

Ecu n3200 final part 2



Culture thoughts, communications, actions, customs, beliefs, values, & institutions of groups (racial, ethnic, religious, or social) Ethnicity shared identity r/t social & cultural heritage (eg: values, language, geographical space, & racial characteristics) ONECU N3200 FINAL PART 2 SPECIFICALLY FOR YOU FOR ONLY \$13.90/PAGE Order Now Cultural competence process of acquiring specific knowledge, skills, & attitudes to ensure delivery of culturally congruent care Components of cultural competence-awareness (in-depth self-examination)

-knowledge (comparative knowledge of diverse groups)

-skills (ability to assess factors influencing care & tx)

-encounters (engagement in cross-cultural interactions)

-desire (motivation & commitment to caring) Communication lifelong learning practice & essential attribute of RN. Builds relationship to share

information Intrapersonal communication communication within an individual.

Self-talk or inner thought Interpersonal communication one-on-one

interaction. Heart of nursing practice - means to establishment of help-trust

relationship Transpersonal communication communication within spiritual

domain (prayer, meditation, guided reflection) Small-group

communication interaction with a small number of people Public

communication interaction with an audience Referent motivation for

communication Sender/receiver people involved in active process of

communication Message content of communication (verbal, nonverbal, &

symbolic language) Channels means of conveying & receiving messages -

auditory, visual, & tactile channels Feedback message receiver returns to

sender. Indicates if receiver understood original message Components of

verbal communication vocabulary, intonation, denotative & connotative

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meaning, clarity & brevity, and timing & relevance Denotative & connotative

meaning denotative - literal (dictionary) meaning

connotative - interpretation of a word influenced by thoughts or feelings

people have about the word Components of nonverbal

communication personal appearance, posture & gait, facial expression, eye

contact, gestures, sounds, and territoriality & personal

space Territoriality need to gain, maintain, & defend one's right to space.

Provides identity, security, & control Personal space invisible, individual, &

travels with person Symbolic communication verbal & nonverbal symbolism to

convey meaning. Eg: art, music, & dance Metacommunication broad term; all

factors influencing communication. Sometimes incongruence btw word &

body language Phases in nurse-pt communication 1 - preinteraction phase

2 - orientation phase

3 - working phase

4 - termination phase Therapeutic communication encourages expression of

feelings & ideas; conveys acceptance & respect Active listening -

therapeutic SOLER: Sitting forward, Open posture, Leaning in, Eye contact,

Relax Nontherapeutic communication techniques personal questions, personal

opinions, changing the subject, automatic responses (stereotypes), false

reassurance, sympathy, asking for explanations, approval or disapproval,

arguing, and defensive, passive, or aggressive responses SBAR benefits-

standardizes & organizes essential info

-pertinent & focused

-common expectations Situation (SBAR) name, unit, patient,

problem Background (SBAR) admission date & dx, pertinent medical hx &

tx Assessment (SBAR) vital signs, on oxygen, pt complaints, change from prior

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nursing assessment
 Recommendation (SBAR) testing, medication, notification,
 when to call again
 SBAR trigger phase " I need some clarification..." SBAR
 documentation-change in condition

-notification of HCP

-orders

-reassessment
 Nurse Practice Act - components specific to documentation-
 recording & reporting nursing assessment

-recording & reporting the plan for care, care provided, & pt response
 Core standards for documentation
 client-focused, relevant, comprehensive &
 concise, accurate, timely, confidential, permanent record of care
 Pt education goals-maintenance of health and illness prevention

-restoration of health

-coping with impaired functioning
 Teaching interactive process that promotes
 learning
 Learning purposeful acquisition of new knowledge, attitudes,
 behaviors, & skills
 Basic learning principles-motivation to learn

-ability to learn

-learning environment
 Domains of learning
 cognitive: intellectual behaviors;
 requires thinking

affective: expression and acceptance of feelings, attitudes, opinions, & values

psychomotor: integration of mental & muscular ability
 Analogysupplement of

verbal instruction with familiar images. Eg: blood through arteries is like

water in hose
 Role playpeople are asked to play themselves or someone

else
 Simulationteaches problem-solving, application, & independent

thinking
 Ethicsstudy of conduct & character
 Beneficencehelping

others
 Nonmaleficence" do no harm"; not using a tx that causes more harm

than good
 Nurse's primary commitmentpatient
 Valuepersonal belief

influencing behavior Ethical issues involve at least one of what 3 criteria-
cannot be solved through review of data

-difficult to make a decision re problem

-answer will have a profound meaning to a human interest Tort civil wrong

made against person/property: assault, battery, false imprisonment,

defamation, negligence (falls below standard), malpractice (professional

negligence) Assault person is fearful Battery intentional touching w/o consent