

Nursing Skills: Unit 7 Cheat Sheet by nataly1212 via cheatography.com/55023/cs/17117/

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:

Smilel

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

Cummicating 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



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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 covey 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

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

Symbols - signs, pictures, or other characters used to communicate Verbal Communication- transmitting messages using words

Braille Alphabet

p q $\mathbf{w} \mathbf{x} \mathbf{y} \mathbf{z}$ # # # #

Staff Developments

An educational Process

Might be to inform staff of:

New rules & regulations

New produres, techiques, & 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 Contract

Makes the biggest impression

Creates positive (+) atmosphere

Remember cultural differences

Other Types

Posture

Activity Level

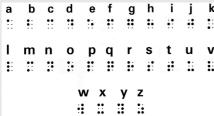
Facial Expressions

Hand & Body Movements

Overall Appearance

Body Position







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