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