



## First Aid Response

### Communications







## **Learning Outcomes**

#### **Knowledge Objectives** (by the end of this Unit, you will be able to...)

- 1. Describe the principle barriers to effective patient and team communication
- 2. State the personal qualities that make an effective communicator
- 3. Explain how to seek a patient's consent for treatment

#### Attitudinal Objectives (by the end of this Unit, you will be able to...)

- Whilst taking control of an emergency situation, demonstrate a courteous approach toward the patient, their family and bystanders
- 2. Outline the role of the First Aid Responder in the continuum of patient care





## **Learning Outcomes**

#### **Skills Objectives** (by the end of this Unit, you will be able to...)

- Demonstrate the use of open questioning technique and obtain important and relevant clinical information
- 2. Demonstrate communicating with the EMS services





## **Topics**

- Types of communication
- Barriers to effective communication
- Being an effective communicator
- Patient consent
- Continuum of patient care





# **Types of Communication**

- Verbal
  - Speaking & Listening
  - Tone & Inflection
- Non-verbal
  - Eye contact
  - Touch
  - Body Language
  - Demeanour
  - Gestures

- Written
  - PCR's
  - Clear & concise
  - Accurate

Types of non-verbal communication?

How can these affect your relationship with the patient?







# Types of Communication

#### Verbal

- Essential part of quality patient care
- Find out what's wrong with the patient
- You are a vital link between the patient and the professional health care team
- Speaking clearly is essential
- Listening forms an important part





...your patient?

### Barriers...

#### What are the barriers to effective communication with.....

- Environmental conditions
  - Weather
  - Surrounding noise
- Culture/language barriers
- Physical barriers (COVID-19 PPE)
- Stereotyping/false assumptions
- Giving advice or false reassurance





### Barriers...

#### What are the barriers to effective communication with......

Environmental conditions

...your team?

- Weather
- Surrounding noise
- Culture/language barriers
- Physical barriers (COVID-19 PPE)
- No lead poor teamwork
- Insufficient communication within the team
- Self-focusing behaviour





### **Effective Communication**

### A Responder will be an effective communicator by......

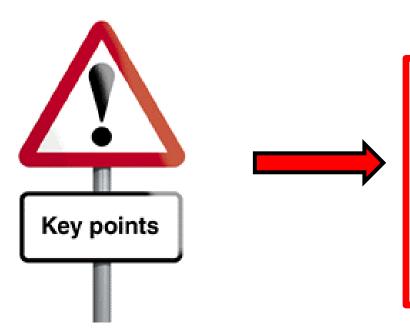
- Being confident and competent in their care of the patient
- Showing respect for the patient at all times
- Continuously informing and reassuring the patient
- Use open questioning technique







## **Effective Communication**



#### **Remember:**

- Confident & Competent Care
- Compassion & Respect
- Inform & Reassure
- Understanding of patient's pain& fear





### Patient Consent...

- Patients have the right to determine what happens to them and their bodies
- For patients presenting as P or U on the AVPU scale, implied consent applies
- Patients may refuse assessment, care, medication and/or transport

What do we do then?





## Seeking Consent...

#### How should we go about seeking consent?

- Clearly identify yourself
- Reassure patient
- Calm and controlled voice, no panic!
- Explain potential actions to patient
  - Let them know what you need to do to treat them effectively (e.g. examine & touch a wound, cutting clothing, etc.)





# Family & Bystanders...

- Calm approach
- Assertive

- Q. How should we deal with family & bystanders?
- Identify yourself & your qualifications
- Direct bystanders to move away if causing obstruction
- Ask for help from bystanders to clear area if needed
- Protect yourself
  - Threat of violence: back away!
  - Personal safety is paramount





### Continuum of Patient Care

### Our role as Responders;

- Shared duty of care on scene
- Each responder accountable for his/her own actions
- Most qualified takes the lead
- Manage and treat the patient's illness/injury
- Communicate effectively on scene
- Fill out patient care forms thoroughly & accurately
- Efficient handover to arriving EMS is essential





### Assessment

- Outline the role of a First Aid Responder in the continuum of patient care
- Describe the principle barriers to effective patient communication
- Describe the principle barriers to effective team communication
- State the personal qualities that make an effective therapeutic communicator
- Explain how to seek a patient's consent for treatment





## Summary

- Barriers to effective patient and team communication
- Personal qualities of an effective communicator
- Seeking a patient's consent for treatment
- Demonstration of good communication
- Demonstration of open questioning technique