

NC Department of Health and Human Services
NC Home Care Aide Curriculum

Module 11 – Communication

July 2021

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OBJECTIVES

1. Discuss general guidelines for effective communication
2. Explain why communication is important in the day-to-day interactions with patients, families, and co-workers
3. Describe rules of reporting and recording
4. Explain the importance of ensuring confidential patient communication

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**MODULE 11-A
PATIENT AND FAMILY**

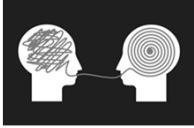


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COMMUNICATING

- We are ALWAYS communicating
- Communication is interpreted
- Body language
- The most important part of communicating is listening

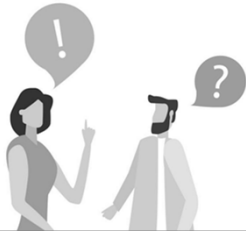


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Key Factors of Communication


- Language barriers
- Emotional Influence
- Health literacy
- Culture
- Age



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Barriers to Communication




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ACTIVITY #1

Case Scenario



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LISTENING

It can take time to learn how to be a good listener



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GET TO KNOW YOURSELF

- **It is helpful to try to understand your own communication style**
- **Try to build on the strengths of each patient's communication style to better help him/her**
- **It is important to approach our patients with an attitude of respect**


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HANDOUT #1


Tips for Communicating with Seriously Ill Patients



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**MODULE 11-B
CO-WORKERS AND SUPERVISORS**




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Communication Within The Agency

- **Communication with co-workers and supervisors can be challenging for the home care aide**
- **Your agency should have guidelines regarding communication within the agency**



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RESPECTFUL COMMUNICATION

A good rule of practice with all communication is to be clear, be respectful and always communicate your needs or concerns in their entirety.




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CONFIDENTIALITY

Remember, information about patients should be discussed on a “need to know” basis only.




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ACTIVITY #2


Statement Exercise



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**MODULE 11-B
REPORTING AND
RECORDING**




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REPORTING

- Patient care
- Daily progress
- Observations
- Changes




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RECORDING

**The home care
aide is
expected to
complete
specific
documentation**




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HANDOUT #2


Tips for What Home Care Aides Should Report



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DOCUMENTATION



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ACTIVITY #3


Correcting Statements

Youself
BE STRONG

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**MODULE 11-D
CONFIDENTIALITY AND
HIPAA**




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The Purpose of HIPPA

HIPAA plays a major role with regards to patients, communication, and confidentiality




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Encryption

HITECH Act – laptop encryption




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BREACHES

Breaches in confidentiality can have very serious consequences, including fines and/or jail time




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AVOIDING BREACHES (1)

Avoiding breaches in confidentiality




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AVOIDING BREACHES (2)

There are other important things NOT to do with regards to confidentiality




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UNINTENTIONAL BREACHES

- There are times when unintentional breaches may occur
- If you make an unintentional breach, the best thing to do is to tell your supervisor immediately




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AUDITS AND SURVEYS

- Your agency may undergo various audits to ensure that proper patient care is being carried out.
- Your supervisor would notify you and the patient would be notified if such an audit were to happen.

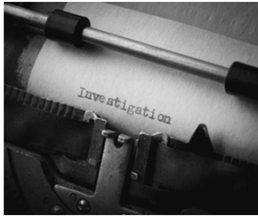


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Report Breaks in Confidentiality

Report any possible breaks in confidentiality to your supervisor immediately




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Report Breaks in Confidentiality

- HIPAA mandates that agencies provide written information to the patient stating how their information will be used
- Patients are notified that they have access to their own medical records if they wish to see them





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ACTIVITY #4

Case Scenario

 **DO'S**

 **DON'TS**

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- As you can see, there is a great deal that falls under the category of communication.
- Please be mindful of just how important communication is as you progress toward becoming a home care aide.



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