

N.C. Nurse Aide I Curriculum

MODULE L

Communicating with the Health Care Team

Objectives

- Explain why the nurse aide must communicate effectively with members of the health care team.
- List the information nurse aides typically report to the nurse.
- Define Health Insurance Portability and Accountability Act (HIPAA) in relation to reporting and recording.

Objectives

- Explain how to document information in a medical record, using pen and paper, as well as electronically.
- Develop a listing of abbreviations used in health care facilities in the area.

Communicating with the Health Care Team



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

Reporting

The oral account
of care provided
and
observations noted

When is
it done?



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



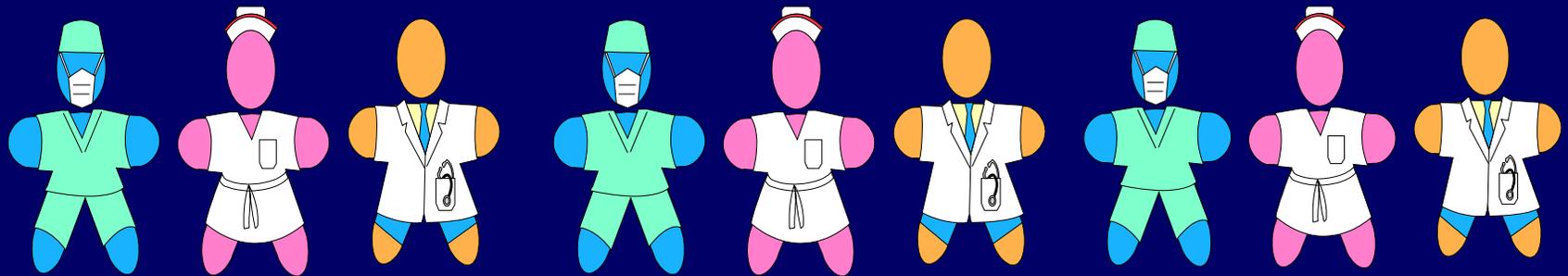
HIPAA (Health Insurance Portability and Accountability Act)



- 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

Communicating with the Health Care Team - Importance

Nurse aide is valued member of healthcare team



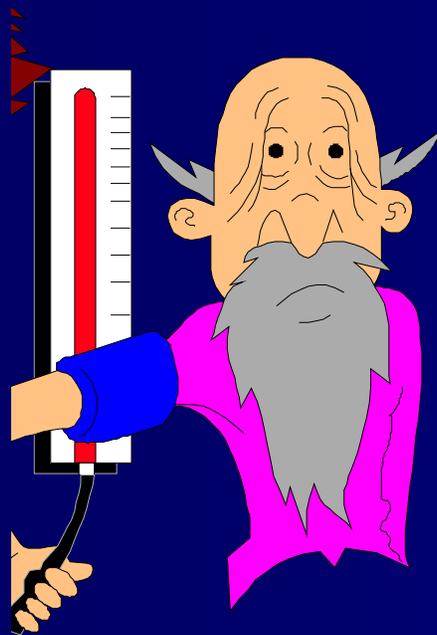
- First line observations help others make sound decisions
- Documentation becomes part of legal record
- Must be complete and record everything provided and observed

Recording – Nurse Aide's Role

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

Recording – Nurse Aide's Role

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



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

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



Date and Time

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





**CONVENTIONAL
TIME USES THE
BLACK NUMBERS
ONLY**

**MILITARY TIME
USES THE RED
NUMBERS FOR
TIMES PAST
NOON**

Conventional Time

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

The second two digits are the minutes

The first one or two digits are the hours

10:23 p.m.

a.m. and p.m. show time of day

Colon separates the hours from the minutes

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

Conversion from Conventional to Military Time

- 9:30 a.m. equals 0930
- 9:30 p.m. equals 2130

Conversion from Military to Conventional Time

- 0930 equals 9:30 a.m.
- 2130 equals 9:30 p.m.

Computer Recording – Nurse Aide's Role

- Document, per facility policy
- Use mouse and pull down boxes or touch screen to describe activities completed or observed
- Sign documentation, per facility policy
- Maintain confidentiality



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



Reporting – Nurse Aide's Role

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



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!

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



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

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

Communicating with the Health Care Team – Points to Remember

For computer documentation,

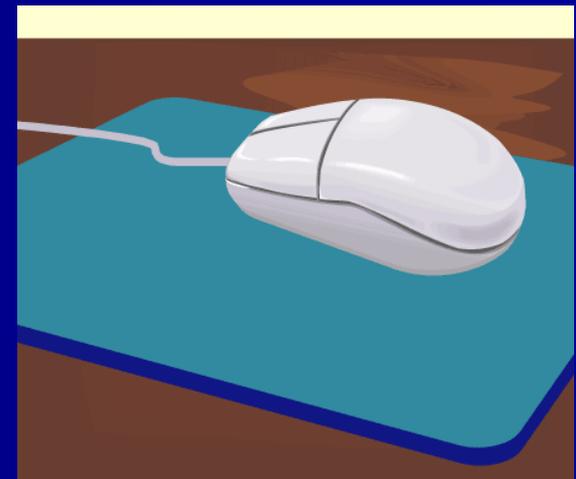


- Do not share login information
- Do not access personal email
- Do not surf the net
- Only work with screens assigned or designated

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



The End