

	<b>N.C. Nurse Aide I Curriculum</b>
	<b>MODULE L</b> <b>Communicating with the Health Care Team</b>
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	<b>Objectives</b>
	<ul style="list-style-type: none"><li>■ Explain why the nurse aide must communicate effectively with members of the health care team.</li><li>■ List the information nurse aides typically report to the nurse.</li><li>■ Define Health Insurance Portability and Accountability Act (HIPAA) in relation to reporting and recording.</li></ul>
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	<b>Objectives</b>
	<ul style="list-style-type: none"><li>■ Explain how to document information in a medical record, using pen and paper, as well as electronically.</li><li>■ Develop a listing of abbreviations used in health care facilities in the area.</li></ul>
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## Communicating with the Health Care Team



The exchange of information between and among members of the health care team

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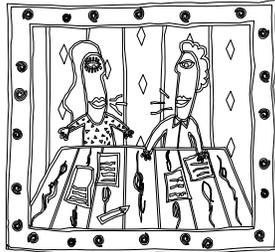
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## Reporting

The oral account of care provided and observations noted  
When is it done?



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## Recording and the Medical Record

Recording – is the written account of care provided and observations noted

### Medical Record

- Legal document
- Organizes all information about a single resident
- Allows each discipline to know what all disciplines are doing



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## HIPAA (Health Insurance Portability and Accountability Act)



- Law that protects privacy of resident's health information
- Identifies information that must be kept private and confidential
- Only people involved with direct care or processes records allowed access to information

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## Communicating with the Health Care Team - Importance

Nurse aide is valued member of healthcare team



- First line observations help others make sound decisions
- Documentation becomes part of legal record
- Must be complete and record everything provided and observed

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## Recording – Nurse Aide's Role

- Responsible for recording, based on facility policy
- Types of documentation often completed
  - Check sheets
  - Graphs
  - Flow sheets

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## Recording – Nurse Aide’s Role

- Nurse aide makes observations using senses and documents observations – examples?



- Nurse aide documents all treatments, procedures and activities – examples?

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## Pen and Paper Recording – Nurse Aide’s Role

- Follow facility procedure
- Always use pen
- Carry small notebook or use worksheet
- Write clearly
- Sign full nurse aide name and title
- Keep medical record safe and secure
- Maintain confidentiality
- Do not mark out a writing error



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## Date and Time

- Date and time all entries
- Some health care facilities use conventional time and others may use military time



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CONVENTIONAL TIME USES THE BLACK NUMBERS ONLY

MILITARY TIME USES THE RED NUMBERS FOR TIMES PAST NOON

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### Conventional Time

Uses numbers 1 through 12 to show each of the 24-hours of the day

The first one or two digits are the hours → **10:23 p.m.** ← a.m. and p.m. show time of day

The second two digits are the minutes

Colon separates the hours from the minutes

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### Military Time

The first two digits are the hours → **2310** ← The second two digits are the minutes

No colon or a.m./p.m. used

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	<b>Conversion from Conventional to Military Time</b>
	<ul style="list-style-type: none"> <li>■ 9:30 a.m. equals 0930</li> <li>■ 9:30 p.m. equals 2130</li> </ul>
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	<b>Conversion from Military to Conventional Time</b>
	<ul style="list-style-type: none"> <li>■ 0930 equals 9:30 a.m.</li> <li>■ 2130 equals 9:30 p.m.</li> </ul>
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	<b>Computer Recording – Nurse Aide’s Role</b>
	<ul style="list-style-type: none"> <li>■ Document, per facility policy</li> <li>■ Use mouse and pull down boxes or touch screen to describe activities completed or observed</li> <li>■ Sign documentation, per facility policy</li> <li>■ Maintain confidentiality</li> </ul>
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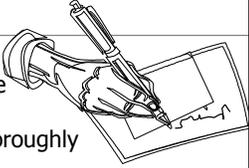
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## Reporting – Nurse Aide’s Role

- Use a notepad or assignment as reference during reporting
- Report immediately, thoroughly and accurately
- In some facilities, nurse aides reports to unit clerk or supervisor for documentation



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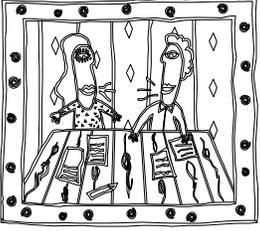
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## Reporting – Nurse Aide’s Role

- Reports made just before end-of-shift
- Report facts
- Know what objective and subjective data are
- Examples?



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## Reporting – Nurse Aide’s Role

**Observations to be reported to nurse.....**

- Change in resident’s ability to respond
- Change in resident’s mobility
- Complaints of sudden, severe pain; sudden change in vision; pain or difficulty breathing; difficulty swallowing
- Vomiting
- Bleeding
- Vital signs that are not in normal range
- Sore or reddened area

**IMMEDIATELY!**

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### Communicating with the Health Care Team – Points to Remember

- HIPAA law
- Timely manner
- Use only approved abbreviations
- Maintain confidentiality
- Use only facts
- Do not document or report before the fact



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### Communicating with the Health Care Team – Points to Remember



- Use words that mean same thing to everyone
- Use specific words
- Use familiar words
- Be brief
- Be logical

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### Communicating with the Health Care Team – Points to Remember

For computer documentation,



- HIPAA privacy guidelines
- Log off computer when documentation is completed
- Use only the identification and password assigned by facility

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**Communicating with the Health Care Team – Points to Remember**

For computer documentation,



- Do not share login information
- Do not access personal email
- Do not surf the net
- Only work with screens assigned or designated

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**Communicating with the Health Care Team – Points to Remember**

For computer documentation,

- Use mouse and pull down boxes or touch screen
- Document, per facility policy
- Sign documentation, per facility policy
- Maintain confidentiality



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**The End**

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