

## Nurse's Touch: Professional Communication- Remediation Points

- **Client Education (Spent 2 hours)**
  - o Three Domains of learning
    - Cognitive: Thinking domain.
      - Intellectual ability and thinking skills.
    - Affective: Feeling domain.
      - Feelings, values, and emotions.
    - Psycho-motor: Skills domain.
      - Physical skills and abilities.
  - o Process Information
    - Visual: Reading content or observing content.
      - Handouts to read, watch videos, or demonstrating technique.
    - Auditory: Verbalize information or restated information.
      - Talking about the information, group discussions, or audiotapes.
    - Tactile: Highlighting information or taking notes
      - Keeping your hands busy, handling equipment, or taking notes.
    - Kinesthetic: Talking/doing or working hands-on
      - Return to demonstration, simulation, or role-playing.
  - o Different Ages
    - Pedagogy: teaching children
      - Infants all the way to adolescents.
    - Andragogy: teaching adults
      - Independent and can be resistant to change.
    - Gerogogy: teaching older adults like geriatric.
      - They could have physical or cognitive challenges.
- **Organizational Communication (Spent 42 minutes)**
  - o Types of relationships:
    - Peer/Colleague: Effective communication enhances healthy interactions.
    - Superiors: Channels may occur in many different directions.
    - Subordinates: Traditional forms of communications.
  - o I-SBAR: improves communication of clients information.
    - Identify self
    - Situation
    - Background
    - Assessment
    - Recommendation
  - o Passive VS Aggressive
    - Passive: Avoids making difficult decisions or confrontations.
    - Aggressive: Typically hostile or infringes on right of others.

- **Types of Communication (Spent 1 hour and 42 minutes)**
  - o Components of Communication
    - Sender (RN)
      - Transmits messages.
    - Message (To the Patient)
      - What was said and body language.
    - Channels (Smiling or making eye-contact)
      - Visual, auditory, and/or tactile.
    - Received (Patient)
      - Decodes and responds.
    - Response/Feedback (Patient communication with the RN)
      - Message that receiver returns and will be assessed by the sender of the feedback or offers clarification.
    - Noise (Environment)
      - Affect ability to communicate effectively and identify a control concern.
  - o Effective Written Communication
    - Clear
      - Easy to read and is legible with your signature/title.
    - Timely
      - Immediately after interventions and NEVER before. Always write in military time.
    - Accurate
      - Factual and object with NO opinions.
    - Correct Spelling/Grammar
      - Use reference materials and make corrections properly.
  - o Rules of computer-mediated Communication
    - Telephone: record the date, time, who is reporting, the information, and repeat information.
    - Electronic Communication: e-mail and texting are the common ways. Avoid e-mail when clients needs urgent information, confidential information, and abnormal results.
    - Electronic Health Records: integrate visits, capture data, and assimilate data.

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