



Listening As Care

Good listening skills are an important part of quality nursing. How does Jesus assess the listening skills of two of his devoted followers?

Read Luke 10:38-42:

³⁸As Jesus and his disciples were on their way, he came to a village where a woman named Martha opened her home to him. ³⁹She had a sister called Mary, who sat at the Lord's feet listening to what he said. ⁴⁰But Martha was distracted by all the preparations that had to be made. She came to him and asked, "Lord, don't you care that my sister has left me to do the work by myself? Tell her to help me!"

⁴¹"Martha, Martha," the Lord answered, "you are worried and upset about many things, ⁴²but only one thing is needed. Mary has chosen what is better, and it will not be taken away from her."

For discussion and reflection:

1. How does Martha demonstrate care? How does Mary demonstrate care?
2. In what ways does Jesus' response to Martha surprise you?
3. How do you discern when to listen and when to provide physical care? Which nursing skill feels more natural to you?
4. Where might your listening skills need tweaking or improvement?

Applying the Nursing Process to Jesus' Example of Nursing

Assess: Explain your desire to care for the patient's spiritual concerns along with other needs. Look at the person and the environment. Ask Assessment questions. Listen to the person and their family.

Analyze/Nursing Diagnosis: Determine a patient's spiritual strengths and needs for love, belonging, forgiveness, hope, meaning and purpose. Check a NANDA list for diagnosing [spiritual distress](#).

Plan: What is the best approach to meeting a patient's spiritual needs? Plan interventions and outcomes with the patient.

Implement: Follow through on the plan, i.e. contact their spiritual leader or advisor, pray, read Scripture, etc. Be present and compassionate.

Evaluate - What were the outcomes of your care? Were the interventions effective? What needs to be changed?