

Communication

Presentation guide

DC = Statement of the competence for a particular domain

E = Elements of the competence for a specific statement of competence

P = Performance criteria for competency; associated with a specific element of the competence

Domain of Competence DC.2

Communicate professionally in writing, verbally and non-verbally with patients, families, caregivers, colleagues and health care professionals in a clinical setting

E2.1 Demonstrate effective verbal, written, and non-verbal communication skills

- P2.1.1 Describe the elements for successful verbal communication
- P2.1.2 Identify potential barriers to effective communication
- P2.1.3 Discuss methods to minimize communication barriers
- P2.1.4 Apply effective verbal communication skills in a clinical setting
- P2.1.5 Discuss the organizational structure of written language
- P2.1.6 Apply effective written communication skills in a clinical setting
- P2.1.7 Distinguish various forms of body language and alternate communication techniques
- P2.1.8 Interpret non-verbal communication
- P2.1.9 Utilize effective non-verbal communication techniques in a clinical setting

E2.2 Use adjunctive equipment/techniques to facilitate communication

- P2.2.1 Compare adjunctive equipment/techniques utilized to facilitate communication
- P2.2.2 Utilize effectively adjunctive equipment and or techniques to facilitate communication in a clinical setting

E2.3 Apply active listening

- P2.3.1 Describe “active listening” in the context of verbal and non-verbal messages
- P2.3.2 Discuss the role of personal beliefs and emotions on one’s ability to actively listen
- P2.3.3 Employ active listening techniques in a clinical setting

E2.4 Use recognized medical terminology

- P2.4.1 Define terms and abbreviations commonly utilized in respiratory care
- P2.4.2 Utilize medical terminology and abbreviations in a clinical setting

E2.5 Maintain documentation and records

P2.5.1 Compare patient charting formats

P2.5.2 Document patient assessment, patient procedures and patient progress in a clinical setting

E2.6 Participate in professional consultations in a multidisciplinary and/or interdisciplinary health care system

P2.6.1 Distinguish between multidisciplinary and interdisciplinary health care systems

P2.6.2 Collaborate as a team member in a multidisciplinary and/or interdisciplinary health care system

E2.7 Provide shift change report

P2.7.1 Outline the importance of shift change report

P2.7.2 Provide shift report using established guidelines and formats in a clinical setting

E2.8 Pursue resolution to interpersonal relationship problems

P2.8.1 Distinguish between different sources of conflict and contributing factors

P2.8.2 Compare strategies for effectively handling conflict

P2.8.3 Describe common means of addressing conflict

P2.8.4 Employ conflict resolution strategies in a clinical setting

E2.9 Receive and transcribe verbal orders

P2.9.1 Describe situations where a verbal order is accepted practice

P2.9.2 Describe situations when a verbal order may contribute to poor quality or unsafe patient care

P2.9.3 Compare procedures utilized to minimize the potential negative impact of verbal orders