

探討精神科患者之操控行爲及其護理

Managing the Manipulative Patient

周桂如

Chen R;Chou KR

摘要

在健康的觀念中，每個人多少都會有操控的行爲出現，然而，在這篇文章中的操控行爲是指病態性的行爲，也就是指「操控者用強迫的方法來威脅他人，來達到控制他人的目的」。操控者不會信任自己，更不能信任他人，他無法控制自己，所以由控制他人來控制自己，他們最常表現的操控行爲，包括：威脅、欺騙、自我傷害、要求特權、諂媚、迎合他人等，比較嚴重的是他們會分化整個醫療團隊的成員，造成成員之間的衝突及情緒上的困擾，爲了避免這些狀況產生，所有的成員應該要達成共識，用一致性的態度來幫助病人；另外，護理人員要熟知操控者的行爲表現，減少被操控的機會，同時靈活運用問題解決方法，來協助病人對他人產生信任感、安全感及增加對自己的控制感，以達到增加行爲的認知，學會成熟人際關係，達到自我控制的目的等預期結果。

Abstract

In the view of health, everyone expresses manipulate behavior(MB) more or less in his or her life. However, in this article manipulative behavior refers to a pathological term. The definition of MB regards the manipulators threaten others in a forced way in order to control other people. The manipulative person can not trust himself, he could not trust other people as well the manipulator tries to control himself by controlling other because he can't control himself. The most common manipulative behaviors include: intimidates, deceive, self- harm, demands, flatters, ingratiation and so on. The worst part of such behavior is that it will split the health professionals in some way. It also causes conflicts between nursing staff and disturbs the emotional status of them. To avoid these situations, all nursing staff should help patients with consistent attitude. In addition, nurses should master behavior of manipulators to reduce the chance of being manipulated. Helping patients to solve their problems may help build up the sense of trust and security and promote self-control. They will be able to increase recognition of behaviors, mature interpersonal relationship and gain self control..