

# **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



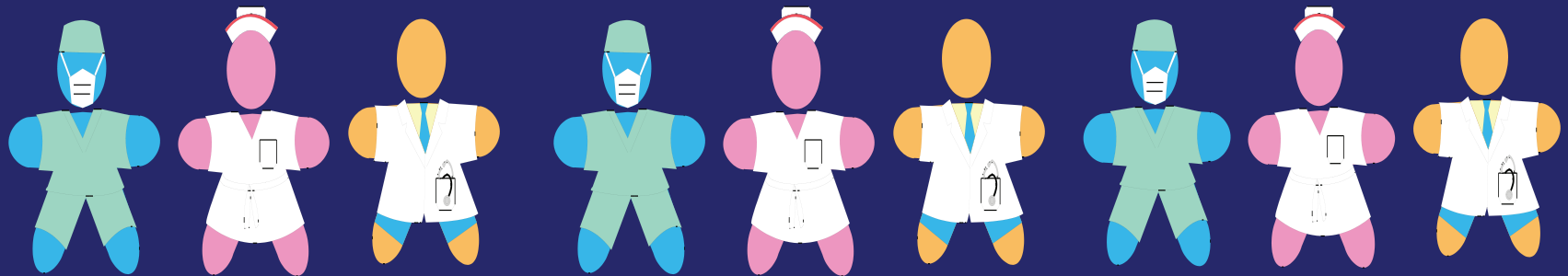
# HIPAA (Health Insurance Portability and Accountability Act)



- 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

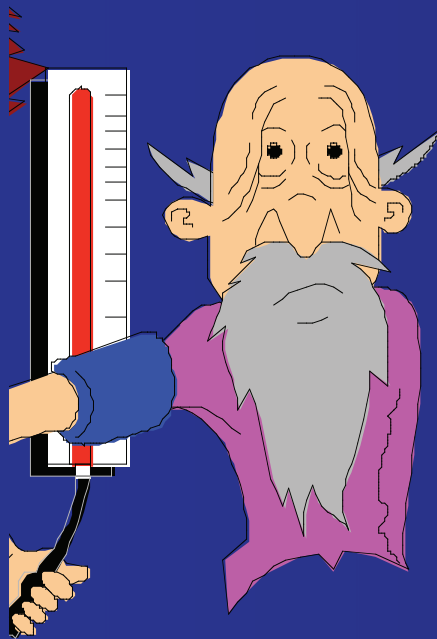


# **Recording – Nurse Aide's Role**

- **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



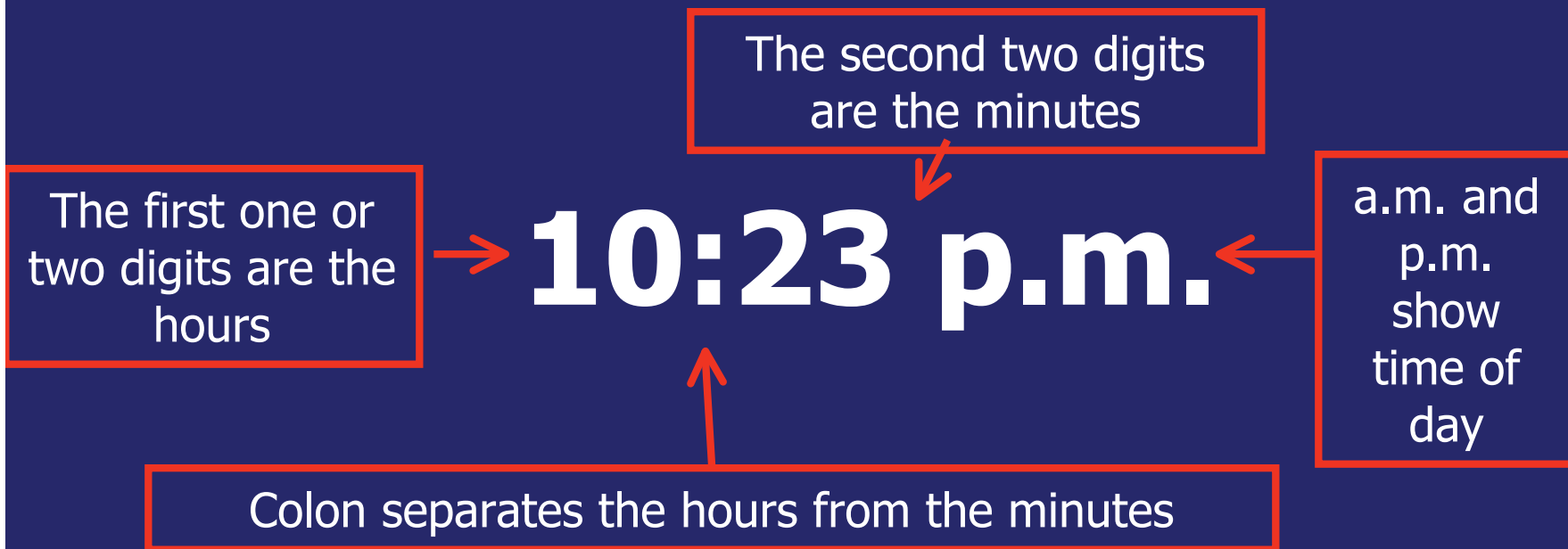


CONVENTIONAL  
TIME USES THE  
BLACK NUMBERS  
ONLY

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



# 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

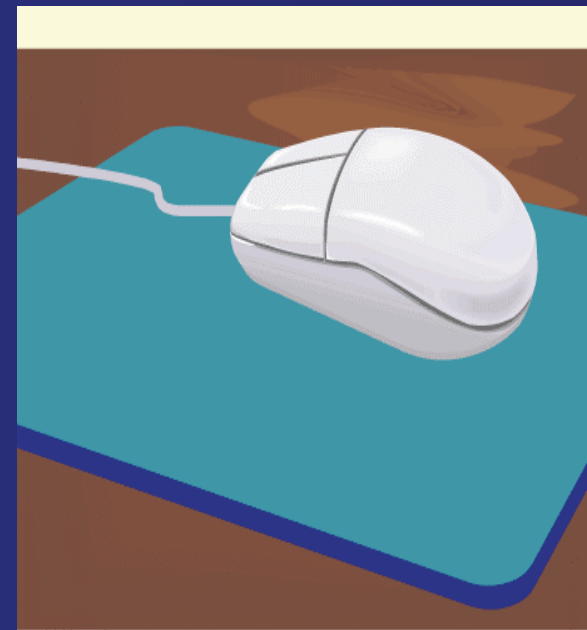


# Conversion from Military to Conventional Time

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

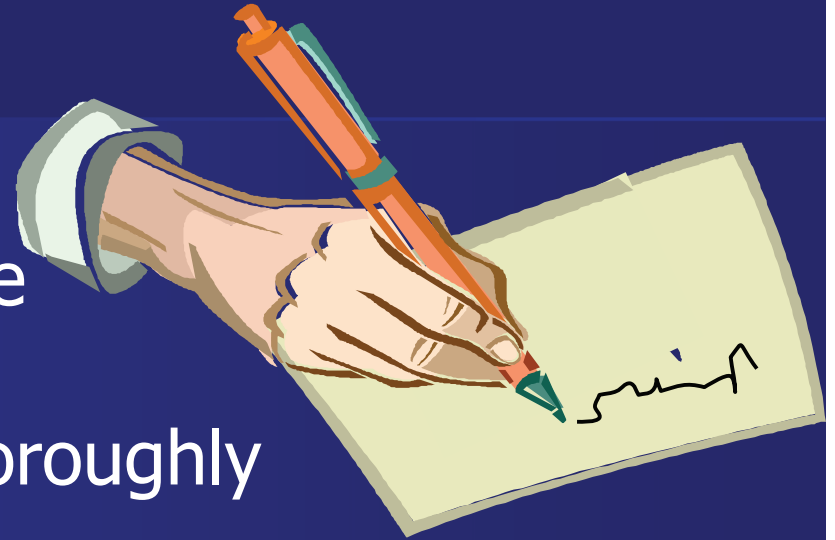
# Computer Recording – Nurse Aide's Role

- 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,

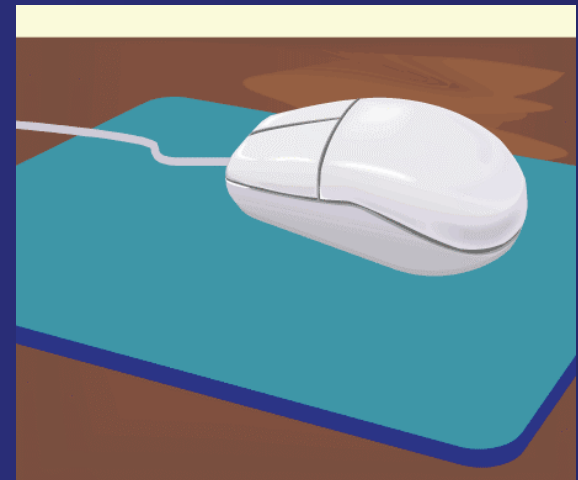


- Do not share login information
- Do not access personal email
- Do not surf the net
- Only work with screens assigned or designated

# 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