

English for Nursing Communication II



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Communication in Hospitals: Listening & Speaking

Effective communication is vital in healthcare settings. It impacts patient outcomes, safety, and team collaboration.

This presentation explores essential listening and speaking skills for hospital professionals.



The Hospital Team: Key Players



Doctors

Attending physicians, residents, fellows, and specialists who diagnose and treat patients.



Nurses

RNs, LPNs, nurse practitioners, and specialists providing direct patient care.



Allied Health

Physical therapists, respiratory therapists, pharmacists, and nutritionists supporting care.



Support Staff

Administrative personnel, environmental services, and technicians maintaining operations.



Active Listening in Healthcare

Pay Full Attention

Focus completely on the speaker without preparing responses or interrupting.

Show Engagement

Maintain eye contact, nod, and provide verbal acknowledgments.

Process Information

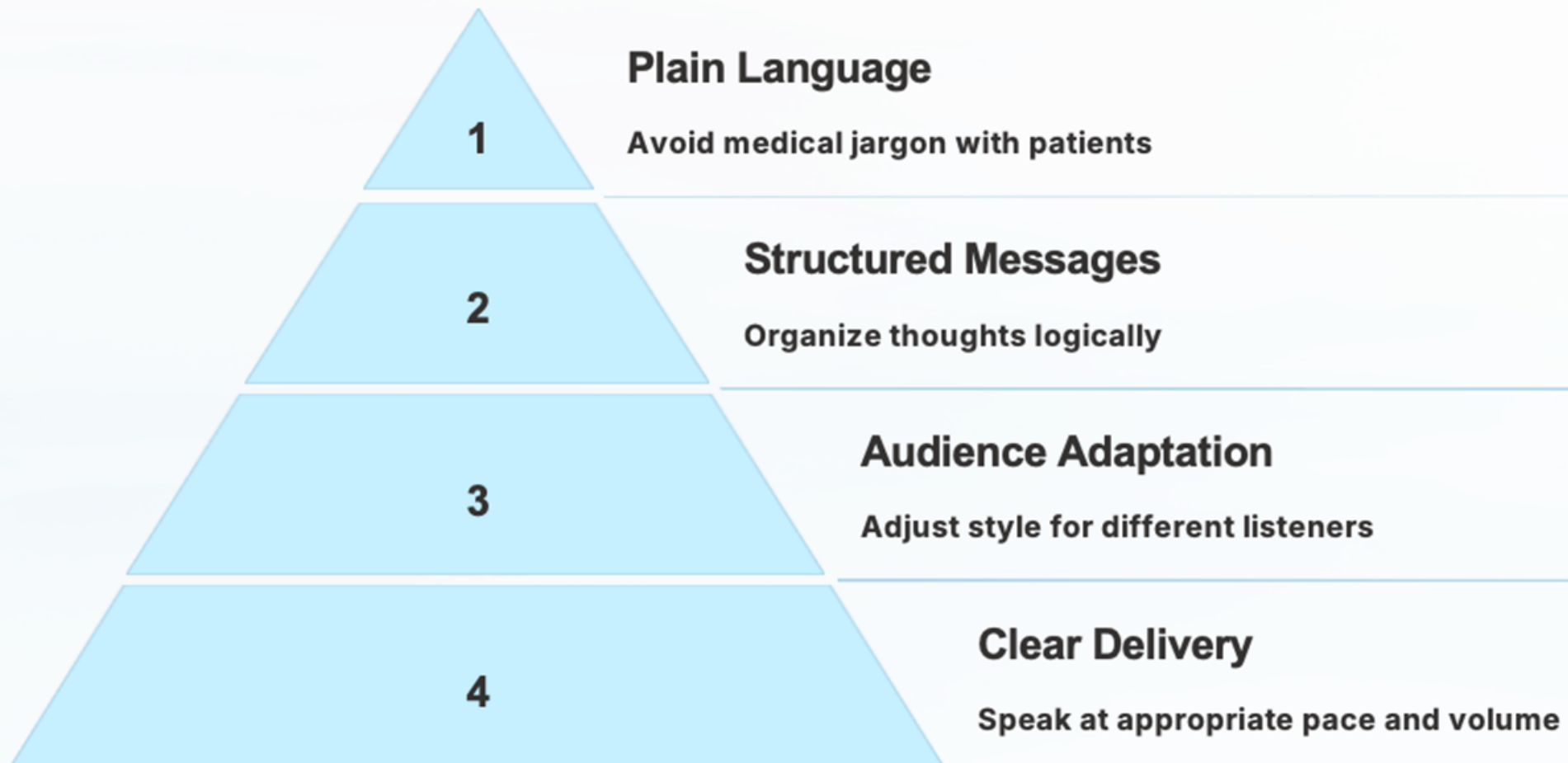
Summarize and clarify what you've heard to ensure understanding.

Active listening reduces errors, builds trust, and improves patient satisfaction.





Effective Speaking Techniques



Clear communication prevents misunderstandings and improves care coordination.



Communication Challenges in Hospitals

Time Constraints

Fast-paced environment with limited time for thorough communication.

1

2

Diverse Backgrounds

Different languages, cultures, and education levels among staff and patients.

Information Overload

Managing complex data from multiple sources simultaneously.

4

3

High Stakes

Critical information that impacts patient safety and outcomes.



Patient-Centered Communication

Empathy First

Acknowledge emotions and concerns. Use supportive language and appropriate touch when needed.

Shared Decisions

Explain options clearly. Involve patients in treatment plans. Respect preferences and values.

Cultural Competence

Recognize diverse beliefs. Use interpreters when needed. Respect cultural practices around health.



Interdisciplinary Team Communication

1

Clear Roles

Define responsibilities and accountability for each team member.

2

Structured Handoffs

Use consistent protocols for transferring patient information between shifts.

3

Team Huddles

Hold brief daily meetings to discuss priorities and potential issues.

4

Collaborative Solutions

Encourage input from all disciplines when addressing complex problems.





Technology and Communication



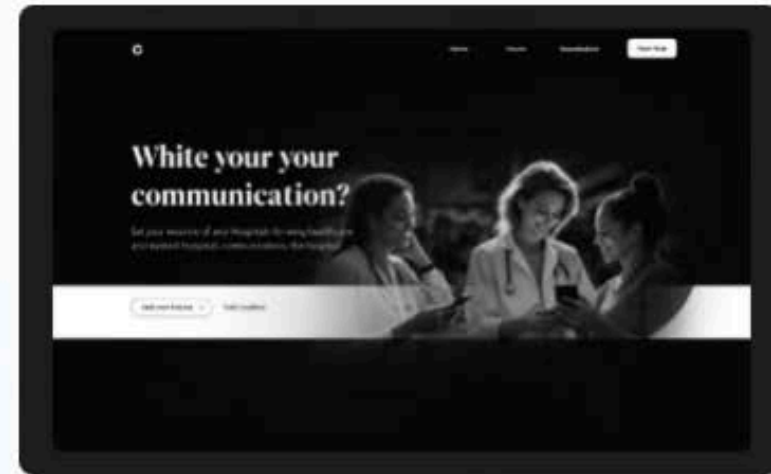
Electronic Records

Digital systems that streamline documentation and improve information access across departments.



Telemedicine

Virtual platforms expanding care access while requiring adapted communication skills.



Communication Tools

Secure messaging and alert systems accelerating information sharing among team members.



Improving Hospital Communication

Standardized Protocols

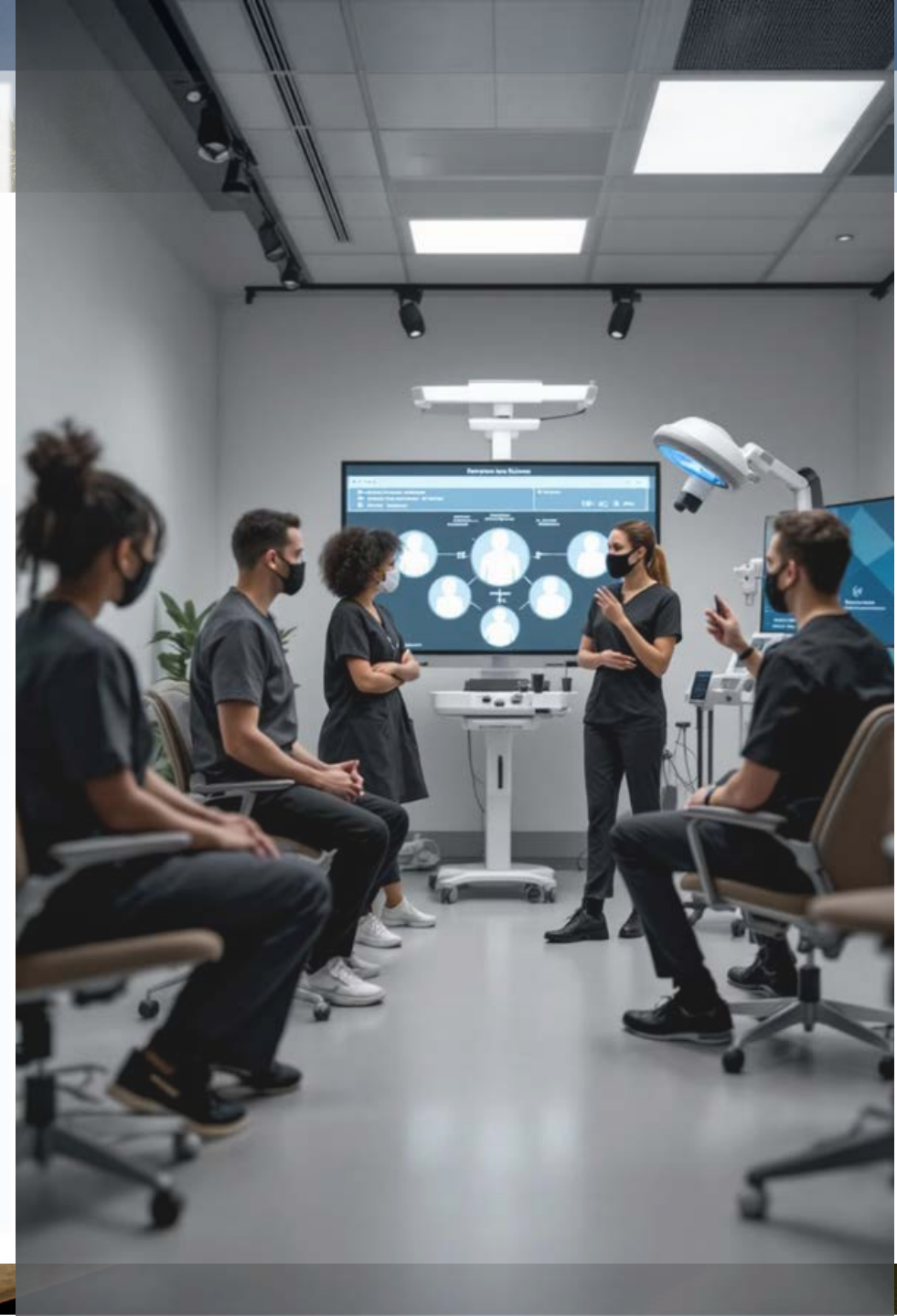
Implement SBAR (Situation-Background-Assessment-Recommendation) for critical communications. Use checklists for high-risk situations.

Regular Training

Conduct simulation exercises and workshops. Provide feedback on communication performance.

Supportive Culture

Encourage speaking up about concerns. Eliminate hierarchy barriers to open dialogue.





Key Takeaways

1

Communication Saves Lives

Effective listening and speaking directly impact patient safety and outcomes.

2

Team Success Depends on Clear Exchange

Interdisciplinary collaboration requires structured, respectful communication.

3

Continuous Improvement is Essential

All hospital staff should regularly practice and refine communication skills.

Remember: In healthcare, how we communicate can be as important as what we know.