

**Communication**

**Event Health Services**

**Covering:**

HLTOUT010 Communicate in complex situations to support health care

Workbook

*Insert your name in the box provided and complete the declaration.*

|  |  |
| --- | --- |
| Participant Name: |  |
| Declaration:  | [ ]  I confirm that this is my own work. |
| Signature: |  |
| Date: |  |

**This Workbook must be submitted within 30 days after completing the workshop.**

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# Introduction

In order to complete this module, you are required to complete the following activities in this workbook:

1. Complete questions about communication
2. Complete questions related to a set of case studies about communication

Further instructions are provided for each of these activities below. The boxes in gray are to be completed by your assessor.

Refer to the Reference Materials to assist you in completing answers to some of the questions. You will need to use the Internet or other reference sources to complete some of the questions.

In addition, you will need to complete a range of practical skills during the one day workshop for this course:

# Short Answer Questions on Communication

1. Describe a ‘closed question’ and provide an example.
2. Describe an ‘open question’ and provide an example.
3. What is ‘active’ listening?
4. Explain what ‘paraphrasing’ means. Why is it important to paraphrase instructions or requests from colleagues or patients?
5. Give an example of a question you might ask to seek clarification of information provided by a patient.
6. You suspect a patient might have taken drugs but they have not told you this. List three questions you might ask in a sequence to probe and find out if drugs have been taken.
7. What is empathy?
8. Give an example of what you would say to express empathy when working with a patient.
9. Give an example of what you would say to express empathy when working with a carer.
10. Give an example of what you would say to express empathy when working with a colleague.
11. When would you use touch as a form of communication with a patient?
12. When would you use your discretion to NOT use touch with a patient.
13. When would you NOT use eye contact as a form of communication with a patient?
14. Give an example of how body posture can cause a patient to feel distressed.
15. When dealing with a patient who is hearing impaired, you decide to talk louder. How would you ensure confidentiality is maintained?
16. Give an example of how you would modify your communication for each of the following:
17. A patient with hearing difficulties
18. A carer with a speech impediment
19. A patient from India who is in Australia on a tourist visa.
20. A patient who is suffering from anxiety
21. A patient who is on drugs
22. A carer who is slurring words and smells of alcohol
23. A patient who strongly resists getting into a patient transport vehicle
24. You are called to transport a patient with noncritical injuries, from the scene of a motor vehicle accident. The patient is traumatised as they think their friend has just died in the accident.
25. When would you use each of the following Mnemonics.

|  |  |
| --- | --- |
| **Mnemonics** | **When you would use** |
| PILSWDUCT |  |
| FRACTURES |  |
| DOLOR/OPQRST |  |
| SADIE |  |
| AMPLE |  |
| MIST |  |
| ETHANE |  |

1. To what organisation document would you refer to seek guidance about communicating with patients?
2. Describe what information you would provide in a handover under each step of the IMIST-AMBO model:

|  |  |
| --- | --- |
| **Step** | **Information you would provide** |
| I |  |
| M |  |
| I |  |
| S |  |
| T |  |
| A |  |
| M |  |
| B |  |
| O |  |

1. What process would you follow to refer staff to appropriate counselling services?

**Assessor Feedback**

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| Answer is appropriate for the question asked |  |  |
| Communication terminology used correctly. |  |  |
| Communication techniques explained |  |  |
| Complex communication needs identified and addressed |  |  |
| Organisation policies identified |  |  |
| Processes for handover identified |  |  |
| Referral process for staff requiring counselling identified |  |  |
| Written in plain language and the answers are understandable  |  |  |
| Feedback if not yet satisfactory: |

# Case Studies

Complete all of the questions for the case studies below.

1. **Responding to Patient**

You are trying to get a patient to go to the main first aid post to see a doctor. They state that they don’t want to see a doctor as this means they must be very sick.

What would you say to persuade them to see the doctor?

1. **Responding to Carer**

A patient and their carer have arrived at the first aid post. Whenever you try to speak to the patient, the carer interrupts, making it difficult for you to do your job.

What would you say to the carer?

1. **Responding to Nursing staff**

You have arrived at the main post at a major event and are in the process of handing over a patient to the lead nurse. Your first aider colleague starts telling the nurse what treatment should be given to the patient.

Why is this inappropriate?

**Assessor Feedback**

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| All questions have been completed. |  |  |
| All answers have demonstrated an understanding of good communication. |  |  |
| All answers are written in plain English and are understandable |  |  |
| Has demonstrated an understanding of roles of other health providers. |  |  |
| Has demonstrated what to do in the event of a miscommunication. |  |  |
| Has demonstrated how to manage conflict. |  |  |
| Has identified where to seek assistance about communication difficulties |  |  |
| Has responded to a range of views from others. |  |  |
| Feedback if not yet satisfactory: |

# Assessment Outcome

|  |  |
| --- | --- |
| Participant Name:  |  |

Competencies Assessed:

* HLTOUT010 Communicate in complex situations to support health care

|  |  |  |
| --- | --- | --- |
|  | **Outcome** | **Re-Assessment** |
| **Assessor to Complete** | **S** | **NYS** | **S** | **NYS** |
| Short answer questions on Communication |  |  |  |  |
| Case Studies |  |  |  |  |

**Feedback:**

|  |  |  |
| --- | --- | --- |
|  | Satisfactory | Not Yet Satisfactory |
| Overall Outcome of Assessment |  |  |

|  |  |
| --- | --- |
| Assessor Name: |  |
| Signature: |  |
| Date: |  |