

Julia Bushnell

Content Area

Types of Communication

Components of Verbal Communication

- Personal preferences and opinions can interfere with how a message is received.
- Control the environment to ensure proper communication.
- Maintain good eye contact.

Components of Verbal Communication During Initial Assessment

- clear response.
- Humor can be used to relieve tension, make sure it is used appropriately and professionally.
- Notice nonverbal cues from the client.

Modes of Communication for Beneficial Client Outcome

- Speak clearly and at a moderate pace.
- Use both verbal and nonverbal communication.
- Face the client and sit at eye level when speaking to them

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Types of Communication



Individual Name: **Julia Bushnell**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/12/2023	44 min 28 sec	N/A
Test	10/1/2023	10 min	100.0%

Lesson Information:

Lesson - History

	Date/Time	Time Use
		Total Time Use: 44 min
Lesson	11/12/2023 4:23:17 PM	44 min 28 sec

Test Information:

Test - Score Details of Most Recent Use

	Individual Score	Individual Score									
		1	10	20	30	40	50	60	70	80	90
COMPOSITE SCORES	100.0%	[Progress bar showing 100%]									
Professional Communication: Types of Communication	100.0%	[Progress bar showing 100%]									
Professional Communication: Types of Communication	100.0%	[Progress bar showing 100%]									

Therapeutic Communication

Techniques for Client Communication by Clarifying

- Guarantees mutual understanding.
- Gives a chance to explain a misunderstanding.
- Restate what the client has said.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Therapeutic Communication



Individual Name: **Julia Bushnell**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/12/2023	12 min 7 sec	N/A
Test	10/1/2023	9 min	100.0%

Lesson Information:

Lesson - History

Total Time Use: 12 min		
	Date/Time	Time Use
Lesson	11/8/2023 1:26:53 PM	0 min 8 sec
Lesson	11/12/2023 5:28:49 PM	12 min 7 sec

Test Information:

Test - Score Details of Most Recent Use

	Individual Score	Individual Score										
		1	10	20	30	40	50	60	70	80	90	99
COMPOSITE SCORES	100.0%	▲										
Professional Communication: Therapeutic Communication	100.0%	▲										
Professional Communication: Therapeutic Communication	100.0%	▲										

Factors that Affect Communication with Individuals and Groups

Intergroup Conflict

- Teamwork prevents conflict.
- Maintain client confidentiality through discussion and sharing PHI.
- Personal care team includes nurses, doctors, therapists, dietary, and pharmacists.

Cultural Factors that Affect Communication

- Respect the patient's religious beliefs by adjusting and understanding their practices.
- Refrain from judgment on family structure since it varies from one culture to another.
- Sharing your own beliefs can damage trust and respect between you and the client.

Developmental Topics for Older Adult Client

- Speak at a higher tone of voice without yelling and be sure to enunciate.
- Ask about their preferences and promote decision-making.
- Give extra time to listen to their stories.

Strategies that Affect Communication

- Sensory impairments can affect communication, so make accommodations.
- Use empathy without allowing emotions to be involved in decision-making.
- Determine the client's learning technique.

Therapeutic Communication: Nontherapeutic Communication Focus on Self

- Using personal experiences is not therapeutic or necessary.
- You are here for the client, focus on them.
- The client's goals are the priority.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Factors that Affect Communication with Individuals and Groups



Individual Name: **Julia Bushnell**

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Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/12/2023	43 min 15 sec	N/A
Test	10/8/2023	12 min	100.0%

Lesson Information:

Lesson - History

Total Time Use: 44 min		
	Date/Time	Time Use
Lesson	11/8/2023 1:26:30 PM	0 min 48 sec
Lesson	11/12/2023 5:10:56 PM	43 min 15 sec

Test Information:

Test - Score Details of Most Recent Use

	Individual Score	Individual Score										
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COMPOSITE SCORES	100.0%	▲										
Professional Communication: Factors that Affect Communication with Individuals and Groups	100.0%	▲										
Professional Communication: Factors that Affect Communication with Individuals and Groups	100.0%	▲										

Organizational Communication

Effective Interprofessional Communication

- Assertive communication is the most effective method in interpersonal communication.
- Accept feedback.
- Use the SBAR communication tool to improve verbal communication in shift reports.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Organizational Communication



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Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/12/2023	10 min 53 sec	N/A

Lesson Information:

Lesson - History

	Date/Time	Time Use
		Total Time Use: 11 min
Lesson	11/12/2023 5:41:49 PM	10 min 53 sec

Client Education

Evaluating Factors Affecting Client Learning

- Determine the client's health needs and previous experiences.
- Create personalized teaching plan that revolves around their learning method.
- Adjust the environment.

Steps in the Client Education Process

- Assess the client's needs and areas that lack knowledge.
- Create a teaching plan and implement with the client.
- Evaluate if the teaching plan was successful.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Client Education



Individual Name: **Julia Bushnell**

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Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/12/2023	28 min 50 sec	N/A

Lesson Information:

Lesson - History

	Date/Time	Time Use
		Total Time Use: 29 min
Lesson	11/12/2023 6:15:52 PM	28 min 50 sec