

# HEALTH COUNSELLING – MORE THAN JUST WORDS

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# National DOH

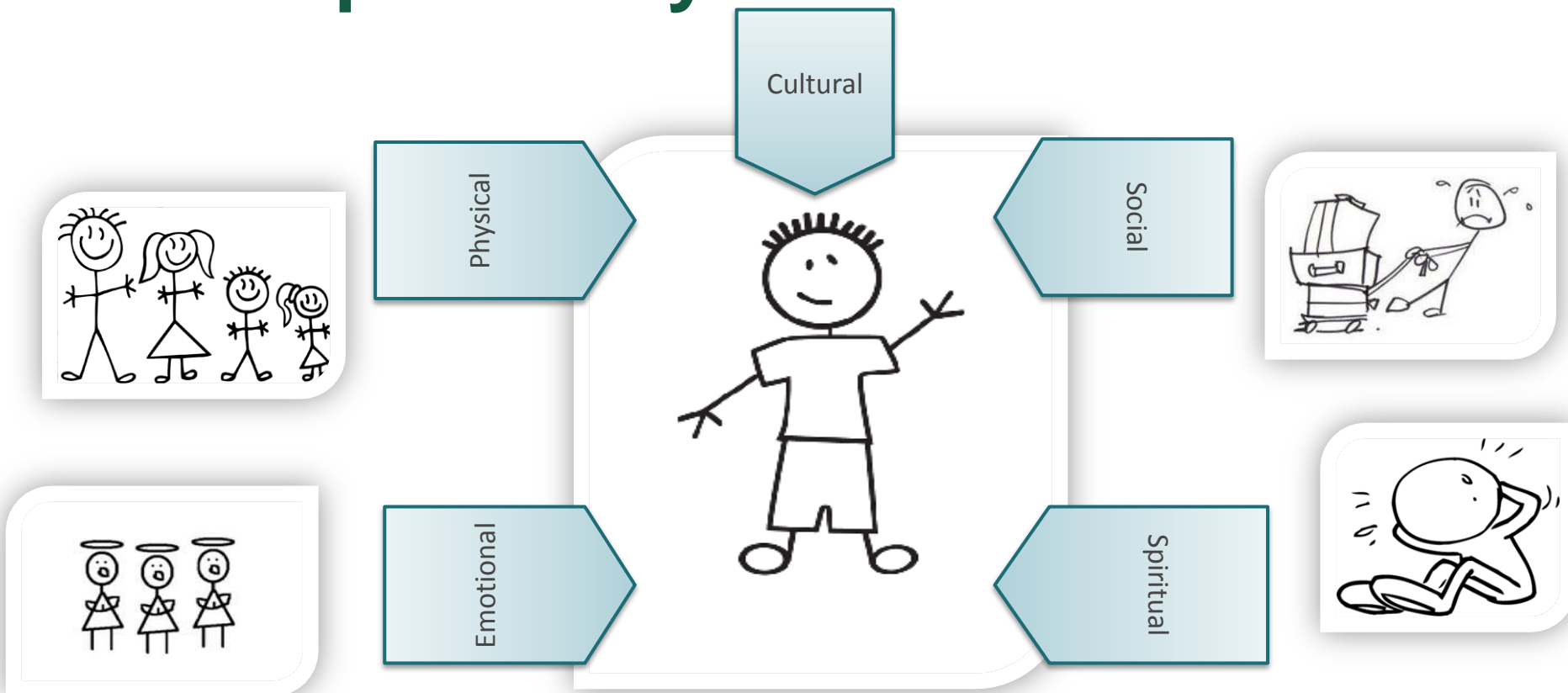
## ■ Vision

A long and healthy life for all South Africans

## ■ Mission

To improve health status through the prevention of illnesses and the promotion of healthy lifestyles and to consistently improve the healthcare delivery system by focusing on access, equity, efficiency, quality and sustainability

# The patient system



# Counselling

*Counselling is a **purposeful, private conversation** arising from the intention of one person (couple or family) to reflect on and resolve a problem in living, and the **willingness** of another person to assist in that endeavour (McLeod, J. 2011)*

# Breaking bad news

## Delivering Positive HIV Test Results:



## Preliminary Positive – Rapid HIV Test in an Emergency Room Setting

# What do we learn from this video?

- Client-centred approach
- Offering a glass of water – appreciating the fact that the patient was willing to wait.
- Adding psychosocial support to health education
- Shock – although he was expecting the result to be positive
- Fear? “I have HIV?” Facial expression
- Support – from the health professional – acknowledging the fear, non-judgemental, who can we phone? Empathy
- Enquiring about a support system – the value
- Empathic response.

# Recommendations

- Apply the Client-centred approach in spite of barriers such as time constraints /volume of patients
- Care for the caregiver programmes
- Regular in-service training – sharpening the skills
- Client’s strengths, skills and resources:
  - The client knows:
    - What has worked,
    - What hasn’t
    - What skills they have
    - What support networks they have
    - What they would like to happen
    - What they would like to stop happening.

# References

- Booth, L & Adlem, A. 2016. *A basic understanding of trauma counselling*. In Herbst, A. & Reitsma, G. Eds. Trauma counselling. Principles and practice in South Africa today. Juta: Cape Town
- Drenth, CM. 2016. *Trauma counselling related to health, illness and death*. In Herbst, A. & Reitsma, G. Eds. Trauma counselling. Principles and practice in South Africa today. Juta: Cape Town
- McLeod, J. 2011. *An introduction to counselling*. 5<sup>th</sup> ed. Berkshire: Open University Press

*Thank you*