

NC Department of Health and Human Services

NC Nurse Aide I Curriculum

Module L

Communicating with the Health Care Team

July 2019

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

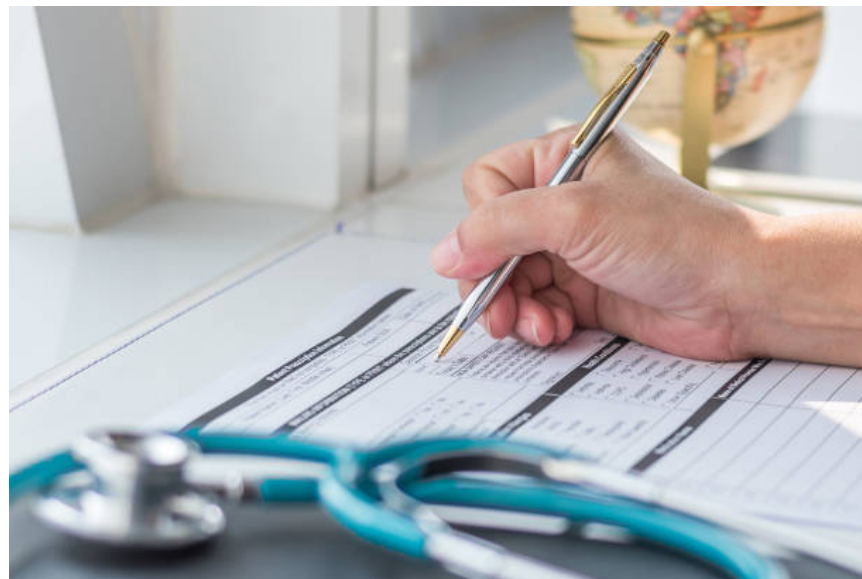
- **Health Insurance Portability and Accountability Act (HIPAA)**
- **Is a law that protects the privacy and security of a person's health information**
 - **Maintains that electronic transmission of information is securely protected**
 - **Protects the person's identity; health conditions/concerns; 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**