

Communication/High School (Nurse)

Template:HighSchool

Quick notes

- Communication is the basis of nursing care.
- It is impossible not to communicate – it takes place at every meeting.
- What is important is the right timing, peace, privacy, undisturbed space, enough time.
- The nurse-patient relationship is a professional helping relationship.
- We communicate verbally, non-verbally, paralinguistically – all at the same time.

Communication with the family

- Respect informed consent.
- Respect your competences.
- The information is comprehensible.

Communication with patient/client

- Form of dialogue.
- We use encouragement, mirroring, paraphrasing, clarification, summary, appreciation → active listening.
- Suitable composition of questions – open × closed.
- We are talking about adequate, problematic and pathological communication:
 - problematic – patients aggressive, demanding, harassing, handicapped, dying, grieving;
 - pathological – psychiatric patient, support for staff is also necessary.
- Part of communication is silence and kind humor.

When communicating with an adult

- Respect for generational differences.
- Using the condescending tone of some older P/K towards the sister.
- Listen to stories about the life of P/K.
- Moderate use of professional terminology.
- Use formal salutation.
- Retrospective verification of understood information
- Preserve P/K autonomy.
- Avoid aggression, do not argue, speak calmly.
- Set limits, clarify the role of the nurse.
- Some things don't take personally.

Communication with seniors

- Respect identity, use name salutation.
- Avoid infantilization, respect for dignity.
- Seniors react more slowly – young people tend to be impatient and impatient.
- Memory disorders – difficult recall of information, repetition of information.
- Hearing problems that make communication difficult.
- Frequent talk about your difficulties in an effort to attract attention.
- Staying in the field of vision makes it easier to communicate.
- To offer help, not to impose → promote self-reliance.

Communication in intensive care

- After stabilization help to gain insight into the situation.
- Communication clear, concise and understandable.
- The information is good to repeat.
- Emphasis on non-verbal communication.
- Engage creativity, relatives.

Links

References

- VENGLÁŘOVÁ, Martina – MAHROVÁ, Gabriela. *Communication for nurses*. 1st edition. c2006. ISBN 80-247-1262-8.