

N314- ATI Remediation

1. Types of Communication: Components of Verbal

Communication During Initial Assessment

- a. Clients may feel overwhelmed and stressed by the medical jargon.

It's important to provide clear verbal communication and use plain language to ensure understanding and to help the client feel informed in their care.

2. Types of Communication: Nonverbal Communication

- a. Your facial expressions, eye contact, and body language help clients feel more comfortable. When you use compassionate and active listening body language the client is more likely to engage.

3. Therapeutic Communication: Actions to Maintain Professional Boundaries

- a. It's important to maintain the use of professional language and behavior in nursing. Because it helps set boundaries with you client to ensure yours or the client's boundaries aren't being inappropriate.

4. Therapeutic Communication: Nontherapeutic Communication Minimizing Client's Feelings

- a. It's important that as a nurse you don't dismiss, downplay or invalidate what your client is expressing. If a client feels like

you're not actively listening due to your body language or nonverbal cue, it breaks trust and rapport.

5. **Factors that Affect Communication with Individuals and Groups: Cultural Factors that Affect Communication**
 - a. Clients may speak a different language or have a culture that does not follow certain practices. It's important to ask about their beliefs and understand what they and to follow it regardless of your own beliefs.
6. **Factors that Affect Communication with Individuals and Groups: Developmental Topics for Older Adult Client**
 - a. As a client ages, they have cognitive changes and physical changes. It's important to recognize normal vs. abnormal and adapt care plans to accommodate these changes.
7. **Organizational Communication: Organizational Structure and Discussing Progression of Orienting Nurse**
 - a. Organizational communication is important, it sets clear role and accountability. It also set clear responsibilities of every healthcare team member.
8. **Organizational Communications: Communication Affecting Relationships within an Organization and Actions to Facilitate Change**

- a. It's important for a nurse to understand their role in the hospital and who to turn to with questions or issues. This ensures safety for nurse and the client being treated.
9. **Client Education: Steps in the Client Education Process**
- a. It's important for nurse to understand the client's correct knowledge level and learning style. This promotes communication with client and readiness for discharge.
10. **Client Education: Teaching Clients who have Hearing Loss**
- a. It's important to use effective communication for clients with hearing loss, to ensure safety and improve health outcomes. This promotes clear inclusive communication and the risk of errors.