

Introduction

Communication- two-way process in which we share information
Communicate orally, in writing, & through body language
Will need to receive & send information about your:
Observations & care of patients
Interactions with patients & visitors
Patients' feelings, problems, and complaints
Sent through communication process

Elements of Communication

Understanding the elements of communication will help you communicate effectively
Each message has 4 parts:
Sender
Message
Receiver
Feedback

Answering The Telephone

If you answer the telephone:
Smile!
Identify nursing unit
Identify yourself & position
Ask the caller's home & information needed
If unavailable, take a message & the following information:
Date & time of call
Caller's name & telephone #
Message
Your Signature

Written Communication Among Staff Members

Memo

Changes in policies or produces
Upcoming meetings & staff developments programs
Admission of new patients
Promotions of staff members

Manuals

Employee Personnel Handbook- Describes all personnel policies & benefits
Safety & Disaster Manual- Gives directions all actions to take in case of fire or other disasters

Communicating with Patients Who Have Special Needs

May have:
Have hearing impairment
Have a vision impairment
Have aphasia
Be confused or disoriented
Be from a culture different

Example



Verbal Communication

Uses words
May be spoken or written
Choose words carefully so message is clear
Avoid using slang
Use words that the receiver is familiar with
Paraphrasing- an effective method of showing that you understand what the speaker has said

Key Terms

Aphasia- language impairments; loss of ability to comprehend or procedure language normally

Body Language- use of facial expression, body positions, and vocal inflections to convey a message

Braille- method of communication used by persons with visual impairments, who use fingertips to feel a series of raised dots represented letters & numbers

Communication- exchange of messages

Disorientation- loss of recognition of time, place, or people

Ethnic- relating to customs, language, & traditions of specific groups of people.

Feedback- confirmation that a message was received as intended

Interpreter- a communication professional who mediates between speakers of different languages.

Memo- brief, written communication to relay information

Message- the information the sender wants to communicate.

Nonverbal Communication- communication transmitted without spoken words, such as by facial expressions & body language

Paraphrasing- providing communication feedback by restating one's understanding what was said

Receiver- person for whom a communication is intended

Sender- the person who originates a communication is intended

Sign Language- communication for persons with hearing impairment; uses gestures and forms made with the fingers & hands

Staff Development- process used to educate staff in health care facilities

Symbols- signs, pictures, or other characters used to communicate

Verbal Communication- transmitting messages using words

Staff Developments

An educational Process

Might be to inform staff of:

- New rules & regulations*
- New procedures, techniques, & information*
- Recent research findings*
- How to use new equipment*

Nonverbal Communication

A message that is sent through the use of one's body

Called body language

Send even stronger signals

Eye Contact

- Makes the biggest impression*
- Creates positive (+) atmosphere*
- Remember cultural differences*

Other Types

- Posture*
- Activity Level*
- Facial Expressions*
- Hand & Body Movements*
- Overall Appearance*
- Body Position*

Braille Alphabet

a	b	c	d	e	f	g	h	i	j	k
⠁	⠃	⠉	⠇	⠑	⠖	⠎	⠈	⠊	⠋	⠍
l	m	n	o	p	q	r	s	t	u	v
⠏	⠗	⠞	⠕	⠟	⠠	⠡	⠢	⠣	⠤	⠥
w	x	y	z							
⠦	⠧	⠨	⠩							

