**Suggested Answers to Discussion Topics, Chapter 5, Communication Skills**

| Suggested Answers for Topics for Discussion | Learning Objectives |
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| 1a. Students’ responses should include the following:  * Melissa should ask to speak to Courtney in private. * She should express her thoughts about the problem using “I” messages and not “you” messages. * Melissa should be prepared to hear how Courtney feels, which may be negative. * She can ask Courtney for suggestions about how they can work together more fairly. * Students might also come up with the following responses. If so, discuss why these responses would not be recommended in the situation described. * Melissa should tell Courtney how angry she is making her. * Melissa should just not answer all the lights.  1b. Students’ response should include the following:  * Melissa should talk to her supervisor as this could affect the quality of care that is provided. * Students might also come up with the following response. If so, discuss why this response would not be recommended in the situation described. * Melissa will just have to forget it and go answer the lights herself. | 3, 4, 5 |
| 2a. Students’ responses should include the following:  * The times the events occurred should be recorded as: * Toileted at 0700. Ate half her breakfast and complained of a headache. Nurse notified. * At 0815, she vomited and went to bed. Nurse notified. * At 0930, vital signs were taken. Nurse notified. * At 1425, she had not eaten anything since breakfast and refused to eat. Nurse notified.  2b. Students’ responses should include the following:  * You must report to the nurse that Mrs. Spear ate only half her breakfast, and that she complained of a headache and vomited. * You need to inform the nurse about the abnormal vital signs. * Tell the nurse that Mrs. Spear is refusing to eat. * All the events should be recorded on the appropriate graphic sheets and in the nurses’ narrative notes if your facility expects you to do so. * The information should be entered into the client’s electronic medical record if your facility expects you to do so.  Students might also come up with the following response. If so, discuss why this response would not be recommended in the situation described.  * You would not need to record anything but the personal cares you provided. The nurse will document the vital signs, all the complaints, and the fact that Mrs. Spear vomited after breakfast. | 7, 8, 9 |
| 3a. Students’ response should include the following:Relaying vital information about the patient’s or resident’s condition to the health care team is an essential part of the nursing assistant’s duties. The nursing assistant is responsible for reporting and recording information about the patient or resident.3b. Students’ response should include the following:The nursing assistant is a member of the nursing team especially when implementing the nursing care plan and communicating observations to the nurse about the patient’s or resident’s response to the care.3c. Students’ response should include the following:Effective communication, both written and oral, allows all team members to stay informed about a patient’s or resident’s medical condition and response to treatment. | 7, 9, 11 |