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**

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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**

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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)**

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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**

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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 <u>legibly</u> and write your title (NA) as per facility policy**
- **Keep medical documentation in a secure place ALWAYS**

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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)**

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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**

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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**

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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)

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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)

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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.

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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

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Reporting – NA's role

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

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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

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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

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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**

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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**

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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**

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