
بسم الله الرحمن الرحيم

COMMUNICATION WITH PATIENT'S FAMILIES

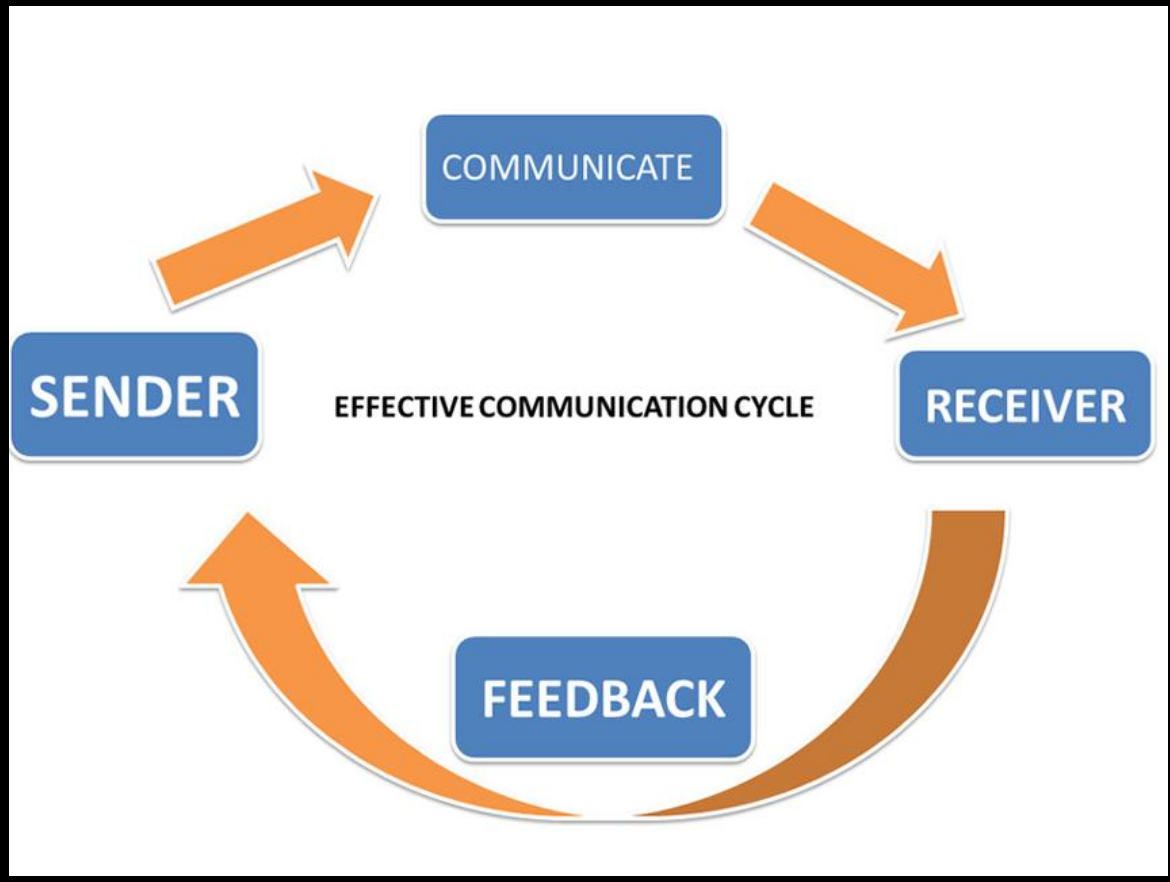

Core Nursing Values
• Commitment to quality of care
• Compassion
• Care
• Competence
• Communication
• Courage
indeed

INTRODUCTION

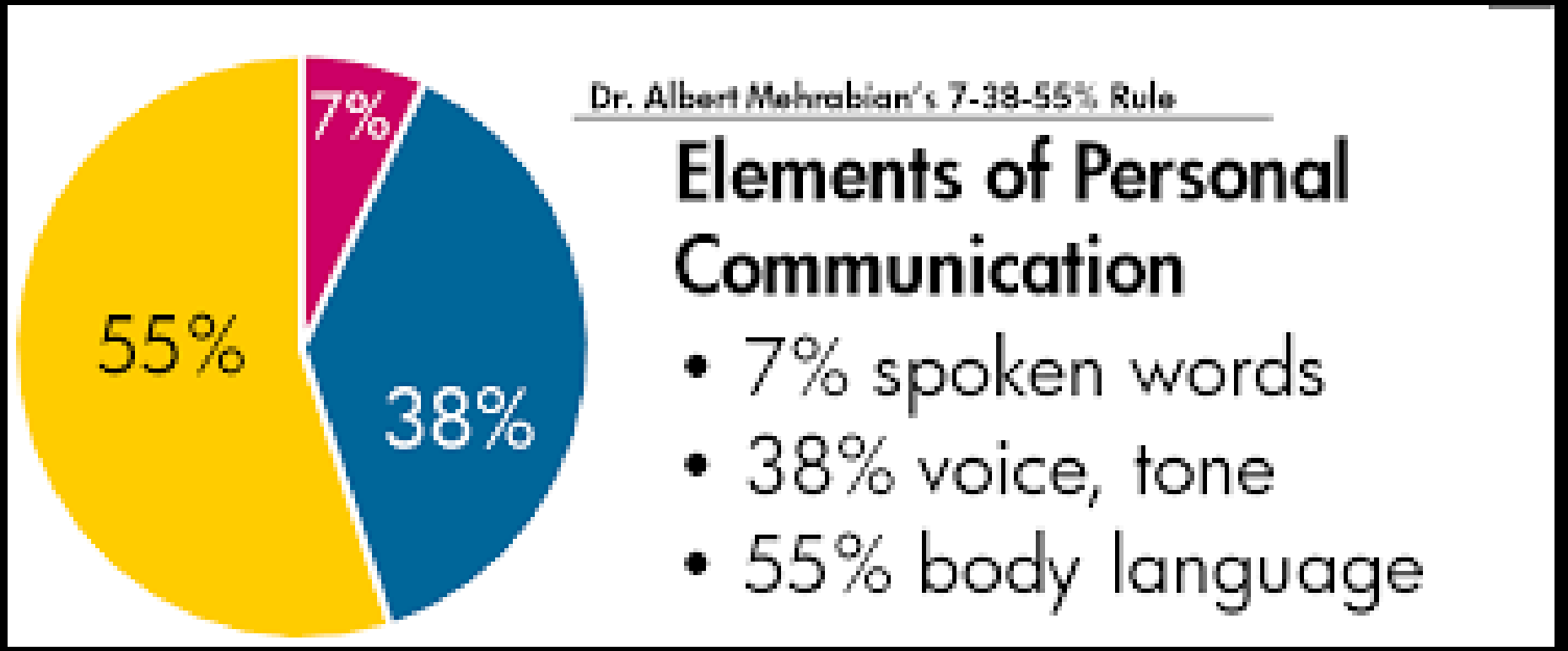
- The Intensive Care Unit (ICU) is a very "intense" area and can create a great deal of tension and stress for patients and families. Effective and appropriate communication is an important part of the healing process, not only for the patient, but also for the family.

COMMUNICATION CIRCLE

The communication cycle involves an exchange of messages through verbal and nonverbal means.



ELEMENTS


7%
55%
38%
Dr. Albert Mehrabian's 7-38-55% Rule
Elements of Personal Communication
• 7% spoken words
• 38% voice, tone
• 55% body language


1
Clarity and concision
2
Body language
3
Active listening
4
Emotional intelligence
5
Friendliness
6
Respect
7
Empathy
8
Cultural awareness
9
Confidence
COMMUNICATION
SKILLS
These skills allow you to give and receive information effectively.

BENEFITS OF COMMUNICATION WITH FAMILY

- Improved patient safety
  - Patient's health history
    - Alert the care provider to any observed response to
      - Care (Injury)
      - Treatment
      - Behaviors

FAMILY MEMBERS HAVE SPECIFIC EXPECTATIONS

- To be listened to
- Taken seriously
- Informed properly
- To be told the truth
- To be supported emotionally

WHAT SHOULD COMMUNICATE WITH FAMILY

- Staff should ask about and listen to the patient and family's needs and concerns
- Listen, respect, and act on what the patient’s family say
- Help the patient and family articulate their concerns;
- Educating the patient and family
  - Gloves
  - Shose cover
  - Medication (old)
- Informed about visiting time

Cont…

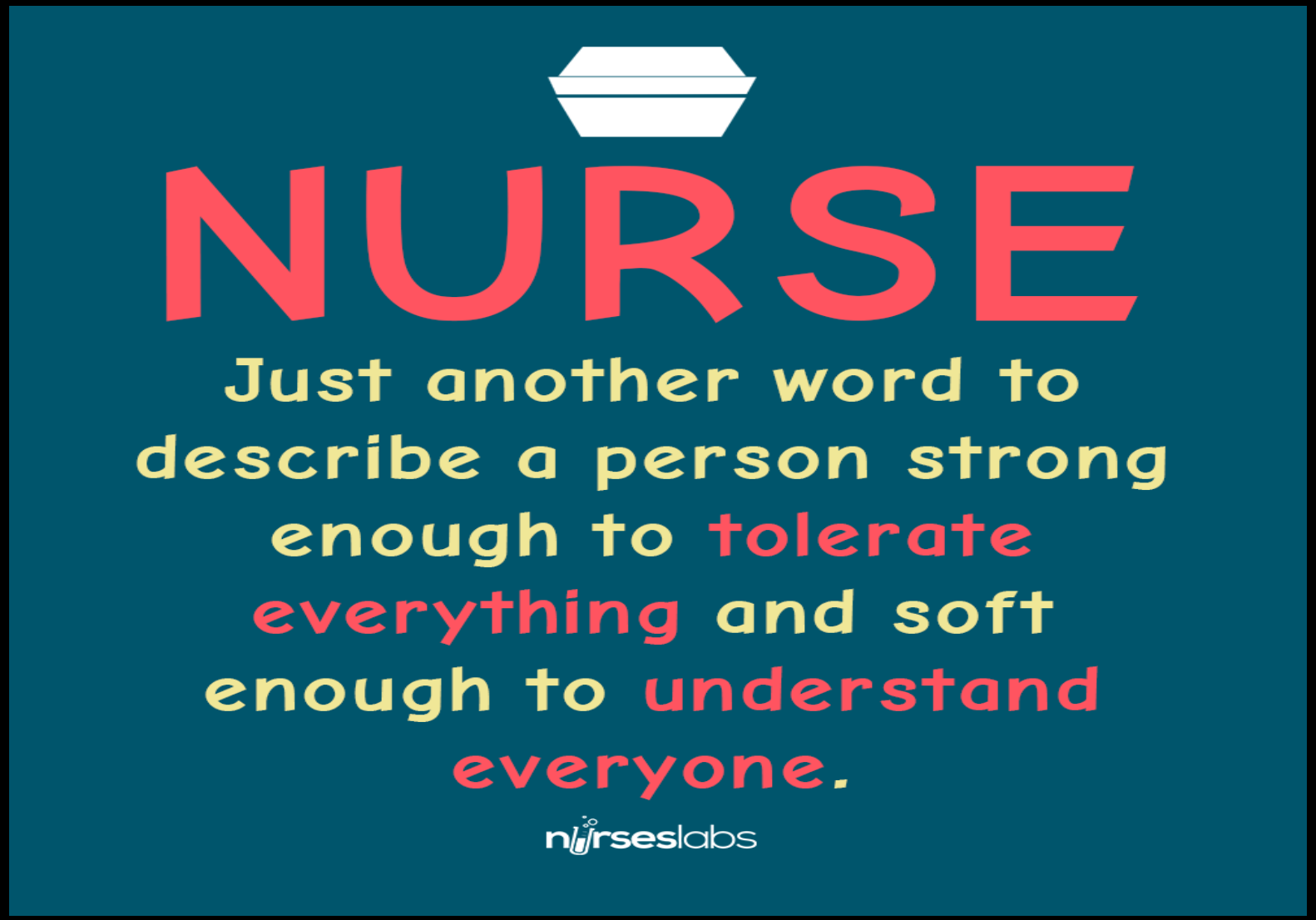
- Give timely and complete information
- Use plain language
- advocating for client needs
- Encourage them to talk about their fears and worries in a calm, private and safe environment.
- family satisfaction

PATIENT- AND FAMILY-CENTRED CARE




The most important thing in communication is to hear what isn't being said.
Peter F. Drucker
quotefancy


THANKS
DO YOU HAVE ANY QUESTIONS


NURSE
Just another word to describe a person strong enough to tolerate everything and soft enough to understand everyone.
nurseslabs