

CONSIDERATIONS:

1. The ability to clearly and effectively communicate impacts patient care and the patient's perception of care.
2. Effective communication between the clinician and the patient can help to establish the clinician patient relationship, provide vital healthcare information and help identify, resolve and adapt to health problems.

EQUIPMENT:

None

PROCEDURE:

1. Assess the patient's ability to communicate and/ or communication challenges at referral/intake. Identify the patient's preferred language, when able.
2. Assess the patient's communication abilities during the admission process.
3. Identify the barriers that limit communication.
4. Limited English proficiency (LEP):
 - a. Provide reasonable interpretation services; use bilingual clinician when available
 - b. Use staff interpreters as available
 - c. Use telephone interpretation services
 - d. Use of family or other representative with permission from patient
 - e. Provide translated consents and patient education resources, as reasonable
5. Visual impairments:
 - a. Read all documents aloud
 - b. Determine the patients understanding of the topic
6. Hearing Impairments:
 - a. Determine if writing, lip reading or signing are effective means of communication for patient
 - b. Obtain interpreter services as needed

AFTER CARE:

1. Document what was communicated.
2. The method used to communicate.
3. The patient/caregiver understanding of the communication.

REFERENCE:

Magee, Mary Beth. *Barriers to Effective Communication in Nursing*. Retrieved May 2, 2012, from www.ehow.com

Patient Centeredness (2011). In *National Healthcare Quality Report, 2011*. Retrieved May 2, 2012 from www.ahrq.gov

Wilson, H. (2008). *CoPs in a Book: The Final Edition*. Hyannis, MA: Weatherbee Resources, Inc.