

NC Department of Health and Human Services

NC Home Care Aide Curriculum

Module 11 – Communication

July 2021

OBJECTIVES

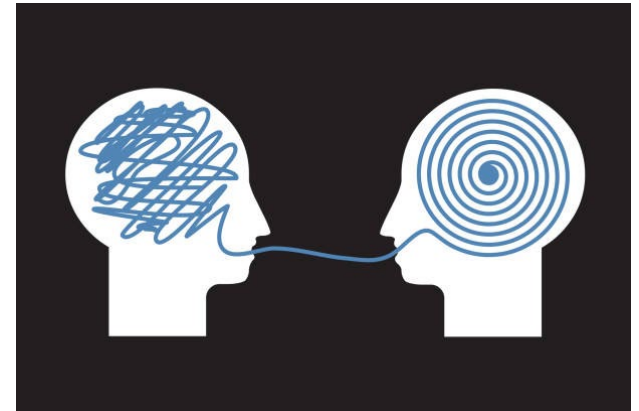
- 1. Discuss general guidelines for effective communication**
- 2. Explain why communication is important in the day-to-day interactions with patients, families, and co-workers**
- 3. Describe rules of reporting and recording**
- 4. Explain the importance of ensuring confidential patient communication**

MODULE 11-A PATIENT AND FAMILY



COMMUNICATING

- We are **ALWAYS** communicating
- Communication is interpreted
- Body language
- The most important part of communicating is listening



Key Factors of Communication

- **Language barriers**
- **Emotional Influence**
- **Health literacy**
- **Culture**
- **Age**



Barriers to Communication



ACTIVITY #1

Case Scenario



LISTENING

It can take time to learn how to be a good listener



GET TO KNOW YOURSELF

- **It is helpful to try to understand your own communication style**
- **Try to build on the strengths of each patient's communication style to better help him/her**
- **It is important to approach our patients with an attitude of respect**

HANDOUT #1

Tips for Communicating with Seriously Ill Patients



MODULE 11-B CO-WORKERS AND SUPERVISORS



Communication Within The Agency

- **Communication with co-workers and supervisors can be challenging for the home care aide**
- **Your agency should have guidelines regarding communication within the agency**



RESPECTFUL COMMUNICATION

A good rule of practice with all communication is to be clear, be respectful and always communicate your needs or concerns in their entirety.



CONFIDENTIALITY

**Remember,
information about
patients should
be discussed on a
“need to know”
basis only.**



ACTIVITY #2

Statement Exercise



MODULE 11-B REPORTING AND RECORDING



REPORTING

- **Patient care**
- **Daily progress**
- **Observations**
- **Changes**



RECORDING

The home care aide is expected to complete specific documentation



HANDOUT #2

Tips for What Home Care Aides Should Report



DOCUMENTATION



ACTIVITY #3

Correcting Statements

Youself
BE ~~STRONG~~

MODULE 11-D CONFIDENTIALITY AND HIPAA



The Purpose of HIPAA

HIPAA plays a major role with regards to patients, communication, and confidentiality



Encryption

HITECH Act – laptop encryption



BREACHES

Breaches in confidentiality can have very serious consequences, including fines and/or jail time



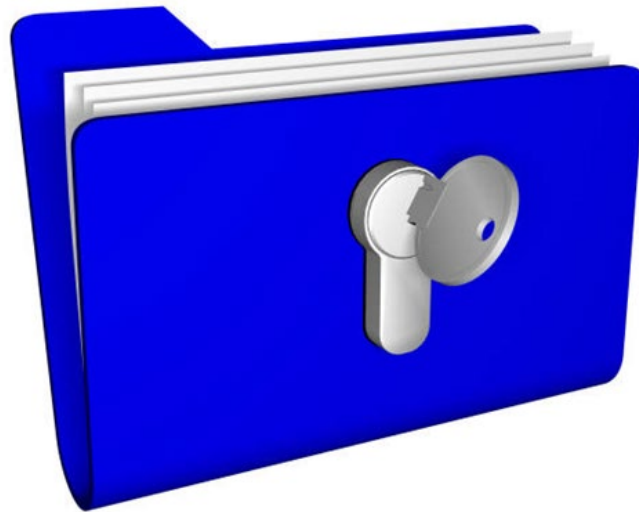
AVOIDING BREACHES (1)

Avoiding breaches in confidentiality



AVOIDING BREACHES (2)

There are other important things NOT to do with regards to confidentiality



UNINTENTIONAL BREACHES

- **There are times when unintentional breaches may occur**
- **If you make an unintentional breach, the best thing to do is to tell your supervisor immediately**



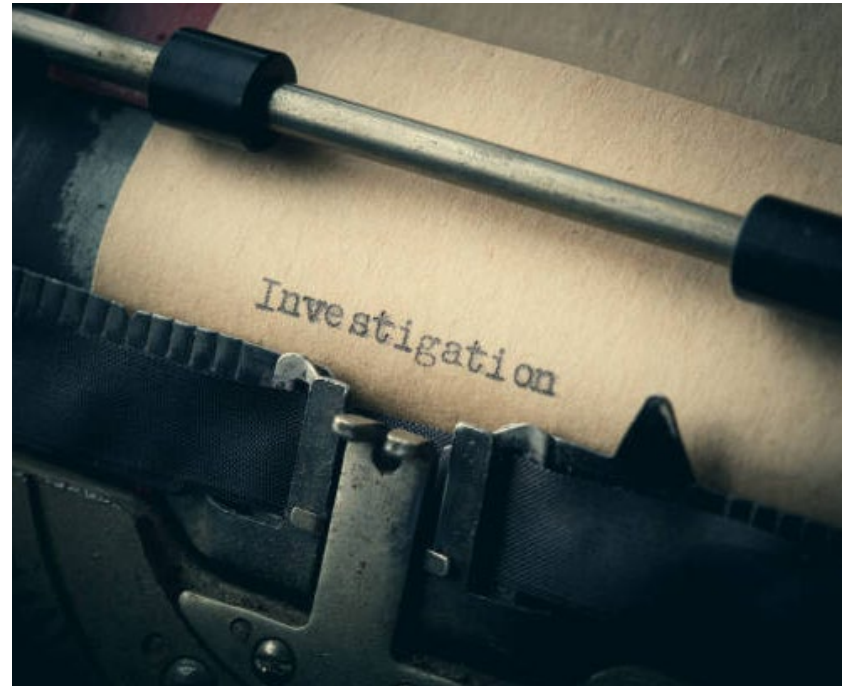
AUDITS AND SURVEYS

- **Your agency may undergo various audits to ensure that proper patient care is being carried out.**
- **Your supervisor would notify you and the patient would be notified if such an audit were to happen.**



Report Breaks in Confidentiality

Report any possible breaks in confidentiality to your supervisor immediately



Report Breaks in Confidentiality

- **HIPAA mandates that agencies provide written information to the patient stating how their information will be used**
- **Patients are notified that they have access to their own medical records if they wish to see them**



ACTIVITY #4

Case Scenario



- **As you can see, there is a great deal that falls under the category of communication.**
- **Please be mindful of just how important communication is as you progress toward becoming a home care aide.**

MINDFUL

The word "MINDFUL" is written in large, bold, multi-colored capital letters. The letters are: M (pink), I (orange), N (yellow), D (green), F (light blue), U (medium blue), L (dark blue). Overlaid on this is the word "mindful" in a black, cursive script font. The cursive "m" starts with a long leftward flourish, and the cursive "l" ends with a long rightward flourish.