

and expectations?" tells the client that the nurse values him or her and cares how the communication affects him or her. In addition, effective therapeutic communication enables clients to feel free to speak out when they have questions or concerns about their care and may result in error reduction (Finkelman & Kenner, 2007).

Along with individual evaluations of nurse-patient relationships, much work needs to be done to validate the benefits of helping relationships built by nurses. Therapeutic communication is an independent nursing intervention. However, nurses frequently fail to make entries in client records such as "therapeutic listening" or "explored feelings about the meaning of (client health concern)" when documenting delivered care. Most nursing research studies addressing caring are qualitative or descriptive in nature. Client satisfaction data offer the potential to identify the benefits of caring communications and helping relationships only from recipients of nursing care. Nursing job satisfaction studies have potential to explore provider benefits of being a helper. Perhaps, a nursing research program exploring the positive outcomes of helping relationships needs to be established.

HEALING RELATIONSHIPS: THE NURSE'S ROLE IN HEALING

A might be considered a special type of helping relationship. Because "to heal is the activity of becoming whole" (Kritek, 1997, p. 11),