**Suggested Answers to Assignments, Chapter 5, Communication Skills**

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| Written Assignments | Learning Objective(s) |
| Assignment #1. Students will complete Chapter 5 of *Lippincott Workbook for Nursing Assistants.* | 1–11 |
| Assignment #2. Students’ responses should include:Reporting is the spoken exchange of information between health care team members.Reporting is used throughout a shift to communicate changes about a patient’s or resident’s status to other health care members.Observations about a change in a patient’s or resident’s condition must be reported to the nurse immediately.Recording is the written exchange of information between members of the health care team.Recording is done in the person’s medical record.Recording must be accurate.A medical record is a legal document that can be used in a court of law. | 8 |

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| Group Assignments | Learning Objective(s) |
| Assignment #1. Students’ responses to this assignment should include:Recognition that it is nonverbal communication.Recognition that through observation and awareness of others’ nonverbal clues, the nursing assistant can have a better understanding of others.Nonverbal communication is perhaps the most reliable method of “reading” another person. | 2, 3 |
| Assignment #2. Students’ observations should include:Tone of voiceAppropriate telephone techniquesActive listeningClear messagesGiving and receiving feedbackBeing judgmentalMaking assumptionsUse of techniques that encourage the person to talk | 3, 4, 6 |
| Assignment #3. Example information could be:Mary had an emesis of 120 mL after lunch. (Objective)Mary had an elevated temperature before bedtime. (Objective)Mary said she did not sleep well last night. (Subjective)Mary refused to eat her breakfast. (Objective)Mary had two episodes of diarrhea after lunch. (Objective)Mary complains of nausea before lunch. (Subjective)Students should place these in the following order: 3, 4, 6, 1, 5, 2 | 7,8 |

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| Clinical Assignments | Learning Objective(s) |
| Assignment #1. Students will watch Module 1 of *Lippincott Video Series for Nursing Assistants*. | 3, 4, 10, |
| Assignment #2. Students’ responses should include the following:Speak privately with the personFocus on the specific area of conflictBe specificListen to the other person and allow the person to explainApologize if misunderstanding occurredAsk for insight into solutions to resolve the conflictAgree to disagree if necessarySeek advice from your supervisor if at workAvoid expressing how you feel about the other personAvoid saying how the other person should act or have actedUse “I” messages instead of “you” messagesFocus on contrasts between effective methods of communication and ineffective onesReview strategies for enhancing communication with coworkers, patients, and residents | 5 |
| Assignment #3. Obtain a patient’s or resident’s complete medical record and Kardex.Go over the medical record and have the students point out the different components of the chart.Show the students the flow sheets and narrative sheets where nursing assistants’ document care given and observations made.Point out the five steps of the nursing process in the plan of care:Assessment documentationNursing diagnosis(es)Planning of careWho is responsible for implementing portions of the care planDocumentation of the evaluation of effectivenessShow the students the Kardex (or its equivalent). | 7, 8, 9 |

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| Web Assignment | Learning Objective |
| Assignment #1. Students can access information by entering “health information technology” into their browser. Topics that could be suggested include:Electronic health records (EHRs)Personal health records (PHRs)E-prescribingDigital radiologyDocumentation using PC or PDAOnline medical consultationSmartphone technologyDaylink, VitalWatch, or other companies and products that deal with health information communication technologies | 9 |