Professional Communication Remediation

Types of Communication:

Effective Written Communication via E-mail:

- It is important the communication is clear, timely, and accurate with correct spelling and grammar.
- It is important to spell out every word fully rather than abbreviations unless approved by your facility
- Avoid using email when the client is in need of urgent information, or important details about their care such as abnormal results.

Modes of Communication for Beneficial Client Outcome:

- It is important to use verbal and nonverbal communication to build trust between you and your patient.
- The communication you use should be determined on the education level and age of the client
- It is important to understand that many different cultures have different ways and meanings of communicating so it is important to assess beforehand.

Therapeutic Communication:

Actions to Maintain Professional Boundaries:

- Be assertive and let the client know this is a professional relationship
- Let the client know if the behavior they are betraying is inappropriate
- Some boundaries that are off limits are gifts, romance or friendship, disclosure of personal details, and touch that can be seen as inappropriate.

Appropriate Therapeutic Communication Techniques for Client Education:

- Make sure you listen actively to your patient such as facing them and be open to what the client is communicating.
- It is important to encourage the patient in a conversation by asking open-ended questions.
- Asking specific questions will help your client open up on their concerns.

Techniques for Client Community by Clarifying:

- It is important to ask focused questions to your client to get a precise answer

- It is important to clarify so you know there is a mutual interpretation of the message.
- It is important to clarify concerns your client has so you understand why they feel a certain way and so that you as their health care provider know exactly what they mean and the rationale.

Factors that Affect Communication with Individuals and Groups:

Demonstrating Cultural Sensitivity Through Clarifying Information:

- It is important to understand the religious backgrounds of the patients and try and allow the patients to do certain things.
- It is important to understand the certain things each client does to show respect and take time to understand the reason they do it because of their religion.
- It is essential to respect the client's culture, values, beliefs, and customs is a way to uphold client-centered care.

Methods for Conflict Resolution Through Collaboration:

- Assertive behavior in a positive way.
- Gather information.
- Be willing to compromise.

Types of Conflict When Communicating Among Staff Nurses:

- A treatment plan for the client or one nurse is talking badly about another nurse pertaining to the client's plan of care.
- Decision-making when it involves more than one nurse.
- Different departments have different treatment methods.

Using Collaboration to Resolve Conflict:

- It is important to allow each staff member to have a turn to speak to voice their opinion.
- Respect each staff member's decisions and opinions.
- The most important goal is to come to a decision on the subject rather than your own personal opinion on the situation.

Organizational Communication:

Effective Intrapersonal Communication:

- Confidence

- Respect and self-awareness
- Being able to say no without guilt.

Identifying Components of SBAR Technique:

- Used to notify providers about the status of the clients.
- S is for the situation. B is for background such as code status and diagnosis. A is for assessment for vitals and pain scale. R is a recommendation which is for what needs or should be down.
- This helps provide focused information when giving a verbal report.

Organizational Structure and Discussing Progression of Orientating Nurse:

- Includes policies and procedures.
- It is important to establish good communication tactics to enhance a healthy interaction.
- Your communication will go up, down or horizontal to peers.

Client Education:

Identifying Factors to Support Learning:

- Observe your client's learning style to promote education.
- Interview your patient to see the learning style they are potentially.
- Using tools can also help determine the type of learning your client has.

Indicators of Client Understanding of Teaching Using Domains of Learning:

- You can evaluate your client on the knowledge using teaching materials or one on one by having your client provide a verbal understanding of it.
- If your client can perform a skill after you have demonstrated it, this is a good way to know your client understands the teaching.
- Return demonstration is the best form of evaluation.

Steps in the Client Education Process:

- Assessment and Data Collection where you determine the client's specific needs.
- Knowing what your client needs.
- Knowing what your client already knows.

Teaching Clients who have Hearing Loss:

- You need to take additional measures to promote appropriate education.
- Make sure their hearing aids are in their ears and on.
- Maybe include the clients support system in the teaching.
- Giving a handout so they can read as well once you identify they have a physical deficit.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Client Education

Individual Name:	**Ginaveve Jessup**
Institution:	**Lakeview CON**
Program Type:	**BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/13/2023	15 min 20 sec	N/A

Lesson Information:

Lesson - History

Total Time Use: 15 min

	Date/Time	Time Use
Lesson	11/13/2023 4:49:25 PM	15 min 20 sec

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Types of Communication

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Individual Name:	**Ginaveve Jessup**
Institution:	**Lakeview CON**
Program Type:	**BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/11/2023	40 min 47 sec	N/A
Test	10/1/2023	30 min	90.0%

Lesson Information:

Lesson - History

		Total Time Use: 1 hr 22 min
	Date/Time	Time Use
Lesson	9/28/2023 10:29:16 PM	41 min 10 sec
Lesson	11/11/2023 11:58:45 AM	40 min 47 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	90.0%	▲ (90)
Professional Communication: Types of Communication	90.0%	▲ (90)
Professional Communication: Types of Communication	90.0%	▲ (85)

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Therapeutic Communication

Individual Name:	**Ginaveve Jessup**
Institution:	**Lakeview CON**
Program Type:	**BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/13/2023	27 min 31 sec	N/A
Test	10/1/2023	20 min	100.0%

Lesson Information:

Lesson - History

		Total Time Use: 1 hr 14 min
	Date/Time	Time Use
Lesson	9/28/2023 9:48:01 PM	46 min 50 sec
Lesson	11/13/2023 3:22:14 PM	27 min 31 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%	▲

Module Report

Tutorial: **Nurse's Touch: Professional Communication**

Module: **Factors that Affect Communication with Individuals and Groups**

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Individual Name: **Ginaveve Jessup**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/13/2023	31 min 40 sec	N/A
Test	10/10/2023	18 min	100.0%

Lesson Information:

Lesson - History

Total Time Use: **56 min**

	Date/Time	Time Use
Lesson	10/9/2023 10:23:32 PM	12 min 27 sec
Lesson	10/10/2023 3:13:11 PM	11 min 53 sec
Lesson	11/13/2023 3:56:45 PM	31 min 40 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: Factors that Affect Communication with Individuals and Groups	100.0%	▲

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Organizational Communication

Individual Name: **Ginaveve Jessup**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/13/2023	30 min 13 sec	N/A

Lesson Information:

Lesson - History

Total Time Use: 31 min

	Date/Time	Time Use
Lesson	11/13/2023 3:59:38 PM	0 min 53 sec
Lesson	11/13/2023 4:30:37 PM	30 min 13 sec