**Discussion Topics, Chapter 5, Communication Skills**

| Topics for Discussion | Learning Objectives |
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| 1. Melissa has been very busy on her shift at the nursing home. She has been answering many call lights and has noticed her coworker, Courtney, frequently standing by the nurses’ station talking to the unit clerk when call lights were on. Melissa believes she is answering all the call lights, and Courtney is failing to do her share.What can Melissa do to resolve this conflict?What can Melissa do if Courtney gets angry and refuses to talk about the problem? | 3, 4, 5 |

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| 2. You are assigned to care for Mrs. Spear. At 7:00 am, you take her to the bathroom and then to breakfast where she eats half her breakfast and complains of a headache. At 8:15 am, she vomits and wants to go to bed. At 9:30 am, you take her vital signs. Her pulse is faster than normal and her blood pressure is lower than normal. She has a temperature of 102 degrees. At 2:25 pm, she still refuses to eat anything.How will you record the times these events occurred using the 24-hour clock (military time)?What should you report to the nurse, and where should you record the events? | 7, 8, 9 |
| 3. A newly-hired nursing assistant shares that. they are uncertain about their role and responsibility to communicate with the health care team. As a nursing assistant, what are some of their duties related to communication?How would you explain the nursing assistant’s role in the nursing process?Why is it important that the nursing assistant communicate information about the patient or resident effectively? | 7, 9 , 11 |