



Nursing Level III

NTQF Level III

Learning Guide # 3

Unit of Competence: Provide compassionate, respectful and caring service

Module Title: Providing compassionate, respectful and caring service

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LO 3: Demonstrate effective health care communication



Instruction Sheet

Learning Guide #3

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

3. Demonstrate effective health care communication

- 3.1. Work relationship (Positive, respectful and collaborative)
- 3.2. Compassion and concern for the patient
- 3.3. Effective communication

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 –

- Use work instructions to determine job requirements, including method, material and equipment.
- Read and interpret job specifications following working manual.
- Use OHS requirements, including dust and fume collection, breathing apparatus, eye and ear personal protection throughout the work.
- Select and prepare materials for work which are appropriate to application.
- Identify and check safety equipment and tools for safe and effective operation.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3
3. Read the information written in the “Information Sheets ”. Try to understand what are being discussed.
4. Accomplish the “Self-check”
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Information sheet 1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet-1	Demonstrate effective health care communication
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Thus, the requirements of a job, though specific to it, cover also a general spectrum. These make for better employees and better individuals.

3. Demonstrate effective health care communication

3.1 Work relationship (Positive, respectful and collaborative)

In many health systems, integrated care is seen as a possible solution to the growing demand for improved patient experience and health outcomes of multi morbid and long-term care patients. During the last decade different models and approaches to integrated care have been widely applied and documented across a variety of settings, which has resulted in the multiplicity of definitions and conceptual frameworks.

Integrated care is often contraposed to fragmented and episodic care, and it is used synonymously to terms like coordinated care and seamless care, among others. However, there is no unifying definition or common conceptual understanding of integrated care, which is most likely, a result of 'the polymorphous nature of integrated care itself' (7). In effect, the perspectives that construct the concept are likely to be shaped by views and expectations of various stakeholders in the health system.

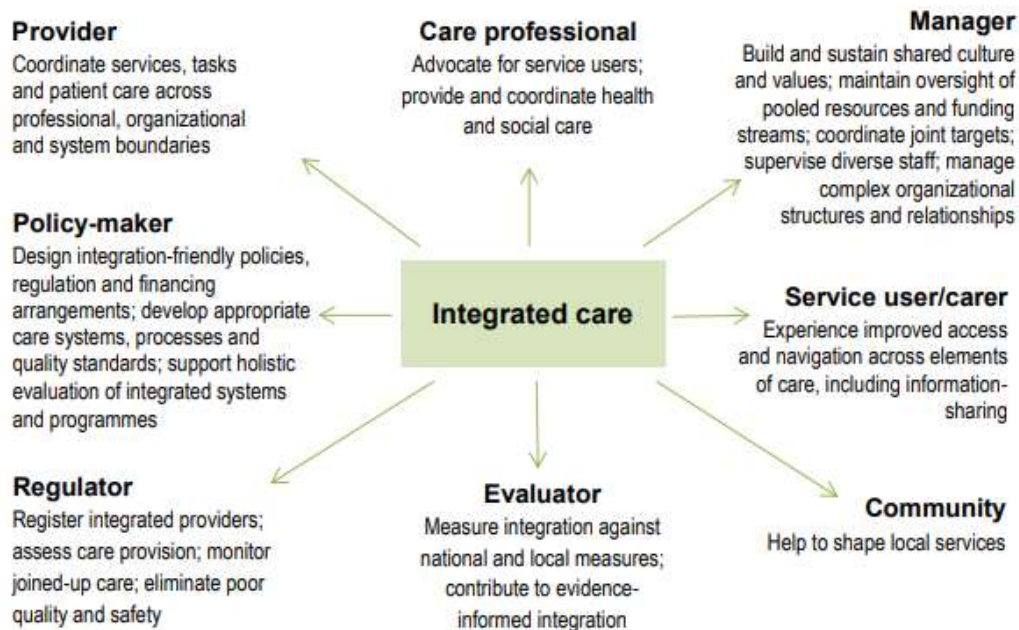


Fig 3.1 work relation ship

Helping Relationship

The helping relationship is sometimes called therapeutic or client nurse relationship.

The goals of a helping relationship between a nurse and a client are determined cooperatively and are defined in terms of the client's needs.

Broadly speaking common goals might include:

- Increased independence,
- Greater feelings of worth and
- Improved physical well being

Basic Characteristics of a Helping Relationship

Dynamic

Purposeful and time limited

The person providing the assistance in a helping relationship assumes the dominant role Collaborating positive work relationship is very important to provide respectful health care

Positive; - Encouraging good behavior, behavior which is morally good or **Affirmative behavior/action.**

Associated with relational communication and the use of interpersonal skills in clinical



communication, which convey compassion.

Compassion- related positive behaviors vary in expression; behaviors share a commonality that distinguish them from general caring of health care providers to give not only of themselves as a professional but as a person.

The primary behaviors associated with relational communication are described by patients as showing respect; physical displays of caring; and listening and supportive words

Respectful: - Is the kind of care, in any setting, which supports and promotes, and does not undermine a person's self-respect, regardless of any differences.

The action meanings of the word respect are:-

Pay attention to

Honoring

Avoiding damage e.g. insulting, injuring

Not interfering with or interrupting

Treating with consideration

Not offending

3.2 Compassion and concern for the patient

Compassion: - Is a feeling of deep sympathy and sorrow for the suffering of others accompanied by a strong desire to alleviate the suffering? Therefore, we can say it is being sensitive to the pain or suffering of others and a deep desire to alleviate the suffering.

It lies at the intersection of empathy (in this case, understanding patients' concerns) and sympathy (feeling patients' emotions). A health professionals' care without compassion cannot be truly patient-centered. Compassionate care addresses the patient's innate need for connection and relationships and is based on attentive listening and a desire to understand the patient's context and perspective.

Concern for patient:-Caring feelings (a feeling of worry, compassion, sympathy, or regard for patient or patient care.



Compassionate, respectful and caring (CRC) - means serving patients, being ethical, living the professional oath, and being a model for young professionals and students. It's a movement that requires champions who identify with their profession and take pride by helping people. 1.2. Characteristics of CRC Health Professionals CRC health professionals have the following four essential characteristics:

Characteristics of CRC Health Professionals

CRC health professionals have the following four essential characteristics:

- Consider patients as human beings with complex psychological, social and economic needs and provide person-centered care with empathy;
- Effective communication with health care teams, interactions with patients and other health professionals over time and across settings;
- Respect for and facilitation of patients' and families,' participation in decisions and care.
- Take pride in the health profession they are in and get satisfaction by serving the people and the country.

Quality of Compassionate care

Compassion can be defined as: 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.



Fig 3.2 Quality 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.

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

Elements of compassionate care

According to researches the key elements of compassionate care has seven categories, each contains theme and subthemes.

Virtue

It is described as “good or noble qualities embodied in the character of the health care provider.

Specifically, patients felt compassion stemmed from virtues of genuineness, love, honesty, openness, care, authenticity, understanding, tolerance, kindness, and acceptance. Compassion is predicated on health care provider virtues, independent of patient behavior, relatedness, or deservedness.

Relational space:

Relational space is defined as the context and content of a compassionate encounter where the person suffering is aware of and is engaged by, the virtues of the health care provider.

The intent and depth of the health care provider-patient relationship was a defining feature of compassion, extending beyond simply acknowledging and understanding the needs of the patient to relating to them as a fellow human being and actively engaging their suffering.

The category of relational space comprised two themes.

Patient awareness which describes the extent to which patients intuitively knew or initially sensed health care provider capacity for compassion.

Engaged care giving which refers to tangible indicators of health care provider compassion in the clinical encounter that established and continued to define the health care provider-patient relationship over time.

Virtuous Response

It is the “Enactment of a virtue toward a person in suffering,” and it is both an individual category and an overarching principle of care that functions as a catalyst to the three core categories of compassionate care giving: “seeking to understand, relational communicating, and attending to needs”

The category of virtuous response contains three broad themes within it:



Knowing the person: Refers to the extent to which healthcare providers approached their patients as persons and view their health issues and suffering from this point of view.

Seeing the person as priorit;- Involves healthcare providers' ability to priorities patient needs, setting aside their own assumptions and healthcare system priorities in the process.

Beneficence;- Refers to healthcare providers wanting the best for the patient, informing the three more targeted core categories of compassionate care giving.

Seeking to Understand;-Seeking to understand refers to healthcare providers trying to know the patient as a person and his or her unique needs.

Health care providers' first act is to know and prioritize the patient as a person by pursuing a deeper understanding of the person and his or her unique illness experience to better diagnose the patient.

The need to understand a person's desires and tailor his or her care is identified by most patients as a fundamental feature of compassion.

- o Seeking to Understand the Person.
- o Seeking to Understand the needs of the Person

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

Demeanor (“being”):

Refers to the disposition of healthcare provider that is conveyed through nonverbal communication, such as body language, eye contact, tone of voice, posturing and expressions.

Demeanor is closely related to “patient awareness” within the category of “relational space”. It is more sensory-based and contextual to clinical communication.

☆ 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, requiring healthcare providers to enter the relational space and position themselves; to be in the “patient's shoes” as clinical information is being shared.

☆ Behaviors (“doing for”):



Associated with relational Communication and the use of interpersonal skills in clinical communication, which convey compassion.

- Compassion- related behaviors vary in expression; behaviors share a commonality that distinguish them from general caring of health care providers to give not only of themselves as a professional but as a person. The primary behaviors associated with relational communication are described by patients as showing respect; physical displays of caring; and listening and supportive words.

☆ **Engagement (“being with”):**

Refers to the degree to which patients feel healthcare providers are actively present in the clinical encounter.

The first aspect of engagement is attentiveness through nonverbal actions (e.g. sitting versus standing at the patient’s bedside) and temporal indicators (e.g. communicating regularly with patients about their needs or communicating potential health issues to other members of the patient’s care team).

☆ **Attending to Needs:**

It refers to “a timely and receptive desire to actively engage in and address a person’s multifactorial suffering”.

Attending to patients’ needs has three interrelated themes:

☆ **Compassion-Related Needs:**

Refers to the dimensions of suffering that patient feel compassion: physical, emotional, spiritual, familial and financial. Compassionate healthcare providers are those who, regardless of their scope of practice, are willing to actively attend to a patient’s immediate needs.

☆ **Timely:**

Refers to addressing suffering in a “timely” manner. It has dual understanding of time, referring to both the desire of healthcare providers to address suffering in a responsive manner and at an opportune moment.

The responsive dimension of time is frequently referred to as acute suffering (e.g. a pain crisis)

☆ **Action:**

- Refers to the initiation and engagement of a dynamic and tangible process aimed at alleviating suffering. Compassion is more action.



☆ **Patient-Reported Outcomes:**

The impact of compassion on patients who are suffering is profound. Patient-reported outcomes refer to the effect of compassion on suffering, patient well-being, and care.

Although some patients feel that compassion directly improves the health outcomes, compassion primarily enhances patients' well-being and the quality of their relationship with their healthcare providers.

These experiences have an equally enduring effect on their well-being and the care-giving relationship, often exacerbating suffering in the process.

Principles of compassionate care

The universal principles of compassion will help us know one another in a more meaningful way where we discover one another respectfully. They create the conditions that allow a person who is suffering to experience the healing power of compassion.

1. **Attention** is the focus of healthcare provider. Being aware will allow the healthcare provider to focus on what is wrong with a patient; or what matters most to the patient.
2. **Acknowledgement** is the principle of what the healthcare professional says.
3. **Affection** is how healthcare providers affect or touch people. Human contact has the ability to touch someone's life. It is the quality of your connection, mainly through kindness and humor. Affection brings joy and healing.
4. **Acceptance** is the principle of being with mystery understanding or at the beginning of a new experience, and regard what is beyond with equanimity.

It is the quality of your presence in the face of the unknown, in the silence. Like the sun in the north at midnight, acceptance welcomes the mysteries of life and is at peace with whom we are and where we are, right now. It is the spirit of Shalom.

3.3 Effective communication

Definition of communication

The word communication come from latin word 'communis' meaning make common ground of understanding, to share information, ideas or attitude, to impart, to transmit.

Evert M. Rogers (1993), defined "**communication** as the process by which an idea is transferred from a source to a receiver with intent to **change his/her behavior**

It is a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.



Any verbal or non-verbal behavior that is perceived by another person.

It's the process by which the sender/ source reaches the receiver/ destination with thoughts, ideas, feelings, facts & values.

Health communication

It is the art and technique of informing, influencing, and motivating individuals, institutions, and large public audiences about important health issues based on sound scientific and ethical consideration.

Effective and successful communication

Effective Communication

Everyone has the right to be informed about the health services, costs and treatment options available to them, and receive timely communication in a way they can understand.

Effective Communication Effective communication is the process of exchanging information between two or more people and asking for clarification until all parties are able to fully understand. Effective communication results in the patient being able to make informed decisions and the health care team providing safe and responsible care. It occurs when the receiver interprets the sender's message in the same way the sender intended it.

Successful communication

Successful communication is said to be accomplished when the receiver not only receives the message but also accept, interpret and use it in the manner intended by the source.

Communicating with individuals in ways that are meaningful to them

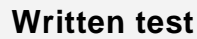
Communication plays a key role in understanding individual needs and preferences.

This is fundamental to care provision to ensure dignity and respect.

Verbal, non-verbal and body language are important elements of communication and these are affected by individual's culture, disability and language

Maintaining confidentiality and transparency is also fundamental for good communication. It is essential that care providers understand these factors and provide opportunities for the service user to express their wishes and concerns to their care providers.

Why is communication in healthcare important?



Communication issues are a common area of health service complaints in Queensland, so it's important for health service providers to consider the communication needs of each patient and continually review their communication approach. Improved physical well being

1. Which one is not Basic Characteristic of a Helping Relationship

- a. Dynamic
- b. Purposeful and time limited



- c. The person providing the assistance in a helping relationship
 - d. None
2. Which one is related behaviors share a commonality that distinguish them from general caring of health care providers to give not only of themselves as a professional but as a person?
- a. Respect b. compassion c. concern d. work relationship
3. Which one is intimately related to dignity?
- a. Respect b. Compassion c. concern d. communication
4. Why is communication in healthcare important?
- a. can improve overall satisfaction and contribute towards better long-term health outcomes.
 - b. To create well understanding of therapeutic instruction
 - c. it's important for health service providers to consider the communication needs of each patient and continually review their communication approach
 - d. all



Score = _____

Rating: _____

Answer Sheet

Name: _____

Date: _____

Short Answer Questions

1.

2.

3.

4.



List of Reference Materials

1. Introduction to Professional Nursing and Ethics (LECTURE NOTES For Professional Nursing Students)
2. An overview of Integrated Care Models (World health Organization, 2016)
3. Providing compassionate, respectful and caring services learning module (HLT MLS4 MO 16 1017)

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