

Module 11

COMMUNICATION

Objectives

- At the end of the module, the nurse aide will be able to:
 1. Discuss general guidelines of effective communication
 2. Explain why communication is important in the day-to-day interactions with patients, families, and co-workers
 3. Describe rules of reporting and recording
 4. Explain the importance of ensuring confidential patient communication

Communication

MODULE 11-A PATIENT AND FAMILY

Communication

- We are ALWAYS communicating
- Communication is interpreted
- Body language
- The most important part of communicating is listening

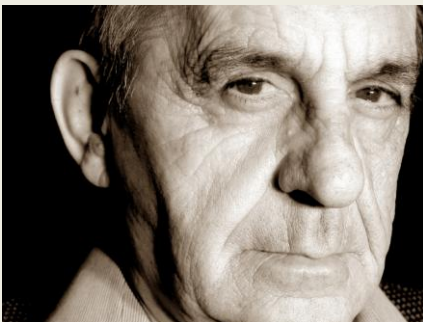


Communication

- Language barriers
- Emotional Influence
- Health literacy
- Culture
- Age



Communication



- Barriers to communication

Communication

Activity #1 – Case Scenario



Communication

- It can take time to learn how to be a good listener



Communication

- It is helpful to try to understand your own communication style
- Try to build on the strengths of each patient's communication style to better help him/her
- It is important to approach our patients with an attitude of respect

Communication

Handout #1 –
Tips for Communicating with Seriously Ill Patients



Communication

MODULE 11-B CO-WORKERS AND SUPERVISORS

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Communication

- Communication with co-workers and supervisors can be challenging for the home care aide
- Your agency should have guidelines regarding communication within the agency



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- Rule of thumb with all communication: be clear, be respectful and always communicate your needs or concerns in their entirety.

Communication

- Remember that information should be discussed on a “need to know” basis only.



Communication

Activity #2 – Statement Exercise



Communication

MODULE 11-C REPORTING AND RECORDING

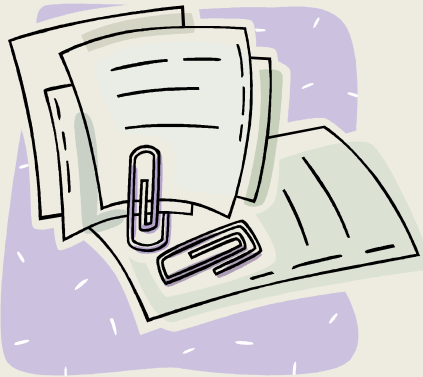
Communication

- Patient care
- Daily progress
- Observations
- Changes



Communication

- The home care aide will be asked to complete specific documentation



Communication

Handout #2 – Tips for What Should You Report



Communication

- Documentation...



Communication

Activity #3 – Correcting Statements



Communication

MODULE 11-D CONFIDENTIALITY AND HIPAA

Communication

- HIPAA plays a major role with regards to patients, communication, and confidentiality



Communication

- HITECH Act –
laptop encryption



Communication

- Breaches in confidentiality can have very serious consequences, including fines and/or jail time



Communication

- Avoiding breaches in confidentiality



Communication

- There are other important things to remember NOT to do with regards to confidentiality



Communication

- There are times when unintentional breaches may occur
- If you make an unintentional breach, the best thing to do is to tell your supervisor immediately



Communication



- Your agency may undergo various audits to ensure that proper patient care is being carried out.
- Your supervisor would notify you and the patient would be notified if such an audit were to happen.

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- Report any possible breaks in confidentiality to your supervisor



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- HIPAA mandates that agencies provide written information to the patient stating how their information will be used
- Patients are notified that they have access to their own medical records if they wish to see them



Communication

Activity #4 – Case Scenarios





As you can see, there is a great deal that falls under the category of communication.

Please be mindful of just how important communication is as you progress on towards becoming a home care aide.