

ATI Remediation- Introduction to Professional Nursing
Taylor Spelman

Types of Communication

Modes of Communication for Beneficial Client Outcome

- Word selection impacts your ability to clearly communicate with your client so keeping it simple and not using many medical terms will help them understand more.
- Clarity and brevity are two important communication modes that help a client understand easier. They are simple and direct. Using too many words can confuse the client and when you use clarity it makes it concise and clear.
- It is important to align your message with behavioral cues. You want to make sure you remain focused on the content of the conversation that way you can respond appropriately from the information that the client shares with you

Components of Verbal Communication

- As a sender you want to make sure you have a careful selection of words, tone of voice, and gestures.
- Messages can convey different meanings in the tone or way you are saying things to the client. For example, the nurse shows interest in talking to the client by making eye contact with him whereas the second nurse doesn't make eye contact and is focused on the computer. So, the same sentence can mean the same but can be portrayed differently by the way you present it.
- Seeking clarification is important after asking the client if pain level has changed and if so you want to make sure to pay attention if the client says pain has went away but still has a discomfort facial expression.

Components of Verbal Communication During Initial Assessment

- Your word selection impacts your ability to clearly communicate with your client
- As medical knowledge increases, you must take care to avoid terms that aren't familiar to your client
- You want to make sure to be clear and concise about word choice because word meaning plays an important role when talking with a client. One word could mean something to you but something different to your client.

Therapeutic Communication

Nontherapeutic Communicating Minimalizing Client's Feeling

- Minimalizing a client's feelings can misjudge the degree of the client's concern
- It can show a lack of empathy and understanding
- It may cause the client to feel insignificant

Techniques for Client Communication by Clarifying

- Clarifying the meaning behind communication facilitates understanding

- If the information is unclear you want to make sure to restate the message or acknowledge the misunderstanding to clarify what you are trying to communicate with your client
- Clarifying confirms you have mutual interpretation of the message with your client

Therapeutic Communication Techniques Using Open-Ended Questions

- Open-ended questions allow your client to take lead in a conversation
- Open-ended questions invite your client to explore ideas or feelings that they are experiencing
- They also allow for an expansion of conversation

Factors that Affect Communication with Individuals and Groups

Demonstrating Cultural Sensitivity Through Clarifying Information

- Interaction with diverse cultures demands an open, nonjudgmental, and honest communication
- As a nurse you also assess, interpret a client's beliefs, practice and needs
- Explaining to the client exactly what you are doing will make the client feel more comfortable and respected

Types of Conflict When Communicating Among Staff Nurses

- An interpersonal conflict begins when two coworkers disagree due to values, ambitions, and belief system
- Conflict can lead to rudeness, lack of respect for others, and even lead to bullying
- Your self-esteem, self-worth, and frustration may then impact your relationship with your client

Nontherapeutic Communication Focus on Self

- Self-disclosure is not necessarily nontherapeutic
- You always want to focus on the client interaction
- You focus on yourself rather than the client

Organizational Communication

Organizational Structure and Discussing Progression of Orienting Nurse

- Organizational structures form from large numbers of workers who need supervision to oversee work efforts
- Organizational size effects communication and decision making
- Larger organizations find difficulties with communication

Preparing for Telephone Report to Provider

- Using the SBAR will be an effective way to provide the provider with the most accurate information of the client
- Making sure all parts of the SBAR are complete and accurate will make it easier and less stressful for you when reporting to the provider
- Making sure you understand all components of the SBAR will create the information to the provider more accurate

Using SBAR technique

- SBAR stands for situation, background, assessment, and recommendation. It also improves communication of the client information
- This tool is systematic and a focused way to communicate between members of the healthcare team
- With this tool, you can capture accurate, relevant, and clinical data to promote effective communication among your team

Client Education

Evaluating Factors Affecting Client Learning

- The accuracy when teaching a client can be impacted if the client has a physical deficit
- Sensory deficit can affect the client's ability to see which impacts their ability to see a handout. Hearing is also affected by not allowing the client to hear the information being explained. You may have to evaluate further
- Physical deficit can affect the teaching if the client has a communication disorder or chronic illness

Identifying Factors that Interfere with Client Learning

- Sensory and physical deficits can interfere with a client's ability to learn
- Obstacles to learning are factors that have negative effect the ability the learner to attend to and process information
- Not being able to see the information being presented from the nurse can affect the client in learning what is trying to be taught.

Indicators of Client Understanding of Teaching Using Domains of Learning

- Cognitive domain is referred as the thinking domain which focuses on the intellectual abilities and thinking skills. Once the client shows knowledge, she can move onto the next levels of cognitive behaviors which include comprehension, application, analysis, synthesis, and evaluation.
- The affective domain is referred to the feelings, values, and emotions domain. There are five levels of behaviors and once the client shows understanding they will participate in group discussion or role-play.
- Psychomotor domain is the physical skills and abilities. Once knowledge is achieved, they can do skill demonstration, encouragement of skill practice and return the skill demonstration.

Steps in the Client Education Process

- You first want to start with assessment and or data collection because it can help you determine certain client needs and the way they learn best prior to ever providing for them.
- Assessment and data collection allows you to identify those differing education needs so that teaching is effective as possible
- Client education is a very important thing because that is where you are collecting information of the individual needs of your client.

Teaching Clients who Have Hearing Loss

- When you are teaching a client with hearing loss, you want to make sure to reduce the background noise to minimize the loud noises.
- You also want to make sure the light is well lit so the client can see you that way if they need to read your lips, they can see that.
- You don't necessarily want to talk too loud because sometimes clients with hearing aids have more trouble hearing high pitched sounds

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Client Education



Individual Name: Taylor Spelman

Institution: Lakeview CON

Program Type: BSN

Overview Of Most Recent Use

	Date	Time Use	Score
LESSON	11/16/2023	34 min 30 sec	N/A

Lesson Information:

Lesson - History

	Date/Time	Time Use	Total Time Use: 35 min
Lesson	11/16/2023 7:43:32 PM	34 min 30 sec	

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Factors that Affect Communication with Individuals and Groups



Individual Name: Taylor Spelman

Institution: Lakeview CON

Program Type: BSN

Overview Of Most Recent Use

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Test	11/8/2023	8 min	40.0%

Lesson Information:

Lesson - History

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Lesson	11/16/2023 4:10:31 PM	9 min 13 sec
Lesson	11/16/2023 6:35:35 PM	15 min 27 sec
Lesson	11/16/2023 9:49:02 PM	0 min 2 sec

Test Information:

Test - Score Details of Most Recent Use

	Individual Score	Individual Score
COMPOSITE SCORES	40.0%	
Professional Communication: Factors that Affect Communication with Individuals and Groups	40.0%	

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Organizational Communication



Individual Name: Taylor Spelman

Institution: Lakeview CON

Program Type: BSN

Overview Of Most Recent Use

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Lesson Information:

Lesson - History

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Test Information:

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COMPOSITE SCORES	60.0%	▲									
Professional Communication: Organizational Structure	60.0%	▲									
Professional Communication: Organizational Structure	60.0%	▲									

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Therapeutic Communication



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Overview Of Most Recent Use

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Lesson Information:

Lesson - History

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Professional Communication: Therapeutic Communication	60.0%										

Module Report

Tutorial: Nurse's Touch: Professional Communication

Module: Types of Communication



Individual Name: **Taylor Spelman**

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Overview Of Most Recent Use

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Lesson - History

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Lesson	11/16/2023 4:00:33 PM	0 min 35 sec
Lesson	11/16/2023 9:56:34 PM	3 min 44 sec

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COMPOSITE SCORES	50.0%	▲									
Professional Communication: Types of Communication	50.0%	▲									