

Chapter 5

Communicating with the Health Team

Communication

- Health team members communicate with each other to give coordinated and effective care.
 - They share information about:
 - What was done for the person
 - What needs to be done for the person
 - The person's response to treatment

Communication, cont'd.

- Communication is the exchange of information.
- For good communication:
 - Use words that mean the same thing to you and the receiver of the message.
 - Use familiar words.
 - Be brief and concise.
 - Give information in a logical and orderly manner.
 - Give facts and be specific.

The Medical Record

- The medical record (chart) is a written or electronic account of a person's condition and response to treatment and care.
 - It is used by the health team to share information about the person.
 - The record is permanent.
 - It can be used in court as legal evidence of the person's problems, treatment, and care.
 - Each page has the person's name, room and bed numbers, and other identifying information.

The Medical Record, cont'd.

- Agencies have policies about medical records that address:
 - Who can see them
 - Who records
 - When to record
 - Abbreviations
 - How to make entries
 - Correcting errors

The Medical Record, cont'd.

- Professional staff involved in a person's care can read and use charts.
- If you have access to charts, it is your ethical and legal duty to keep information confidential.
- The following medical record forms relate to your work:
 - Admission sheet
 - Health history
 - Flow sheets and graphic sheets
 - Progress notes and nurses' notes

The Kardex

- The Kardex is a type of card file.
 - It summarizes the person's drugs, treatments, diagnoses, care measures, equipment, and special needs.

The Nursing Process

- The nursing process is the method nurses use to plan and deliver nursing care.
 - All nursing team members do the same things for the person.
- The nursing process has five steps:
 - Assessment
 - Nursing diagnosis
 - Planning
 - Implementation
 - Evaluation

The Nursing Process, cont'd.

- Assessment involves collecting information about the person.
 - A health history is taken.
 - Information from the doctor is reviewed.
 - Test results and past medical records are reviewed.
 - An RN assesses the person's body systems and mental status.
 - You make many observations as you give care and talk to the person.
 - The Omnibus Budget Reconciliation Act of 1987 (OBRA) requires the Minimum Data Set (MDS) for nursing center residents.

The Nursing Process, cont'd.

- A nursing diagnosis describes a health problem that can be treated by nursing measures.
 - The RN uses assessment information to make a nursing diagnosis.
 - It is different from a medical diagnosis (the identification of a disease or condition by a doctor).
 - A person can have many nursing diagnoses.
 - They may change as assessment information changes.

The Nursing Process, cont'd.

- Planning involves setting priorities and goals.
 - Priorities are what is most important for the person.
 - Goals are aimed at the person's highest level of well-being and function.
 - A nursing intervention (nursing action, nursing measure) is an action or measure taken by the nursing team to help the person reach a goal.
 - The nursing care plan (care plan) is a written guide about the person's care.
 - OBRA requires a comprehensive care plan.
 - The plan identifies the person's problems, goals for care, and the actions to take, and it states the person's strengths.

The Nursing Process, cont'd.

- OBRA requires two types of resident care conferences:
 - Interdisciplinary care planning (IDCP) conference
 - Problem-focused conference
- The person has the right to take part in care planning conferences.
 - Sometimes the family is involved.

The Nursing Process, cont'd.

- The implementation step is performing the nursing measures in the care plan.
 - Care is given in this step.
 - The nurse uses an assignment sheet to communicate delegated measures and tasks to you.
- The evaluation step involves measuring if the goals in the planning step were met.
 - Changes in nursing diagnoses, goals, and the care plan may result.

Reporting and Recording

- Reporting is the oral account of care and observations.
- Recording (charting) is the written account of care and observations.

Rules for Recording

- Rules for reporting:
 - Be prompt, thorough, and accurate.
 - Give the person's name and room and bed number.
 - Give the time your observations were made or the care was given.
 - Report only what you observed or did yourself.
 - Report care measures that you expect the person to need.
 - Report expected changes in the person's condition.
 - Use your written notes to give a specific, concise, and clear report.

Reporting

- End-of-shift report
 - The nurse reports about:
 - The care given
 - The care that must be given during other shifts
 - The person's current condition
 - Likely changes in the person's condition
- Recording
 - Communicate clearly and thoroughly.
 - Anyone who reads your charting should know:
 - What you observed
 - What you did
 - The person's response
 - Follow your agencies policies and procedures for recording.
 - Ask for training as needed.

Medical Terminology and Abbreviations

- Medical terms are made up of parts or word elements.
 - A term is translated by separating the word into its elements.
- Prefixes, roots, and suffixes
 - A prefix is a word element placed before a root.
 - The root contains the basic meaning of the word.
 - A suffix is placed after a root.
 - Medical terms are formed by combining word elements.

Medical Terminology and Abbreviations, cont'd.

● Directional terms

- Anterior (ventral): At or toward the front of the body or body part
- Distal: The part farthest from the center or from the point of attachment
- Lateral: Away from the midline; at the side of the body or body part
- Medial: At or near the middle or midline of the body or body part
- Posterior (dorsal): At or toward the back of the body or body part
- Proximal: The part nearest to the center or to the point of origin

Medical Terminology and Abbreviations, cont'd.

- Medical abbreviations
 - Abbreviations are shortened forms of words or phrases.
 - Each agency has a list of accepted medical abbreviations.
 - Use only those accepted by the agency.
 - If you are not sure that an abbreviation is acceptable, write the term out in full.

Computers and Other Electronic Devices

- Computer systems and other electronic devices collect, record, send, receive, and store information.
- The right to privacy must be protected.
- When using computers and other electronic devices, you must:
 - Follow the agency's policies
 - Maintain the confidentiality of protected health information (PHI)
 - Maintain the confidentiality of electronic protected health information (ePHI, EPHI)

Phone Communications

- When answering phones, you need good communication skills.
 - You need to:
 - Be professional and courteous.
 - Practice good work ethics.
 - Follow the agency's policy.

Dealing With Conflict

- Conflict is a clash between opposing interests or ideas.
- If the problems are not worked out:
 - Unkind words or actions may occur.
 - The work setting becomes unpleasant.
 - Care is affected.
- To resolve conflict, you must know the real problem.

Dealing With Conflict, cont'd.

- The problem solving process involves these steps:
 - Step 1: Define the problem.
 - Step 2: Collect information about the problem.
 - Step 3: Identify possible solutions.
 - Step 4: Select the best solution.
 - Step 5: Carry out the solution.
 - Step 6: Evaluate the results.

Dealing With Conflict, cont'd.

- To deal with conflict:
 - Ask your supervisor for some time to talk privately.
 - Approach the person with whom you have the conflict.
 - Agree on a time and place to talk.
 - Talk in a private setting.
 - Explain the problem and what is bothering you.
 - Listen to the person.
 - Identify ways to solve the problem.
 - Set a date and time to review the matter.
 - Thank the person for meeting with you.
 - Carry out the solution.
 - Review the matter as scheduled.