ATI Communication Remediation

- Types of Communication - (3)
  - Types of Communication: Components of Verbal Communication
    - There are 5 main communication components: the sender, the message, the channel, the receiver, and the response/feedback. The sender is the one that is conveying the message. The message is what is being said. The channel is how the message is sent and received in visual, auditory, or tactile ways. The receiver is the one that interprets and responds to the message. Lastly, the response/feedback is the message the receiver gives the sender.
    - Messages can have different meanings depending on how the sender conveys them through their choice of words, tone, and clarity.
    - The environment can greatly affect communication. If the environment is unfavorable, the message the sender is trying to convey may not be effective if the receiver cannot concentrate.
  - Types of Communication: Components of Verbal Communication During Initial Assessment
    - The choice of words is important when you are communicating with the patient. Utilizing layman's terms to the patient, not the medical term, could help ensure effective communication.
    - The nurse should be clear and short with what they are trying to convey. Using too many words and speaking quickly could cause the patient to not understand what is being said.
    - The nurse should be able to adapt their verbal communication depending on the situation and patient cues.
  - Types of Communication: Modes of Communication for Beneficial Client Outcome
    - Verbal and nonverbal communication are the modes used to interact with a patient.
    - Verbal communication is the choice of words that you choose to use to convey your message. Nonverbal communication is the body language used during a message's verbal communication.
    - Verbal and nonverbal communication must be used together appropriately for communication to be effective. If the nurse is saying something that conveys concern, but her body language is turned away from the patient, then the patient may interpret that as the nurse not actually caring about them.
- Factors that Affect Communication with Individuals and Groups - (2)
  - Factors that Affect Communication with Individuals and Groups: Methods for Conflict Resolution Through Collaboration
    - Collaborating is when everyone’s opinions are considered and respected when making decisions.

        - The goal of the decision-making process is to achieve a win-win resolution that everyone has agreed to.
        - Being able to be assertive when sharing your opinions in a group is important in collaborating. However, you need to do so in a manner that is respectable to everyone.
    - Factors that Affect Communication with Individuals and Groups: Types of Conflict When Communicating Among Staff Nurses
        - Interpersonal conflict is when two coworkers disagree on something because of their personal values or beliefs. This can lead to them being disrespectful to each other and, in turn, affecting the care of the patients.
        - Interpersonal conflict can become aggressive if not handled appropriately. If the coworkers cannot resolve their conflict efficiently and respectfully, they should report the situation to their supervisor.
        - Intergroup conflict is when different teams that are working together on the care of the patient do not agree on something pertaining to that care. Effectively working together will help provide the patient with the best possible care.
- Organizational Communication - (2)
    - Organizational Communication: Effective Interprofessional Communication
        - Being able to be assertive in communication takes time to build, and the communicator must be honest and provide facts while being respectful.
        - Leaders need to be assertive in order to successfully help with the needs of their team members and provide a safe environment for everyone.
        - Organizational structures affect communication within the group. The nurses should work up their chain of command when they want to discuss a problem.
    - Organizational Communications: Communication Affecting Relationships within an Organization and Actions to Facilitate Change
        - Being passive or aggressive can affect relationships. Not expressing your opinions or expressing them in a hostile manner can cause communication to not be effective.
        - Gossiping, bullying, and dismissing are other forms of communication that can affect relationships.
        - Having a leader who is assertive while being respectful is a way that can influence how members of a team communicate with each other.
- Client Education - (1)
    - Client Education: Identifying Factors to Support Learning
        - The environment should be one that is effective in the communication you are trying to convey. The environment should be private and quiet. The client's age should also be considered so the right teaching style, like visual or auditory, can be used. Picking the right style can help the patient learn more effectively and remember what is being taught to them.

- There are 3 domains that affect learning. The cognitive domain focuses on the patient’s thinking skills and their ability to understand. The affective domain focuses on the patient's emotions and values. The psychomotor domain focuses on the patient’s physical skills.
- When teaching a patient, you should ensure that there is enough time to teach the patient. Rushing through the teaching could affect the learning and retention of the information.

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Client Education

Individual Name: **Natalie Zizumbo**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/15/2023	16 min 54 sec	N/A

Lesson Information:

Lesson - History

Total Time Use: 17 min

	Date/Time	Time Use
Lesson	11/15/2023 12:01:34 AM	16 min 54 sec

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Organizational Communication

Individual Name: **Natalie Zizumbo**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/14/2023	31 min 11 sec	N/A

Lesson Information:

Lesson - History

Total Time Use: 31 min

	Date/Time	Time Use
Lesson	11/14/2023 11:42:36 PM	31 min 11 sec

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Types of Communication

Individual Name: **Natalie Zizumbo**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/14/2023	33 min 27 sec	N/A
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Lesson Information:

Lesson - History

Total Time Use: 1 hr 11 min

	Date/Time	Time Use
Lesson	10/9/2023 3:20:59 PM	5 min 58 sec
Lesson	10/9/2023 4:05:38 PM	14 min 8 sec
Lesson	11/14/2023 4:58:12 PM	17 min 30 sec
Lesson	11/14/2023 10:10:48 PM	33 min 27 sec

Test Information:

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

Tutorial: Nurse's Touch: Professional Communication

Module: Factors that Affect Communication with Individuals and Groups

Individual Name: **Natalie Zizumbo**

Institution: **Lakeview CON**

Program Type: **BSN**

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/14/2023	32 min 28 sec	N/A
Test	10/9/2023	3 min	100.0%

Lesson Information:

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Total Time Use: 1 hr 21 min

	Date/Time	Time Use
Lesson	10/9/2023 8:44:20 PM	48 min 25 sec
Lesson	11/14/2023 11:07:28 PM	32 min 28 sec

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Test - Score Details of Most Recent Use

	Individual Score	Individual Score (1 10 20 30 40 50 60 70 80 90 99)