Objectives

• Describe components of communication with the health care team
• Discuss the importance of reporting and recording accurately
• Define Health Insurance Portability and Accountability Act (HIPAA) and its impact on communication
• Explain conventional and military time
• Explore the NA’s role in reporting and recording objective and subjective data

Communication with the Health Care Team

• The exchange of information, either verbal or written, between and among members of the health care team
Reporting

• The verbal account of care provided to the resident
• Is initiated immediately when there is a change in the resident’s condition
• Is done regardless of time, circumstances or schedules

Recording

• Is written or electronic documentation about the resident
• Becomes part of the medical record
• Is used to keep all health care team members updated about the resident

HIPAA

• Health Insurance Portability and Accountability Act (HIPAA)
• Is a law that protects the privacy and security of a person’s health information
  − Maintains that electronic transmission of information is securely protected
  − Protects the person’s identity; health conditions/concerns; social security number; and other identifiable information
• Information is available to health providers on a “need to know” basis
Importance of Communication

• The nurse aide is a vital link in communicating observations to the health care team
• Allows health members to make sound decisions about the resident’s care
• Communication results in documentation that becomes part of the resident’s legal records
• Must be reported and recorded accurately

Recording – NA’s Role (1)

• Record information in a responsible manner
• Base information on fact, not opinions
• Use specific forms to document, as per facility policy

Recording – NA’s Role (2)

• Observe the resident, using senses
  − Sight (facial expressions, skin condition and color, ambulation, body language)
  − Hearing (breathing, speaking)
  − Smell (odor of breath, urine, body)
  − Touch (skin temperature, change in pulse)
Recording – NA's Role (3)

- Document observations
- Chart/record care given to the resident
- Record treatments and how the resident reacted
- Collect and record measurements, such as vital signs, intake and output
- Observe and report activities the resident performed or participated in
- Record changes in emotions

Recording – NA's Role (4)

- Document per facility procedures
- Use a pen, not a pencil
- Make notes and keep with you at all times
- Never record private information that identifies the resident
- Sign your name legibly and write your title (NA) as per facility policy
- Keep medical documentation in a secure place ALWAYS

Time

- Document the date and exact time, each time you record information
- Document time as per facility policy
- Use conventional (standard) or military time (24-hour time)
Conventional time

• Uses numbers 1 through 12
• Has either 3 or 4 digits
• Uses a colon (:) to separate hours from minutes
• a.m. is used to specify morning
• p.m. is used to specify afternoon/evening

Military Time

• Has 4 digits
  − First two numbers are hours
  − Remaining two number are minutes
• a.m. and p.m. are not used
• Examples:
  • 0100 hours is 1:00 a.m. (in the morning)
  • 1200 hours is 12:00 p.m. (noon)
  • 2100 hours is 9:00 p.m. (in the evening)
  • 2400 hours is (midnight) – also written 0000

Convert Conventional to Military Time (1)

• Add a 0 in front of time containing 3 digits, such as 5:30 a.m.
• Remove the colon and a.m.
  − 5:30 a.m. is 0530 hours (0 was added in front)
• Do not add a 0 in front of time containing 4 digits, such as 10:00 a.m.
• Remove the colon and a.m.
  − 10:00 a.m. is 1000 hours (0 was not added)
Convert Conventional to Military Time (2)

• Beginning at 1:00 p.m., add 12 to the “hour”
• Remove the colon and p.m.
  - 1:00 p.m. is 1300 hours (1+12=13)
  - 4:00 p.m. is 1600 hours (4+12=16)
• 12 is only added to the “hour(s)” and not the minutes
  - 1:45 p.m. is 1345 hours (1+12=13 hours, 45 minutes)
  - 6:30 p.m. is 1830 hours (6+12=18 hours, 30 minutes)

Convert Military to Conventional Time

• To convert military to conventional time, reverse the processes

  • For a.m. - simply remove the 0 in front of the hours, add the colon and a.m.

  • For p.m. - simply subtract 12 from the hours, add the colon and p.m.

Electronic Recording – NA’s Role

• Record information as per facility policy
• Use the mouse and drop-down boxes or touch-screen
• Sign electronically as per facility policy
• Always maintain confidentiality
**Reporting – NA's role**

- Report as per facility policy
- Report accurately in a respectable manner
- State facts, not opinions
- Facilities may choose to not allow nurse aide students to document
- Report observations and activities to facility employees

**Reporting – NA's Role (2)**

- Use reminder notes from notebook or worksheet
- Report immediately and accurately, as changes occur
- Reports facts, not opinions
- Understand the difference between objective and subjective data
  - Objective data – observations using the senses
  - Subjective data – information you are told that you cannot observe through your senses

**What to Report – NA's Role (1)**

- Care or treatment given and the resident’s response
- Observations – noticeable changes from the normal
- Comments or concerns voiced by the resident regarding treatment/activities
- Unusual actions or behaviors that deviate from the normal or from previous actions
What to Report – NA's Role (2)

- Resident complains of sudden or severe pain
- Change in resident's ability to respond
- Change in resident's mobility
- Changes in vision, breathing or swallowing
- Change in facial responses or appearance
- Complaints of numbness anywhere in body
- Vomiting, bleeding, unusual odors
- Change in vital signs or skin color

Remember (1)

- HIPAA is a law that protects the resident's privacy
- Maintain confidentiality at all times
- Report observations immediately and accurately
- Report and record facts, not opinions
- Relay information in specific terms not vague general terms

Remember (2)

- Document using the established conventional or military time
- Ensure information remains confidential
- Do not misuse electronic devices or share passwords or protected information
- Report using objective and subjective data appropriately
- When in doubt, always ask for clarification