

NC Department of Health and Human Services

NC Home Care Aide Curriculum

Module 11 – Communication

July 2021

OBJECTIVES

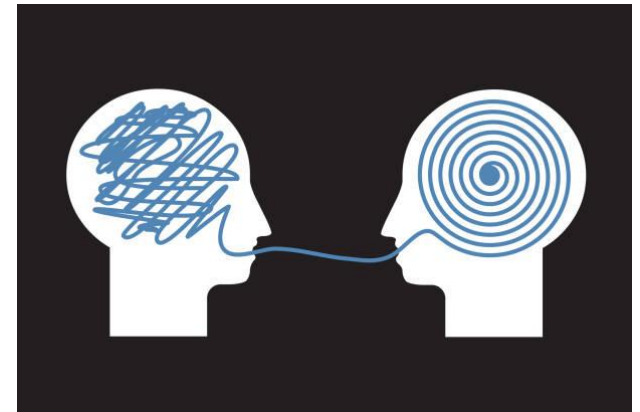
- 1. Discuss general guidelines for effective communication**
- 2. Explain why communication is important in the day-to-day interactions with patients, families, and co-workers**
- 3. Describe rules of reporting and recording**
- 4. Explain the importance of ensuring confidential patient communication**

MODULE 11-A PATIENT AND FAMILY



COMMUNICATING

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



Key Factors of Communication

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



Barriers to Communication



ACTIVITY #1

Case Scenario



LISTENING

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



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**

HANDOUT #1

Tips for Communicating with Seriously Ill Patients



MODULE 11-B CO-WORKERS AND SUPERVISORS



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**



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.



CONFIDENTIALITY

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



ACTIVITY #2

Statement Exercise



MODULE 11-B REPORTING AND RECORDING



REPORTING

- **Patient care**
- **Daily progress**
- **Observations**
- **Changes**



RECORDING

The home care aide is expected to complete specific documentation



HANDOUT #2

Tips for What Home Care Aides Should Report



DOCUMENTATION



ACTIVITY #3

Correcting Statements

Youself
BE ~~STRONG~~

MODULE 11-D CONFIDENTIALITY AND HIPAA



The Purpose of HIPAA

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



Encryption

HITECH Act – laptop encryption



BREACHES

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



AVOIDING BREACHES (1)

Avoiding breaches in confidentiality



AVOIDING BREACHES (2)

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



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**



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.**



Report Breaks in Confidentiality

Report any possible breaks in confidentiality to your supervisor immediately



Report Breaks in Confidentiality (2)

- **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**



ACTIVITY #4

Case Scenario



- **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.**

MINDFUL

The word "MINDFUL" is displayed in large, bold, multi-colored capital letters. The letters are: M (pink), I (orange), N (yellow), D (green), F (light blue), U (medium blue), and L (dark blue). Overlaid on this is the word "mindful" in a black, lowercase, cursive script. The cursive word is positioned such that its letters are partially obscured by the larger block letters. The entire graphic is flanked by thin, black, curved lines that sweep outwards from the base of the letters.