

## **Remediation: Nurses touch: Professional Communication Proctored Assessment**

- Types of Communication (1 item)
  - o Types of Communication: Making Corrections Using Effective Written Communication
    - When making corrections using effective written communication one must make sure you use correct grammar, spelling and pronunciation. You should proofread all of your documents and make sure it's organized and logical before you send them
  
- **Therapeutic Communication (1 item)**
  - o Therapeutic Communication: Appropriate Therapeutic Communication Techniques for Client Education
    - There are many means to provide therapeutic communication when it comes to client education. When educating a client it is important that they have relevant information regarding decisions they need to be making. They need to be able to experience less anxiety feel safer and more secure when making their decisions. There are many methods you can use to provide appropriate therapeutic communication to a client when providing education. One method is to **ask relevant questions**. Ask only one question at a time making sure you have covered the entire topic before moving on to another one. Another method is **clarifying**. Be sure to check whether understanding is accurate, or you can check to better understand what your client is meaning.
  
- **Factors that Affect Communication with Individuals and Groups (3 items)**
  - o Factors Affecting Communication with Individuals and Groups: Intergroup Conflict
    - Sometimes there is a perceived bias among intergroup individuals. sometimes it perceived biases when one group or person feels they are valued less than another for an unknown reason in that group. One way to communicate amongst the individuals of this group to resolve the issue of perceived bias would to be sure everyone understands they are on a level field and everyone's opinion matters.
  - o Factors that Affect Communication with Individuals and Groups: Cultural Factors that Affect Communication
    - Miscommunication can lead to factors that would affect communication among individuals with cultural differences. It is important to understand the cultural differences among all who are included within this group. It is important to learn of their background and comfort levels.
  - o Factors that Affect Communication with Individuals and Groups: Types of Conflict When Communicating Among Staff Nurses

- It is possible when dealing with staff nurses that there is a competitiveness or a superiority belief amongst them. When communicating with all involved one must address the group as a whole and not segregate certain individuals based on seniority or anything that might influence a belief that there is superiority or a need for competitiveness.
- **Organizational Communication (1 item)**
  - Organizational Communication: Preparing for Telephone Report to Provider:
    - Before calling the physician to give a telephone report there are a few things one must do. You should ask yourself is my assessment current? Am I calling the correct provider for this issue? Is the chart and medication record available if the provider would need that information? You should keep your message focused. You should state the situation or issue that's happening. Give relevant history or background to the occurrence you are reporting. State appropriate assessment facts at the time of last assessment and, also be prepared to state what you think needs to happen to solve this issue. Finally, be sure to clarify any details of orders or any change that the provider might suggest.
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- **Client Education (1 item)**
  - Client Education: Teaching Clients who have Hearing Loss
    - There are several resources one can use when dealing with clients who have a hearing loss. You can use captions if you're using multimedia such as television or video. If you're in an area that is equipped with interactive whiteboards it would be beneficial to take advantage of the use of that technology. One may also use visual stimulus. Individuals who have hearing impairments oftentimes require visual cues and support with the content that they are learning about. It is also important to make sure that when dealing with a person that has a hearing loss they are in a position that they can clearly see the face of the individual who is speaking and that they are clearly visible.