Communication Final Remediation

1. **Types of Communication**
   a. **Components of Verbal Communication**
      - Pace and intonation
      - Clarity (speaking clearly), and brevity
      - Timing/relevance and adaptability in responding to cues
   b. **Components of Verbal Communication During Initial Assessment**
      - Sender transmits the message
      - Channel is visual, auditory, and tactile (Smile, eye contact)
      - Response/Feedback is the message the receiver returns, sender assesses feedback and offers clarification
   c. **Make Connections Using Effective Written Communication**
      - Making written communication easy to read/legible
      - Follows clear guidelines with a signature and title
      - Is timely and accurate, and correct use of grammar/spelling
2. **Therapeutic Communication**
   a. **Therapeutic Communication Techniques to Establish Client Rapport**
      - SOLER, S- sit facing client, O – observe open posture, L – lean toward client, E – establish and maintain eye contact, R – relax
      - Providing leads by steering conversation and indicating interest
      - Asking focused questions to clarify message, collect data, and encourage feedback
3. **Factors that Affect Communication with Individuals and Groups**
   a. **Cultural Factors that Affect Communication**
      - Different languages, pronunciations, grammar, silence, facial expressions, and posture
      - Avoiding stereotyping, recognizing cultural beliefs in plan of treatment
      - Giving personal space, not to intimidate patient
   b. **Types of Conflict When Communicating Among Staff Nurses**
      - Uncooperative nurses or staff members within the nursing team
      - Not listening and ignoring commands when trying to delegate tasks to other personnel
      - No collaboration, not working to achieve goals in order to provide efficient nursing care of patient
   c. **Using Collaboration to Resolve Conflict**
      - Being a leader of a group: bringing energy, defining purpose, sharing thoughts, giving opinions
      - Providing basic guidelines, establishing goals and policies, influencing others to work as a team
      - Working together to advance and promote quality of care

4. **Organizational Communication**
   a. **Effective Intraprofessional Communication**
      - Using assertive communication to actively listen and provide feedback
      - Using SBAR communication tool to give accurate shift reports to reduce errors
      - Promoting a safe environment by expressing areas of improvement to others
   b. **Organizational Structure and Discussing Progression of Orienting Nurse**
      - Nursing director oversees entire unit, nursing supervisors and charge nurses oversee staff nurses
      - Staff nurses provide information to assist the manager, help orientate new nurses
      - Formal structures are visible and highly planned/developed, informal structures are hidden and dad-to-day interactions upon peers and professional staff
   c. **Relationships with Assistive Personnel**
      - Showing them that they are a valuable member of the care team, and thanking them for assisting you
      - Collaborating to ensure quality of care for patient in relation to the plan of care
      - Professional relationship, delegating tasks, assuring responsibility for patient

5. **Client Education**
   a. **Identifying Factors that Interfere with Client Learning**
      - Physical deficits such trouble seeing, hearing, communication, and chronic illness
      - Lack of time, not having an effective amount of time to learn a new technique or skill
      - Having a low literacy, and not being able to appropriately understand
   b. **Identifying Factors to Support Learning**
      - Using repetition to help an idea or skill be learned more effectively
      - Minimizing distractions, learning in a quiet environment
      - Schedule sessions to meet with client to promote learning
   c. **Teaching Clients who have Hearing Loss**
      - Minimize environmental noise, such as a loud TV
      - Check to make sure hearing aids are turned on if they have them
      - Speak directly to them, many become good at reading lips and facial expressions to make up for hearing loss

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Types of Communication

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Individual Name: Kaleb Kelly

Institution: Lakeview CON

Program Type: BSN

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/9/2023	8 min 10 sec	N/A
Test	10/10/2023	4 min	100.0%

Lesson Information:

Lesson - History

Total Time Use: 53 min

	Date/Time	Time Use
Lesson	10/10/2023 6:03:56 PM	4 min 24 sec
Lesson	11/8/2023 9:59:18 AM	0 min 18 sec
Lesson	11/9/2023 4:39:29 PM	1 min 30 sec
Lesson	11/9/2023 4:43:07 PM	3 min 1 sec
Lesson	11/9/2023 10:32:15 PM	35 min 51 sec
Lesson	11/9/2023 10:49:01 PM	8 min 10 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%	▲

Total Time (11/9) = 48 min/32 sec

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Factors that Affect Communication with Individuals and Groups

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Individual Name: Kaleb Kelly

Institution: Lakeview CON

Program Type: BSN

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/11/2023	35 min 1 sec	N/A
Test	10/10/2023	2 min	100.0%

Lesson Information:

Lesson - History

Total Time Use: 57 min

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Lesson	10/10/2023 6:07:49 PM	2 min 39 sec
Lesson	11/9/2023 4:59:05 PM	0 min 30 sec
Lesson	11/10/2023 9:41:48 PM	18 min 31 sec
Lesson	11/11/2023 6:24:09 PM	35 min 1 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%	▲

Total Time (11/10) = 18 min/31 sec, (11/11) = 35 min/1 sec

= 53 min/32 sec

Module Report

Tutorial: Nurse's Touch: Professional Communication
Module: Organizational Communication
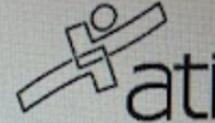
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Individual Name:	Kaleb Kelly	
Institution:	Lakeview CON	
Program Type:	BSN	

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/14/2023	56 min 48 sec	N/A

Lesson Information:

Lesson - History

Total Time Use: 57 min

	Date/Time	Time Use
Lesson	11/14/2023 7:19:59 PM	56 min 48 sec

Total Time (11/14) = 56 min/48 sec