Non-verbal messages
- Posture
- Open/closed stance
- Facial expression
- Eye contact
- Gestures / active listening
- Personal space

Non-Verbal Communication
- 55% of impact of messages comes from facial expression
- 38% from vocal component
- 7% what is actually being said

Connecting Behaviors
- Verbal messages
- Greet patient
- Positive comments
- Inquire about patient
- Clarify patients needs
Effective Communication

- Provide instructions
- Be clear and specific
- Encourage questions
- Pay attention to body language
- Cultural context
- Listen

Connecting behaviors

- Show concern
- Available to assist
- Encourage independence/not dependence
- Explain information at patient’s level
- Positive reinforcement
- Accept patient

Listening

- Listen to what patients say
- Listen to what patients ask
- Listen to what patients need
Written communication
- Legible
- correct spelling
- no slang
- short
- concise
- clear

LEVELS OF COMMUNICATION
- Upward with supervisor
  - Horizontal with peers
  - Downward with patients

VALUES
- Determines choices made
  - Made up of beliefs, values, emotions, attitudes
  - Reflected in our actions
Verbal Communication Distance Zones

- Public: 12’ to 25’
  - Pass by distance
  - Lectures & speeches
- Social: 4’ to 12’
  - Reporting facts or personal ideas & judgments
  - Everyday business
- Personal 18” to 4’
  - Friends or client counseling
  - Reporting personal ideas & judgments
  - Reporting emotions & feelings
- Intimate: contact to 18”
  - Feelings, emotions
  - Trust & honesty are expected at this level
  - Healthcare providers often occupy this space

Transcultural Communication to Hispanic Patients

- Show respect
  - Address adults by title & family name
- Shake hands at beginning of each meeting
- Make eye contact without expecting reciprocation
- Speak directly to patient even if using interpreter

Transcultural Communication to Hispanic Patients

- Establish one-on-one relationship
  - Treat patients in warm, friendly manner
  - Show genuine interest by asking about them and their family
  - Sit close, lean forward, use gestures
Transcultural Communication to Hispanic Patients

- Involve family in decision-making and care
  - Families are source of emotional & physical support
  - Families are expected to be part of important decisions

Tips for communicating directly with limited English speaking patients

- Speak slowly, NOT loudly
- Face pt, use gestures, pictures, facial expressions, observe patients eyes, face, body for clues
- Avoid difficult & uncommon words
- Avoid idiomatic expressions i.e. kill 2 birds with one stone

- Keep words, sentences short & concise
- Organize what you say
  - Start with subject
  - Next verb
  - Last simple object
- *this works with pt.'s who are confused or have difficulty following instructions
Tips for communicating directly with limited English speaking patients

- Rephrase & summarize
- Avoid yes/no questions
- Check your understanding by paraphrasing what pt said
- Check concept behind a word
- Don't burden pt with decisions they are not prepared to make

Tips for Improving Effectiveness of Interpreters

- Brief the interpreter
- Explain information/ask questions different ways
- Avoid long, complicated sentences
- Keep it short: stop after 1-2 minutes to allow interpreter to speak to patient

Tips for Improving Effectiveness of Interpreters

- Allow interpreter “thought time”
- Don’t interrupt
- Don’t be impatient
- Utilize/read gestures & facial expressions
Discharge Planning Decision Tree