

**BERGEN COMMUNITY COLLEGE**

**Process Recording**

**Student's Name** \_\_\_\_\_

**Patient's Initials** \_\_\_\_\_

**Date, Time, and Duration of Interaction**

**Patient's Age** \_\_\_\_\_

**Barriers to communication**  
**(i.e. physical, environmental, drugs, etc.)**

**Patient's Sex** \_\_\_\_\_

**Major Medical Diagnosis** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Goal for the interaction**  
**(Purpose of the interaction based upon the needs of the patient)**

**Description of patient's appearance at time of interaction**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Instructors Comments:**



**PROCESS RECORDING**

<b>NURSE'S COMMUNICATION</b>	<b>PATIENT'S COMMUNICATION</b>	<b>EVALUATION OF COMMUNICATION TECHNIQUE</b>	<b>INTERPRETATION OF COMMUNICATION</b>

**PROCESS RECORDING GUIDE**

Nurse's Communications	Patient's Communications	Evaluation of Communication Technique	Interpretation/Evaluation of Communication
<p>What you said, did and felt:</p> <p><b>Verbal statements:</b></p> <ul style="list-style-type: none"> <li>◆ Exact words and pauses, silences.</li> <li>◆ Use guide for pt's verbal communication.</li> <li>◆ Verbal communication.</li> <li>◆ Were your choice of words easy?</li> <li>◆ Did you find yourself laughing, crying, sighing, yawning?</li> </ul> <p><b>Non-verbal communications</b></p> <ul style="list-style-type: none"> <li>◆ Place observations of <u>your own</u> behavior here.</li> <li>◆ Use guide for pt.'s non-verbal communication.</li> </ul> <p>Expressed &amp; Implied Feelings and Thoughts, e.g.:</p> <ul style="list-style-type: none"> <li>◆ Record those feelings and thoughts you experienced during the interaction.</li> <li>◆ Use the guide for pt.'s feelings and thoughts (See list in Column II-C)</li> </ul>	<p>What Pt. says, and does, include:</p> <p>A. Verbal statements:</p> <ol style="list-style-type: none"> <li>1. words</li> <li>2. silences</li> <li>3. tone of voice</li> <li>4. sighs, laughs, cries</li> <li>5. stammers, stutters</li> <li>6. pace of speech, etc.</li> </ol> <p>B. Non-verbal communications:</p> <ol style="list-style-type: none"> <li>1. facial expressions</li> <li>2. silences</li> <li>3. postures assumed</li> <li>4. gestures</li> <li>5. eye contact</li> <li>6. restlessness, yawns</li> <li>7. attention span, etc.</li> </ol> <p>C. Feelings &amp; thoughts, e.g.:</p> <ol style="list-style-type: none"> <li>1. anxiety *</li> <li>2. anger</li> <li>3. fearfulness</li> <li>4. frustration</li> <li>5. hopelessness</li> <li>6. loneliness</li> <li>7. sadness</li> <li>8. humor</li> <li>9. love</li> <li>10. happiness</li> <li>11. empathy</li> <li>12. accomplishment, etc.</li> </ol>	<p>Therapeutic vs. non-therapeutic:</p> <ul style="list-style-type: none"> <li>◆ Name the technique</li> <li>◆ Alternative technique</li> </ul>	<p>What do you conclude about the communication:</p> <ol style="list-style-type: none"> <li>1. Were your statements clear and appropriate?</li> <li>2. How did you feel during interaction ... were your muscles tense, did you smile too much, did your voice sound funny, did you find it hard to sit still, look into pt.'s eyes?</li> <li>3. Did you move away from pt., run out of room, etc.?</li> <li>4. What body language do you need to improve on? How?</li> <li>5. What feelings did the pt.'s communication trigger?</li> <li>6. Can you relate your feelings to an event in your past?</li> <li>7. Can you provide a one word summary for your feelings about this interaction?</li> <li>8. What are the covert and overt themes?</li> </ol>

**SIGNS OF ANXIETY:** sweating, tightening of muscles, elevated pulse, dilation of pupils, sighing, yawning, increased or decreased flow of speech, inability to make eye contact, change in pacing of speech, changing of topics, trying to focus on the nurse or on details, and when words are in conflict with non-verbal expressions.