

## Remediation for Professional Communication Proctored Assessment

- Types of communication: components of verbal communication during initial assessment
  - I learned that when you are speaking to a patient, it is appropriate to make sure that you are at the client's eye level.
  - I also learned that it is important to not make any inappropriate facial expressions when communicating.
  - Also, to have good posture during communication with the client.
- Types of communication: Making corrections using effective written communication
  - I learned I need to make sure that I am clear and accurate when communicating.
  - Also, I need to make sure that I am communicating in military time.
  - I also learned that I need to double check my spelling so another does not get confused.
- Types of communication: modes of communication for beneficial client outcome
  - It is important that I know my patient's values when communicating with them.
  - It is also important to be aware of nonverbal communication from the patient, such as grimacing or wincing.
  - I also learned that it is important to document every action that I do.
- Therapeutic Communication: Actions to Maintain Professional Boundaries
  - It is important to show that I respect the patient's beliefs and values.
  - It is also important to make sure that the patient knows everything is confidential so that they are comfortable sharing information.

- It is also important to know when to use humor when talking to the patient. I love to laugh and make people laugh, and it can lighten serious situations as long as it is used appropriately.
- Factors that Affect Communication with Individuals and Groups: Cultural Factors that Affect Communication
  - I learned that I need to learn and respect a patient's values when assessing them. For example, they may not like direct eye contact.
  - I also learned that I need to make sure that I am respecting the patient's religious beliefs. For example, if they are Catholic, they may not eat meat on Fridays during Lent.
  - I also know that I need to make sure I am not being prejudice on the person's beliefs, appearance, culture, etc.
- Factors that Affect Communication with Individuals and Groups: Developmental Topics for Older Adult Client
  - I learned that if an older patient is having hearing loss, it is important to speak loudly, but not to yell.
  - It is also appropriate to give time to listen to the patient because they may just want to talk about things.
  - I also learned that it is important to make sure that I orient the patient to the room and their surroundings when they have hearing loss.
- Factors that Affect Communication with Individuals and Groups: Types of Conflict When Communicating Among Staff Nurses

- I learned that it is important to confront a coworker when I do not approve of something.
- I also learned that I need to never be rude and always respect my coworkers no matter the situation.
- I also learned that it is very important to work together as a team and figure out problems together.
- Organizational Communication: Effective Intraprofessional Communication
  - I learned that it is important to it is important to be completely honest when I am communicating with my coworkers.
  - It is also important to display respect to all of my coworkers.
  - Not only is it important to communicate well, it is also important to make sure I am actively listening to my coworkers.
- Organizational Communication: Identifying Components of SBAR Technique
  - I learned that the S in SBAR means situation. This is where I identify myself and the problem I want to discuss.
  - I also learned that B in SBAR is for background. This is where I will give the background information of the patient.
  - Also, R in SBAR is for recommendation. This is where I will recommend to the provider what I think should be done to the patient.
- Organizational Communication: Preparing for Telephone Report to Provider
  - I learned that it is important to have everything prepared for what I am going to tell the provider so I am not wasting their time.

- It is also important to tell the provider only the most important pieces of information that I am discussing.
- I also learned that it is important to make sure that I ask the provider to clarify anything that I did not completely understand.
- Organizational Communication: Using SBAR Technique
  - I learned that SBAR is a very useful tool when it comes to sharing information about a patient to their provider because it informs them of all the information.
  - I also learned that when I am filling out an SBAR that I do not want to put it all of the little details. I only want to put in the main information.
  - I also learned that it is important to address all of the components of the SBAR technique so that I do not leave out any important information about the patient.