

### 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							
⠦	⠨	⠣	⠚							