

COMMUNICATION TIPS & TRICKS

Communication Pro Tips

Practice saying unfamiliar phrases
Write down what you need to say
Speak slowly and enunciate
Observe other nurses!
Ask questions!
Breathe!

Communicating with Patients

Use a translator
Use age appropriate language
Use terms they can understand
Face the patient and speak clearly. Don't shout!

Remember AIDET:

- Acknowledge - acknowledge the patient by name
- Introduce - introduce yourself and your role
- Duration - give the length of time you'll be caring for them
- Explanation - explain the intervention or care
- Thank you - thank the patient for your participation in their care

Communication with Family Members

Follow all HIPAA and Privacy Laws
Ask the patient who it is ok to speak to
Use a code word when necessary
Use terms they can understand
Clearly explain priorities of the patient versus perceived priorities of the family
Designate one family member for communication

Communicating with Unlicensed Assistive Personnel

Respect them and their role by saying "Please" & "Thank you"
Ask them for help, do not order them to help
Explain the tasks necessary
Give clear direction and instruction with follow up as necessary

Delegate tasks appropriately:

- Right task
- Right circumstance
- Right person
- Right communication
- Right supervision

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Communicating with Other Nurses

Be confident in your communication
Be humble in situations of error
Understand other nurses may have different priorities

When having conflict with another nurse:

- Be respectful
- Talk openly
- Seek resolution and goals
- Brainstorm
- Implement solutions

Communicating with Providers

Have information readily available
Know your patient's info!
Be confident and practice delivering information

Repeat any orders received for clarification and patient safety
Use SBAR!

- Situation - What's the concern?
- Background - What's the history? Include vital signs
- Assessment - What's your assessment?
- Recommendation - What do you think should be done?
What does the provider want done?

Communicating with Other Departments

Identify your need from the other department
Be clear about where, when and why you need them.
Be direct
Be considerate of their time
Thank the person!

Giving Handoff Report

Give and receive bedside report at *the bedside*.
Use SBAR when necessary, or unit standard
Keep the chart open to communicate efficiently
Only include the necessary details
Practice giving report. *Practice! Practice! Practice!*