

Healthcare Communication Skills



HS1/Berryhill & Cashion
DHO8, Chapter 4, pg 87

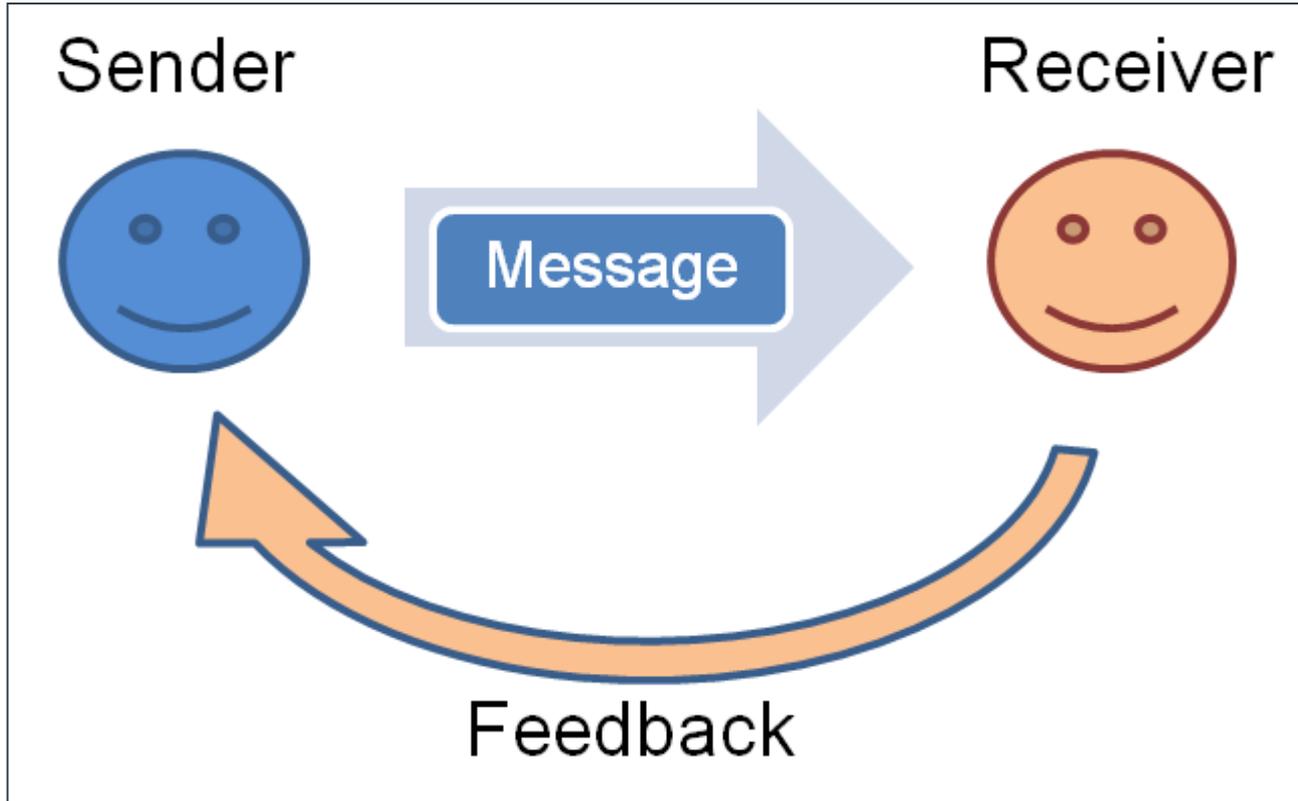
Objectives

- ▶ 2.14 Recognize elements of communication using the sender-receiver model.
- ▶ 2.13 Report subjective and objective information.
- ▶ 2.15 Apply speaking and listening skills.

The Communication Process

Elements of Communication

The Sender-Receiver Model



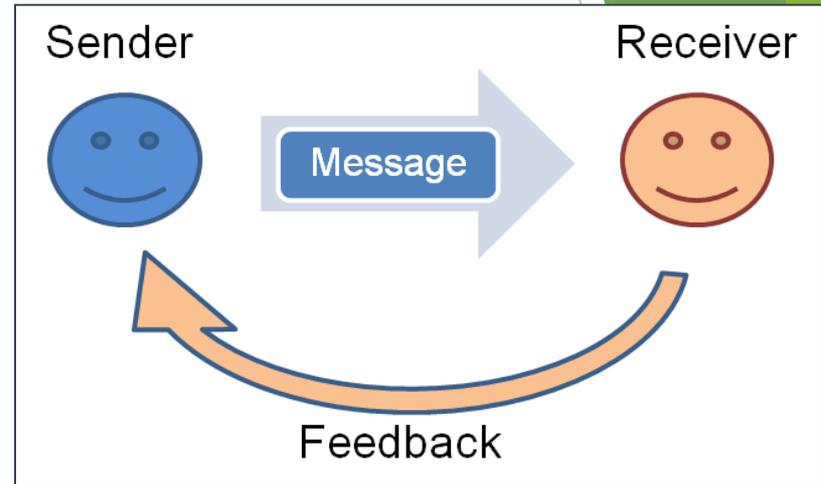
The Communication Process

Elements of Communication

- ▶ **Sender:** the person who creates the message to convey information or an idea to another person
- ▶ **Message:** the information, idea, or thoughts
- ▶ **Receiver:** the person who gets/picks up/receives the message from the sender

Communication Model Questions

► What could happen to block any of the elements of communication?



- Is the message always verbal?
- Is the feedback always verbal?
- What interruptions or distractions could interfere with communication?



Healthcare Communication

Remember that in a healthcare setting, nonverbal cues are important elements of the communication model. What are your nonverbal cues in this picture?

Feedback

- ▶ Used to determine whether the communication was successful (ie the receiver got the message)
- ▶ It allows the sender to evaluate how the message was interpreted and to make any necessary adjustments
- ▶ It can be verbal or nonverbal!

Rules for Effective Communication

- ▶ The message must be clear
- ▶ The sender must deliver the message in a clear and concise manner
- ▶ The receiver must be able to hear and receive the message
- ▶ The receiver must be able to understand the message
- ▶ Interruptions or distractions must be avoided

Healthcare Information

Subjective vs Objective data

▶ **Subjective**

- ▶ Cannot be seen or felt
- ▶ Often called **symptoms**
- ▶ Usually statements or complaints from the patient
- ▶ Use the patient's exact words

Healthcare Information

Subjective vs Objective data

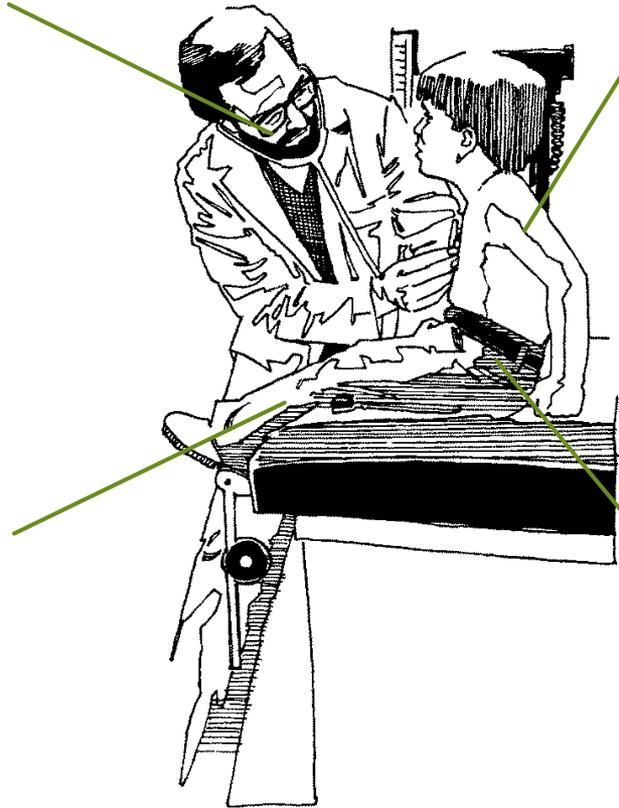
▶ **Objective**

- ▶ Can be seen or measured
- ▶ Often called **signs**
- ▶ Information collected by the senses

Subjective Symptoms

I think I'm
gonna
throw up.

It's really
sore on my
chest.



My tummy
hurts.

I don't feel
very good.

Objective Signs of Illness

- ▶ Pulse rapid, irregular and thready
- ▶ Skin cold and clammy
- ▶ No respirations
- ▶ Lips cyanotic



Subjective or Objective?

1. Coughing ▶ ?
2. Fatigue ▶ ?
3. Headache ▶ ?
4. Foul smelling breath ▶ ?
5. Did not eat anything ▶ ?
6. Speech slurred ▶ ?
7. Joints ache ▶ ?
8. Nervousness ▶ ?

Speaking Skills



- ▶ Speak appropriately to the age or status of the receiver.
- ▶ Use appropriate terminology or words.
- ▶ Ask open-ended questions.
- ▶ Speak slowly and clearly.
- ▶ Try to be eye-level with the receiver.
- ▶ Make sure your non-verbal is consistent with your words.

Listening Skills

Show interest and concern.

Stay alert and maintain eye contact.

Avoid interrupting.

Pay attention to what the speaker is saying.

Avoid planning your response while the speaker is talking.



Listening Skills

- ▶ Try to see the other person's point of view.
- ▶ Find a quiet or private location.
- ▶ Watch the speaker's facial expressions for consistency with words.
- ▶ Ask for clarification when needed.
- ▶ Maintain a positive attitude.

