Process Recording: Example

Introduction: Describe your feelings as you proceeded with this assignment. Describe the environment. Was this a semi-private room? What were the distractions?

Format for recording:

<table>
<thead>
<tr>
<th>Patient/Client</th>
<th>Nurse</th>
<th>Techniques/Analyses</th>
</tr>
</thead>
</table>
| This column is for recording verbatim (word for word) what the patient says. Indicate nonverbal cues in parentheses. | This column is for recording verbatim (word for word) what the nurse says. Indicate nonverbal cues in parentheses. | This column includes:  
  - the name of each of the communication skills used.  
  - an analysis of whether the interaction was therapeutic or nontherapeutic.  
  - insight into another approach which might be more effective. |

Examples:

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| "Hello, Mrs. B. How are you and the family doing today?" (Sitting in Mrs. B's kitchen. "Open" posture.) | "You say you're OK but you seem upset." (Lightly touching her arm.) | Use of an open-ended question allowed the opportunity for Mrs. B. to tell me in her own words what was upsetting her.  
Mrs. B's statement, "I'm OK," did not match her nonverbal behavior. I shared my observation with Mrs. B to determine if I have interpreted her nonverbal message accurately. I also used touch because I wanted to convey empathy and depth of feeling. |
| "Oh, I'm OK, I guess. R. and I just got into one of our little fights about his smoking." (Voice shaky. Poor eye contact.) | | |
| "Hello, Mrs. B. I'm here for your home visit. Have you been sick since I was here last?" | "Well, that's good . . ." | Closed-ended question used. It was not therapeutic and elicited only a "No" response. I should have said, " . . ."  
Nontherapeutic. There is no sense of observation or follow-up on nonverbal behavior. I should have responded, " . . ." |