



# First Aid Response

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## 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...)

1. 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...)

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



# Topics

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- 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

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- 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



# 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

**...your patient?**



# Barriers...

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

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

**...your team?**





# Effective Communication

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**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
  - 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
- Q. How should we deal with family & bystanders?**



# Continuum of Patient Care

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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

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- 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

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- 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