

# **Abstract**

Communication is used in all areas of nursing. In nursing care, communication is very essential and provides for successful outcomes of individualized patient goals. It is made up of the verbal aspect as well as the non-verbal aspect, which accounts for about seventy to eighty five percent of total communication.

The purpose of this project is to emphasize the importance of therapeutic communication in nursing care and reinforce the values that make nursing the backbone of healthcare. Some hospitals within Kentucky do not have a definite policy on therapeutic communication between the nurse and patient. For this reason, this project will focus on recommendations for a detailed therapeutic communication policy for hospitals to implement as part of their nursing care.

Three critically appraised research articles were used to support this project. The research proved that therapeutic communication positively affects patient care and recovery. It also highlighted the use of reflective writing to improve communication techniques in nursing care. Hildegard Peplau's Theory of Interpersonal Relations was the theoretical framework used as a guide for this research project.

The project concludes with recommendations for the policy to be implemented in all nursing departments in the healthcare facility, starting with the emergency department, as it usually sees a lot of patients every day and sometimes, these patients come in an unstable state which either be from anxiety, medications, accidents, or even in the events of a pandemic.