



# MIDWIFERY LEVEL -III

NTQF Level -III

## Learning Guide #3

<b>Unit of Competence: -</b>	<b>Providing Compassionate, Respectful and Caring Service</b>
<b>Module Title: -</b>	<b>Providing Compassionate, Respectful and Caring Service</b>
<b>LG Code:</b>	<b>HLT MDW3 M01LO3-LG3</b>
<b>TTLM Code:</b>	<b>HLT MDW3 M01 0919TTLM0919v1</b>

## LO 3: Demonstrating effective health care communication



<b>Instruction Sheet</b>	<b>Learning Guide #3</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ✚ Establishing positive, respectful and collaborative working relationship
- ✚ Recognizing, anticipating and expressing compassion for the patient
- ✚ Gathering and eliciting proper information for diagnosis and management
- ✚ Usage of appropriate non-verbal communication
- ✚ Listening and responding to patient concern in respectful manner
- ✚ Informing, educating and counseling clients
- ✚ Establishment of effective interaction with work mates

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to**

- ✚ Positive, respectful and collaborative working relationship (rapport) is established
- ✚ Compassion concern for the patient should be recognized, anticipated and expressed.
- ✚ Proper information is gathered and effectively elicited in order to facilitate accurate diagnosis and management
- ✚ Appropriate non-verbal communication is used
- ✚ Patient concern is actively listened and responded to in respectful manner
- ✚ Clients are effectively informed, educated and counseled
- ✚ Effective interaction with other people working within the health system is established
- ✚ Therapeutic instructions are provided compassionately
- ✚ Non-violent communication techniques are used and implemented

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4,---”**in page ---, ---, --- and ---** respectively.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” ,---”**in page - --, ---, --- and ---** respectively



5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” in **page ---**.
6. Do the “LAP test” in **page – ---**



<b>Information Sheet-1</b>	<b>Compassion and concern for the patient</b>
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- Compassion can be defined as: ‘A sensitivity to the suffering of self and others with a deep wish and commitment to relieve the suffering ’
- ✓ Developing more compassion can be a way to balance emotions to increase the well-being of patients, healthcare professionals and facilitation of healthcare delivery.
- ✓ For patients, compassion can help prevent health problems and speed-up recovery. Compassion can improve staff efficiency by enhancing cooperation between individuals and teams and between patient and healthcare professionals.

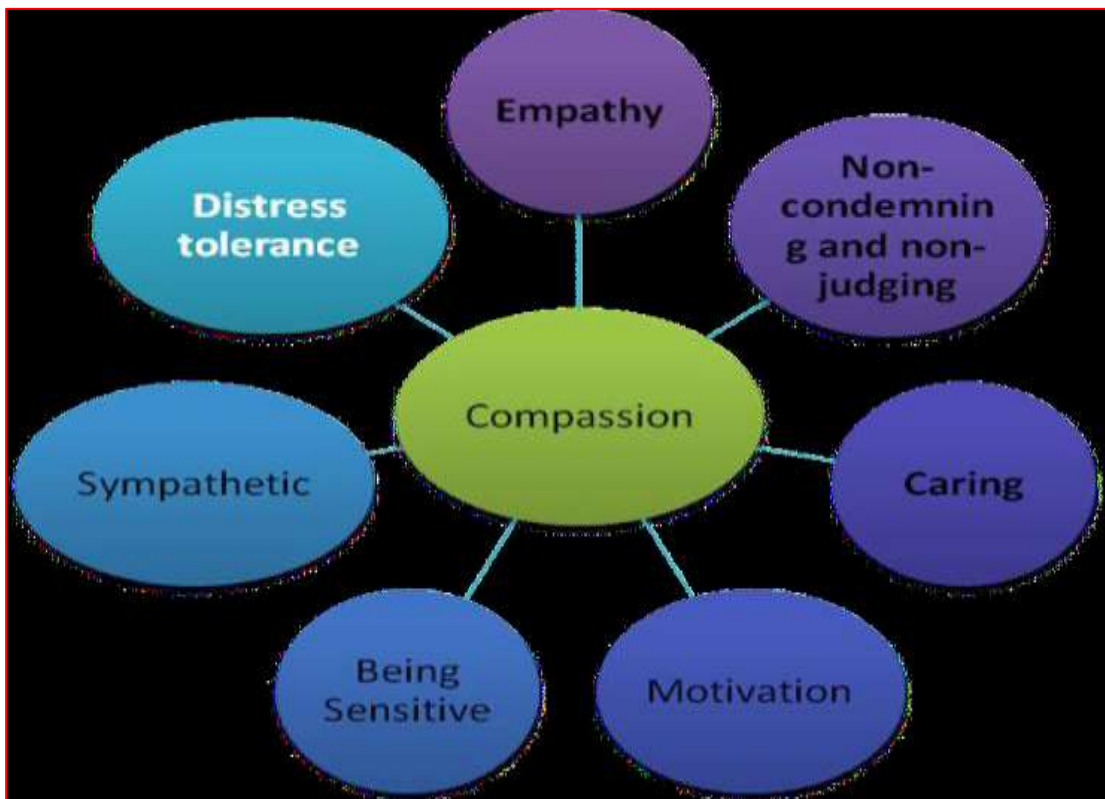


Figure 1: Qualities of compassion



**Motivation:** Making a decision to be compassionate, and it is the commitment to try to do something about the compassionate care.

**Being sensitive:** Making an effort to train one's mind to become **sensitive** to feelings and thoughts will heighten sensitivity to one's needs. It is difficult to be self-compassionate if one is completely insensitive to feelings of pain, sadness, want or needs. One must learn to notice one's thoughts and feelings as they come about. However, sensitivity does not mean merely react to situations without thought or reflection. To be sensitive means 'openness and ability to recognize and listen in appropriate ways'.

**Sympathetic:** Compassion requires one to be emotionally open to one's suffering, as well as to the suffering of others. To be sympathetic is to be emotionally affected by suffering of others. Sympathy is an emotional reaction to one's own and other people's emotions and states (e.g. flinching when one sees someone fall. Sympathy can also be expressed by the feeling of joy over the well-being of others.

Empathy: Understanding and how one perceives one's feelings and thoughts is to empathize. To be open and curious helps one to understand how one feels, what one feels and why. When we have empathy for others we try to understand the situation from their point of view, what others are thinking and how it may be different. Showing empathy requires work. For example, if client is shouting and complaining on you but you realize that they were under enormous stress and pain and then you don't take it personally and you forgive them: you are showing empathy. Compassion and empathy are closely related but the two terms cannot be used synonymously. Empathy is the ability to sense feelings or concerns of others; this often leads to compassion, which is a feeling of concern for the sufferings or misfortunes of others. Compassion leads to an act of trying to alleviate suffering or misfortune.

**Distress tolerance:** To be open to feelings, one must accept them. There are a number of different feelings ranging from being sad, angry or anxious and joyful. Some examples of reactions to feelings is sometimes to be critical, to run away from them, to hide or suppress them; but when one is compassionate, it is easier to be open, tolerant, accepting of different types of feelings . Therefore an important aspect of compassion is to learn how to tolerate and come to terms with, become familiar with, and less frightened of, one's feelings. At the



same time, however, it is possible to change one's feelings for people, different events or even one's own person.

**Not to condemn or judge:** The suffering mind, for example, can be filled with condemning and critical thoughts of one's self or others. Letting go of these negative thoughts is linked to becoming kind and mindful; we become more aware of thoughts and feelings from an observational point of view. We should not judge them, nor try to suppress them or push them out of our minds, avoid or run away from them (this means, we have to accept as they are). Rather, one should learn to reflect more and not react too hastily. These abilities can be developed incrementally. These positive reflections are engaged with the feelings of warmth and a genuine desire to relieve suffering and increase growth and flourishing.

**Caring:** Promotes compassion. Because the action of caring has the potential to alleviate individual suffering. Care is the "action and activities directed towards assisting, supporting or enabling another individual **or** group with evident or anticipated needs to improve a human condition or life way or to face death".



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

**Say true or false**

1. Caring is Promotes compassion
2. Compassion can be defined as: 'A sensitivity to the suffering of self and others with a deep wish and commitment to relieve the suffering?'

**Multiple choose**

3. Which of the following quality of compassion requires the one to be emotionally open to one's suffering, as well as to the suffering of others?
  - A. Caring
  - B. Sympathetic:
  - C. Distress tolerance
  - D. Being sensitive
4. Which one of the following is **not** quality of compassionate care?
  - A. Distress tolerance
  - B. Motivation
  - C. Less sensitive
  - D. Sympathetic:



**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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<b>Information Sheet-2</b>	<b>Effective communication with health care teams and patients</b>
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## **Review of communication**

### **Types of communication**

Communication of information, messages, opinions, speech and thoughts can be done via different forms of modern communication media, like Internet, telephone and mobile. Some of the basic ways of communication are by speaking, singing, sign language, body language, touch and eye contact. These basic ways of communication are used to transfer information from one entity to other. There are many different types of communication but they can be classified into four basic types.

#### **A. Verbal Communication**

Verbal communication includes sounds, words, language and speaking. Language is said to have originated from sounds and gestures. There are many languages spoken in the world. The basis of language formation is: gender, class, profession, geographical area, age group and other social elements. Speaking is an effective way of communicating and is again classified into two type's viz. interpersonal communication and public speaking.

Good verbal communication is an inseparable part of business communication. In a business, you come across people from various ages, cultures and races. Fluent verbal communication is essential, to deal with people in business meetings. Also, in business communication self-confidence plays a vital role which when clubbed with fluent communication skills can lead to success.

Public speaking is another verbal communication in which you have to address a group of people. Preparing for an effective speech before you start is important. In public speaking, the speech must be prepared according to the type of audience you are going to face. The content of your speech should be authentic and you must have enough information on the topic you have chosen for public speaking. All the main points in your speech must be highlighted and these points should be delivered in the correct order. There are many public speaking techniques and these techniques must be practiced for an effective speech.

#### **B. Non-Verbal Communication**

Non-verbal communication involves physical ways of communication, like, tone of the voice, touch, smell and body motion. Creative and aesthetic non-verbal communication includes singing, music, dancing and sculpturing. Symbols and sign language are also included in

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non-verbal communication. Body language is a non-verbal way of communication. Body posture and physical contact convey a lot of information. Body posture matters a lot when you are communicating verbally to someone. Folded arms and crossed legs are some of the signals conveyed by a body posture. Physical contact, like, shaking hands, pushing, patting and touching expresses the feeling of intimacy. Facial expressions, gestures and eye contact are all different ways of communication. Reading facial expressions can help you know a person better.

### **C. Written Communication**

Written communication is writing the words which you want to communicate. Good written communication is essential for business purposes. Written communication is practiced in many different languages. E-mails, reports, articles and memos are some of the ways of using written communication in business. The written communication can be edited and amended many times before it is communicated to the second party to whom the communication is intended. This is one of the main advantages of using writing as the major means of communication in business activity. Written communication is used not only in business but also for informal communication purposes. Mobile SMS is an example of informal written communication.

### **D. Visual communication**

The last type of communication is the visual communication. Visual communication is visual display of information, like topography, photography, signs, symbols and designs. Television and video clips are the electronic form of visual communication.

Effective communication is essential for the success of any type of business. Informally too, nothing can be achieved without proper communication. Therefore, developing communicative skills is a must. One must understand that all the four types of communication are equally

## **3.2. Effective communication with health care teams and patients**

- Relational Communication
  - ✓ The category of relational communication is an important element of compassion identified by patients consisting of verbal and nonverbal displays conveyed by the healthcare provider's engagement with the person suffering.
- There are four specific themes and associated subthemes that convey compassion within clinical communication:



- A. **Demeanor (“being”)**:refers to the disposition of healthcare provider that is conveyed through nonverbalcommunication, such as body language, eye contact, tone of voice, posturing andexpressions. Demeanor is closely related to “patient awareness” within the category of “relational space”. It is more sensory-based and contextual to clinical communication.
- B. **Affect (“feeling for”)**:describes the extent to which healthcare providers actively connects with their patients’emotions; as well as their influence over the process.In relation to compassion, affect is characterized by vulnerability and action, requiringhealthcare providers to enter the relational space and position themselves; to be in the “patient’s shoes” as clinical information is being shared.
- C. **Behaviors (“doing for”)**:associated with relational communication and the use of interpersonal skills in clinicalcommunication, which convey compassion.Compassion-related behaviors vary in expression; behaviors share a commonality thatdistinguish them from general caring of health care providers to give not only ofthemselves as a professional but as a person. The primary behaviors associated with relational communication is described by patients as showing respect; physical displays of caring; and listening and supportive words.
- D. **Engagement (“being with”)**:refers to the degree to which patients feel healthcare providers are actively present inthe clinical encounter.The first aspect of engagement is attentiveness through nonverbal actions (e.g. sittingversus standing at the patient’s bedside) and temporal indicators (e.g. communicating regularly with patients about their needs or communicating potential health issues toother members of the patient’s care team).Acknowledgment, the second essential aspect of engagement, involves recognizing thepersonal impact of suffering, reflecting back to the patient, and integrating thisinformation into subsequent interactions.The final aspect of engagement is dialogue, which consists of healthcare providerscommunicating clinical information accurately and sensitively, including the effectiveuse of silence and allowing patients to participate in the clinical conversation.

### 3.2.1. Principles of effective communication

- ✓ Good communication is one of the keys to your success as an early intervention provider.

It is the means of establishing and building relationships with families, with your co-workers and teammates, and community agencies.



- ✓ Your communication skills will play an important part in your ability to support families and their children as they learn new skills.
- ✓ Communication requires good listening skills, awareness of cultural differences, sensitivity to nonverbal cues, dissemination of information, and appropriate documentation.
- ✓ Using good listening skills involves asking open-ended questions, and active listening strategies.

### 3.2.2. Components of effective communication

We know that communication is a process of transmitting and receiving messages (verbal and non-verbal). Communication is a dialogue not a monologue. So, a communication is said to be effective only if it brings the desired response from the receiver.

**Communication consists of six components or elements.**

1. Context
2. Sender/Encoder
3. Message
4. Medium
5. Receiver/Decoder
6. Feedback

#### 1. Context

Every message (Oral or written), begins with context. Context is a very broad field that consists different aspects. One aspect is country, culture and organization. Every organization, culture and country communicate information in their own way.

Another aspect of context is external stimulus. The sources of external stimulus includes; meeting, letter, memo, telephone call, fax, note, email and even a casual conversation. This external stimuli motivates you to respond and this response may be oral or written.

Internal stimuli is another aspect of communication. Internal Stimuli includes; You opinion, attitude, likes, dis-likes, emotions, experience, education and confidence. These all have multifaceted influence on the way you communicate you ideas. A sender can communicate his ideas effectively by considering all aspects of context mentioned above.

#### 2. Sender/Encoder

Encoder is the person who sends message. In oral communication the encoder is speaker, and in written communication writer is the encoder. An encoder uses combination of



symbols, words, graphs and pictures understandable by the receiver, to best convey his message in order to achieve his desired response.

### 3. Message

Message is the information that is exchanged between sender and receiver. The first task is to decide what you want to communicate and what would be the content of your message; what are the main points of your message and what other information to include. The central idea of the message must be clear. While writing the message, encoder should keep in mind all aspects of context and the receiver (How he will interpret the message). Messages can be intentional and unintentional

### 4. Medium

Medium is the channel through which encoder will communicate his message. How the message gets there. Your medium to send a message may be print, electronic, or sound. Medium may be a person as postman. The choice of medium totally depends on the nature of you message and contextual factors discussed above. Choice of medium is also influence by the relationship between the sender and receiver.

The oral medium, to convey your message, is effective when your message is urgent, personal or when immediate feedback is desired. While, when your message is ling, technical and needs to be documented, then written medium should be preferred that is formal in nature. These guidelines may change while communicating internationally where complex situations are dealt orally and communicated in writing later on.

### 5. Receiver/Decoder

The person to whom the message is being sent is called 'receiver'/'decoder'. Receiver may be a listener or a reader depending on the choice of medium by sender to transmit the message. Receiver is also influenced by the context, internal and external stimuli. Receiver is the person who interprets the message, so higher the chances are of mis-communication because of receiver's perception, opinion, attitude and personality. There will be minor deviation in transmitting the exact idea only if your receiver is educated and have communication skills.

### 6. Feedback

Response or reaction of the receiver, to a message, is called 'feedback'. Feedback may be written or oral message, an action or simply, silence may also be a feedback to a message.

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Feedback is the most important component of communication in business. Communication is said to be effective only when it receives some feedback. Feedback, actually, completes the loop of communication.

### 3.2.3. Interpersonal relationship

- ✓ Is a person to person, two-way, verbal and non-verbal interaction that includes the sharing of information and feelings between individuals or in small groups that establish trusting relationships
- ✓ Takes place between service providers and their clients and members of the community and is a key element in maximizing access to quality care.
- ✓ Includes the process of education, motivation and counselling and starts with understanding the critical role of good client service.

#### **Midwifery professional in relation to his/her patients**

- ✚ Midwife have the obligations to act in the best interest of the individual patient.
- ✚ Midwife have the responsibilities to provide professional care to patients in attaining optimal therapeutic/health outcomes.
- ✚ Midwife shall promote the safe, quality and appropriate use of medicines and ensure timely access to medicines for the patients.
- ✚ Midwife should always strive to provide information to patients regarding professional services truthfully, accurately, and clearly.
- ✚ midwife shall provide professional service to the best of their capabilities and to conduct themselves in such a manner as to hold their profession in high esteem and use professional judgement by following the laws and regulations pertaining to midwifery.
- ✚ midwife shall bear the responsibility and accountability in the control and supply of medicines contributing to public health.
- ✚ Always follow the rule: Patient first or Service first.



<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

**Multiple choose**

1. Which Types of communication involves physical ways of communication, like, tone of the voice, touch, smell and body motion?
  - A. Non-Verbal Communication
  - B. Verbal Communication
  - C. Written Communication
  - D. Visual communication



**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_





## List of Reference Materials

**CRC Health worker training participant manual 2017, FMOH, june 2017**

**Beth A. Lown, Julie Rosen and John Marttila. An Agenda For Improving Compassionate Care: A Survey Shows About Half Of Patients Say Such Care Is Missing. Health Affairs 30, no.9 (2011):1772-1778.**

**National CRC Manual June 2017**