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