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