COLLABORATIVE NURSING COMMUNICATION

N122 – PROFESSIONAL NURSING ROLE

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COMMUNICATION

- What is it?
- How is it done?
- Why is it important?

COMMUNICATION PROCESS

NURSING COMMUNICATION

- How do nurses communicate?
  - Gather data
  - Teach
  - Express compassion

EFFECTIVE VS INEFFECTIVE

NURSING COMMUNICATION

- Intrapersonal – "Self talk"
- Interpersonal

MODES OF COMMUNICATION

- Verbal
  - Spoken words / language
  - Writing
  - Sign language

MODES OF COMMUNICATION

- Non-Verbal
  - Body language
  - Facial expressions
  - Appearance

Touch

Actions

MODES OF COMMUNICATION

- Paralinguistic
  - Pitch & melody
  - Loudness and stress
  - Rhythm and tempo

MODES OF COMMUNICATION

- Artistic expression
  - Music
  - Dance
  - Visual art
  - Role play / puppets

MODES OF COMMUNICATION

- Electronic
  - Computer charting
  - E-mail
  - Social networking
  - Blog
  - Texting

FACTORS INFLUENCING COMMUNICATION

- Culture
  - May be the <u>most important factor</u>
  - Influences all other factors

FACTORS INFLUENCING COMMUNICATION

- Development
  - Age
  - Language
  - Maturity
  - Experience

FACTORS INFLUENCING COMMUNICATION

- Gender
  - Females
    - seek confirmation
    - minimize differences
    - establish intimacy
  - Males
    - Establish independence
    - Negotiate status within a group

FACTORS INFLUENCING COMMUNICATION

- Values & Perceptions
  - Values are standards that influence behavior
  - Perceptions are personal views of an event

FACTORS INFLUENCING COMMUNICATION

- Personal distance
  - Intimate contact to 1 ½ feet
  - Personal 1 ½ to 4 feet
  - Social 4 to 12 feet
  - Public 12 feet and greater

FACTORS INFLUENCING COMMUNICATION

- Territoriality
  - Space an individual defends as their own
  - Objects that "belong" in that space
  - Perception may vary person to person

FACTORS INFLUENCING COMMUNICATION

- Roles & Relationships
  - Social roles
  - Student nurse – Instructor
  - Nurse – Patient

FACTORS INFLUENCING COMMUNICATION

- Environment
  - Temperature/physical comfort
  - Ownership & Setting
  - Noise/distractions
  - Privacy

FACTORS INFLUENCING COMMUNICATION

- Congruence
  - Degree to which verbal and non-verbal match

FACTORS INFLUENCING COMMUNICATION

- Interpersonal attitudes
  - Caring & warmth
  - Respect
  - Acceptance

GROUP SETTINGS IN HEALTH CARE

- Formal
  - Planned with a definite agenda
  - Structured and scheduled in advance
- Informal
  - No definite time or place for meeting
  - No agenda or organized structure

TYPES OF HEALTH CARE GROUPS

- Task groups
  - Committees, task forces, staff meetings
  - Usually a chairperson
  - Goal is to accomplish specific task

TYPES OF HEALTH CARE GROUPS

- Teaching groups
  - Group teaching often used in health care setting
  - Goal is to change health-related behaviors

TYPES OF HEALTH CARE GROUPS

- Self-Help groups
  - Overeaters anonymous
  - Goal is to have members help each other with a common problem

TYPES OF HEALTH CARE GROUPS

- Self-Awareness/Growth groups
  - Develop capacity for reality testing
  - Learn group process through participation, involvement and guided exercises
  - Goal is to develop interpersonal strengths and improve members' interpersonal functioning in current life situations

TYPES OF HEALTH CARE GROUPS

- Therapy groups
  - Goal is to work toward greater self-understanding, relating, handling stress, and changing patterns of behavior toward health.

TYPES OF HEALTH CARE GROUPS

- Work-Related Social Support groups
  - Hospital bowling / softball league
  - Staff party planning group
  - Christmas party planning group
  - Goal is to provide social support to each other outside the work environment

GROUP DYNAMICS AND COMMUNICATION

- Group dynamics
  - Communication & behavioral patterns established by the members of a group
  - Can help determine the success or failure of a team to accomplish its purpose

FIVE STAGES OF GROUP DEVELOPMENT

- Forming
- Storming
- Norming
- Performing
- Adjourning

STAGE ONE

- Forming
  - Establish team identity
  - Define goals
  - Write team constitution
  - Members are “on best behavior”
  - Conflicts are hidden

STAGE TWO

- Storming
  - Hidden conflicts come to the surface
  - Group must explore and resolve conflicts
  - Tense, “stormy”, uncomfortable but necessary phase in group process

STAGE THREE

- Norming
  - Decide what specific goals will be accomplished
  - Develop cohesiveness, ways of doing things, and ways of resolving conflict
  - Team must meet needs of all members
  - Less energy draining than storming

STAGE FOUR

- Performing
  - Goals are clearly defined
  - Team moves quickly to accomplish purpose
  - Most productive and enjoyable stage of group process

STAGE FIVE

- Adjourning
  - Evaluation of achievement of objectives, individual accomplishments, and the group process
  - Celebration of the team successes

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Role Stress
  - Emotional & physical demands of job
  - May lead to “burnout” if continues long enough without respite

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Role conflict
  - Inappropriate tasks, internal conflict between various aspects of role
  - May lead to frustration and questioning reason for performing role

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Role Overload
  - Increased responsibilities or workload may lead to feeling of being overwhelmed & unable to deal with expectations of self and others

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Interpersonal Conflicts
  - Different communication styles
  - Different values & goals
  - Previous experiences

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Interprofessional conflicts
  - Lack of understanding of
  - Others' roles and responsibilities
  - Different meaning for same word
  - Autonomy
  - Scope of practice
  - Monetary compensation
  - Medicine has assumed a dominant leadership position in health care

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Disregard for
  - Time management
  - Resource management

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Goals
  - Poorly defined

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Lack of:
  - Decision making skills
  - Conflict resolution skills
  - Communication skills

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Disorganization
- Excessive coercion

COMMON PROBLEMS FOR PROFESSIONAL TEAM DYNAMICS

- Cultural incongruence

ENHANCING GROUP PERFORMANCE: THE GROUP CONSTITUTION

- Written
- Agreed upon by all in Forming Stage
- Contains group
  - Values and goals
  - Norms & ways business will be conducted

ENHANCING GROUP PERFORMANCE: KNOWLEDGE & BEHAVIORS

- Knows
  - Mission of group
  - Skills & knowledge of other group members
  - Previous group decisions

ENHANCING GROUP PERFORMANCE: KNOWLEDGE & BEHAVIORS

- Behavior:
  - Has mastered own core competencies
  - Exhibits consistently ethical behavior
  - Is consistently prompt and prepared

TYPES OF DECISION MAKING

- Default
- Authority
- Minority
- Majority vote
- Unanimous consent
- Compromise
- Consensus

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COMMUNICATION STYLES

- Passive
- Aggressive
- Passive-Aggressive
- Assertive
  - Characteristics
  - Effects on group performance

TECHNIQUES PROMOTING GROUP COMMUNICATION

- Provide focus
  - Limit discussions to key points, task oriented communication
- Share observations
  - Participate actively in team's work

TECHNIQUES PROMOTING GROUP COMMUNICATION

- Convey acceptance
  - Evaluation of personal worth of individual contributor <u>not</u> affected by statements
- Listen attentively

TECHNIQUES PROMOTING GROUP COMMUNICATION

- Encourage comparisons
  - Encourage team to weigh options (list pros & cons of each option)
- Seek consensus
  - Options that all team members can unreservedly support are <u>always</u> preferable

TECHNIQUES PROMOTING GROUP COMMUNICATION

- Summarize
  - Review what the team has achieved and decided. Make a review of the work accomplished the foundation for the next meeting.

TECHNIQUES PROMOTING GROUP COMMUNICATION

- Promote collegiality
  - Encourage mutual respect, cooperation, and a spirit of working toward a worthwhile outcome as a member of a team.

EVALUATING EFFECTIVENESS OF TEAM COMMUNICATION

- Messages between the patient & team are consistent (congruent, not conflicting)
- The patient has an accurate understanding of how the team delivers care

EVALUATING EFFECTIVENESS OF TEAM COMMUNICATION

- The team's communication expedites achieving the outcomes that the team was aiming for
- Success