you today"? with a response "I'm fine. How are you"? or "Good." unless this leads to a **substantial** answer beyond these social responses.
- c. You can include an introduction of who you are as instructed by your clinical preceptor but this would not count as one of the five boxes.
- d. Record both verbal communication and non-verbal communications (describe position, distance, posture, facial expression, gestures, eye contact, etc.).

#### **3. COMMUNICATION TECHNIQUE USED AND ANALYSIS**

- a. Assess whether the technique was therapeutic or blocking.
- b. List the specific technique used (see the tables in the syllabus and in your textbook).
- c. If the technique was non-therapeutic or a block, record an alternate that would have been therapeutic (i.e. if you asked a "why" question, create an alternate of that question without using the word "why" and record).

#### **4. PATIENT VERBAL AND NON-VERBAL COMMUNICATION**

- a. Again, record both verbal and non-verbal communication from the patient.

#### **5. STUDENT'S THOUGHTS AND FEELINGS**

- a. Identify and describe personal thoughts and feelings about the client's response.
- b. Was the response appropriate?
- c. What feelings were you having during this time?