

Communication Content
Z-CH 12
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ON-LINE CONTENT (1 H)

Learning Objectives

- Identify methods of communication.
- Identify effective ways of communicating with members of the healthcare team.
- Discuss communication styles.
- Describe an assertive communication style.
- Apply effective communication skills in common nursing activities.

ASSIGNMENT

Read Z-CH 12 and ATI Leadership and Management CH 2 & 3

Review the online PowerPoint on Effective Communication and Team Building located under week 2 lessons and answer the questions within the PowerPoint. There are a total of 10 questions within the PowerPoint. Place your answers in the Z-CH 12 Dropbox by 0800 on 01/14/2021. Be prepared to share and discuss your answers. Also be prepared to demonstrate how to effectively communicate with members of the healthcare team through role play.

To receive full credit (1 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.

1. Identify the team members involved in the scenario:
Thomas, RN., Dr Payne, Anna, RN., Unit Coordinator, Xray Tech, Orderly and Interpreter.
2. Identify the errors which took place in this case study:
Language barrier related to being Hispanic, lack of communication between the doctor, unit coordinator and nurse taking care of the patient. Negligence due to the fact the patients blood sugar was 42 and you went to lunch and a safety concern related to no arm band.
3. Identify what was done correctly in this scenario:
The doctor was aware that the patients blood sugar needed attention and wrote the orders. The orderly took the patient down for the xray. Xray notified the department that the patient had no arm band. Interpreter was called to translate.
4. If you were Thomas, what would you have done differently?
Thomas needed to get a better report to Anna and when a patients blood sugar is at 42 he should've called and collaborated with the doctor or unit coordinator.

5. If you were Anna, what would you have done differently?
She should've assessed the patient immediately rather than waiting for 10 minutes.
6. In addition to the team members identified in this scenario, who are some individuals in the healthcare setting who must communicate with one another? Doctors, nurses, orderlies, xray, dietary, social services, PT/OT/ST, Respiratory, Lab, patients and family.
7. What should you consider when communicating with others?
Making sure you communicate with the doctor and understand the orders being given. Giving a good hand off report to the nurse taking care of your patient.
8. What are some examples of nonverbal communication?
Facial expressions, body movement/posture, gestures, eye rolling and breathing/sighing.
9. What are some examples of written communication?
Admissions, discharges, referrals, doctors' orders, nurses' notes.
10. Explain in your own words what is being communicated in each of the examples listed above?
Visual Cues
Color coding in EMR- Different tabs are different colors to be able to differentiate the sections in the patients chart, example being each color represents either med, treatments, current health history, past medical history, surgical procedures, code status.
Color of scrubs- different departments are color coded so staff, patients and visitors are able recognize which department. If a patients states someone with a red scrubs on came in staff could recognize that as the lab was there.