



# English for Nurses: : Communication Listening & Speaking - **Basic Disaster Management**

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# The Importance of English Communication

- **International Aid:** Collaborating with global teams.
- **Tourism:** Assisting foreign visitors in need.
- **Global Collaboration:** Aligning with international protocols.
- **Information Access:** Utilizing English guidelines and research.
- **Clarity:** Ensuring standardized language in chaos.





# Defining 'Disaster'

## Exceeding Local Capacity

A severe disruption causing widespread losses that overwhelm a community's own coping resources.

## Common in Thailand

Floods, tropical storms, landslides, droughts, epidemics, and industrial accidents.

## Less Common, Still Possible

Earthquakes and tsunamis also pose potential threats.



# The Four Phases of Disaster Management

The disaster management cycle is a continuous process of planning and action.



For more information, visit [disaster.rh1.go.th](https://disaster.rh1.go.th)

# Nurses on the Frontline



## Preparedness

Training, educating, and planning.



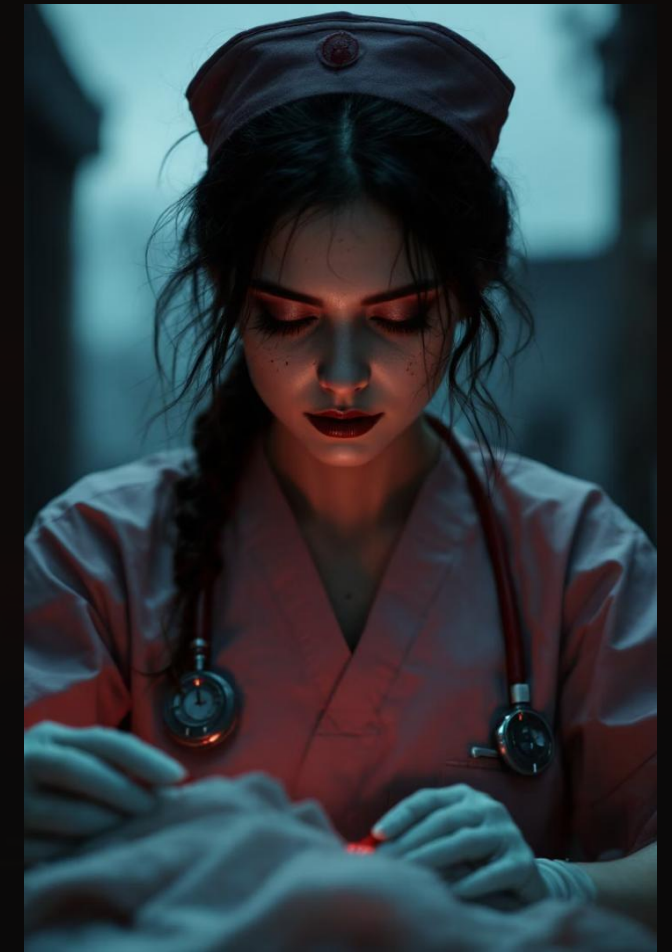
## Response

Triage, first aid, clinical care, shelter management, and communication.



## Recovery

Ongoing care, psychosocial support, and health surveillance.



# Why is Disaster Communication Hard?



## Chaos & Noise

Difficulty hearing and being heard.



## Urgency

Need for rapid, accurate information.



## Damaged Infrastructure

Loss of phones and internet.



## Multiple Agencies

Different teams and jargon.



## Emotional Stress

Fear and panic affect everyone.



## Language Barriers

An added layer of complexity.

# Disaster English: Roles & Events

<b>Disasters</b>	Flood, Typhoon, Earthquake, Tsunami, Landslide, Epidemic, MCI (Mass Casualty Incident)
<b>Roles</b>	Incident Commander (IC), Triage Officer, Medical Team Leader, First Responder, Volunteer
<b>Locations</b>	Incident Scene, Command Post, Staging Area, Field Hospital, Shelter
<b>Status</b>	Casualty, Victim, Survivor



# Disaster English: Actions & Triage

Actions	Assess, Triage, Treat, Transport, Evacuate, Decontaminate, Search & Rescue (SAR)
Triage	Immediate (Red), Delayed (Yellow), Minor (Green), Deceased/Expectant (Black)
Equipment	Triage Tag, Backboard, Stretcher, First Aid Kit, PPE (Personal Protective Equipment)
Needs	Water, Food, Shelter, Medical Supplies, Communication





# Listening in Chaos: Catching Key Info



## Focus on Keywords

Location, Type, Numbers, Needs.



## Listen for Urgency

Pay attention to tone.



## Confirm What You Heard

"Did you say five casualties?"



## Practice Radio Calls

They are often fast and clipped.

# Activity 1: What's the Situation?

Listen to the following radio call and answer the questions:



1

**1. Location?**

2

**2. Type of Incident?**

3

**3. Estimated # Casualties?**

4

**4. # Critical?**

5

**5. Main Request?**

# Activity 1: What's the Situation?

Listen to the following radio call and answer the questions:

1

**1. Location?**

Rama 4 / Silom.

2

**2. Type of Incident?**

Multi-vehicle collision.

3

**3. Estimated # Casualties?**

15 casualties.

4

**4. # Critical?**

At least 3 critical.

5

**5. Main Request?**

Triage teams & Ambulances.

"Command Post, this is Unit 3. We are at the intersection of Rama 4 and Silom. We have a multi-vehicle collision, looks like a bus and two cars. Requesting immediate medical assistance. We estimate fifteen casualties, at least three appear critical. Send triage teams and ambulances now. Over."



# Speaking Under Pressure: Be Clear!

- Use Plain English. Avoid complex sentences.
- **Be Concise. Get to the point.**
- Use Standard Formats if possible (SBAR, METHANE, ATMIST).
- METHANE: Major incident declared?, Exact location, Type of incident, Hazards, Access, Number of casualties, Emergency services present/needed.
- **Speak Clearly and Calmly (if possible).**
- Confirm that you were understood.



# Speaking Under Pressure: Be Clear!



## Plain English

Use simple words. Avoid jargon.



## Concise

Get straight to the point.



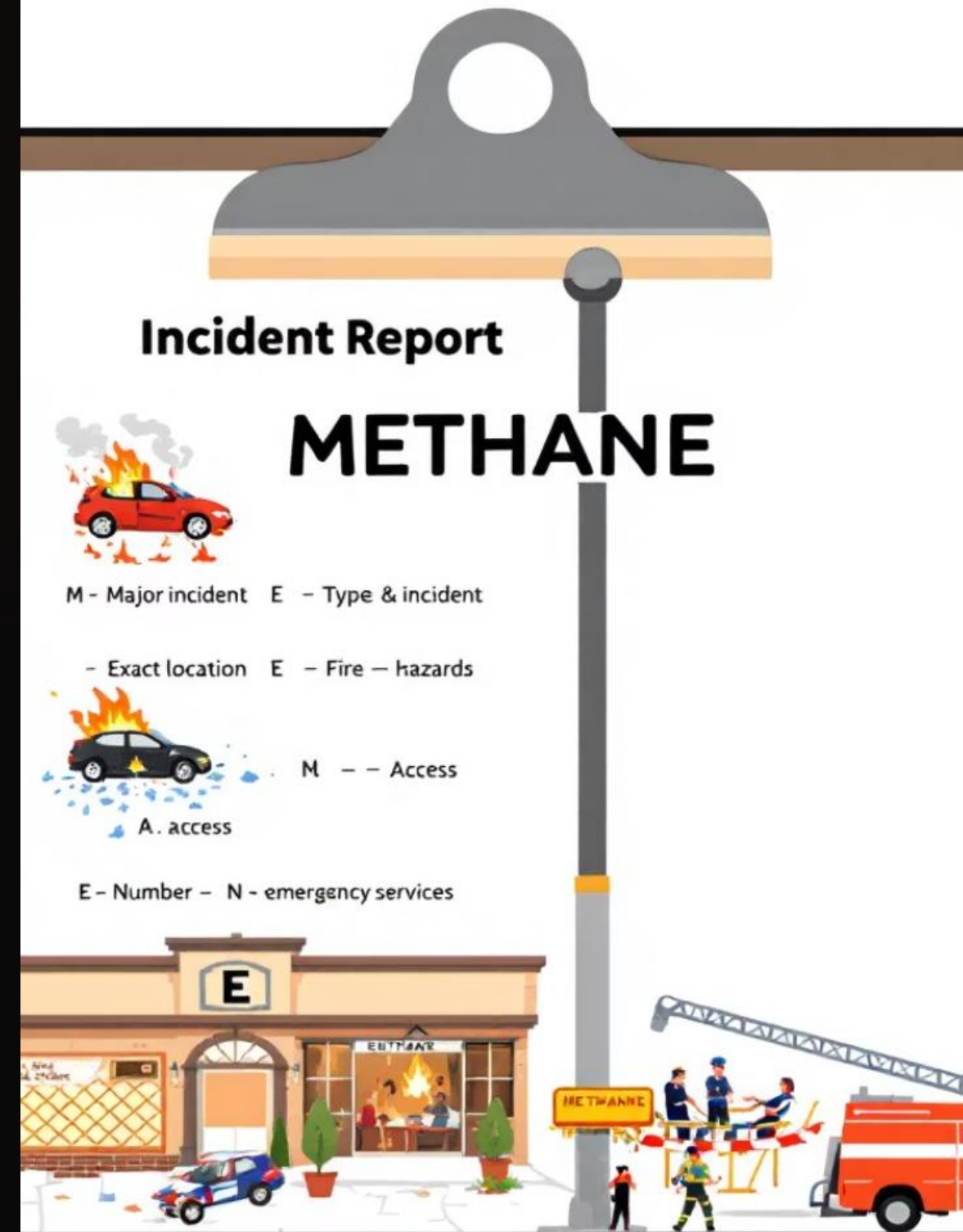
## Standard Formats

Use SBAR or METHANE.



## Confirm Understanding

Ensure your message is received.



# Triage: Sorting Under Pressure



## Purpose

Greatest good for greatest number.



## Goal

Prioritize immediate survivors.



## Systems

START (adults), JumpSTART (children).



## Assessment

Walk, Respiration, Perfusion, Mental Status.

# The Triage Colours

Triage categories prioritize patients based on severity and survival probability.



## **RED / IMMEDIATE (Priority 1)**

Life-threatening, likely to survive with immediate care.

## **YELLOW / DELAYED (Priority 2)**

Serious injuries, can wait for treatment.

## **GREEN / MINOR (Priority 3)**

"Walking wounded," minor injuries.

## **BLACK / DECEASED/EXPECTANT (Priority 0)**

Dead, or won't survive with available resources.



# Speaking During Triage



## Direct Patients

"If you can walk, move to the green area now!"



## Call Out Findings

"One RED! Airway obstruction!"



## Request Help

"Need immediate assistance for this RED tag!"



## Explain Tags

"You are Yellow. Stay here."



# Activity 2: Quick Triage Calls!

Listen to the patient description. Quickly shout the English Triage Category.

**Not breathing**

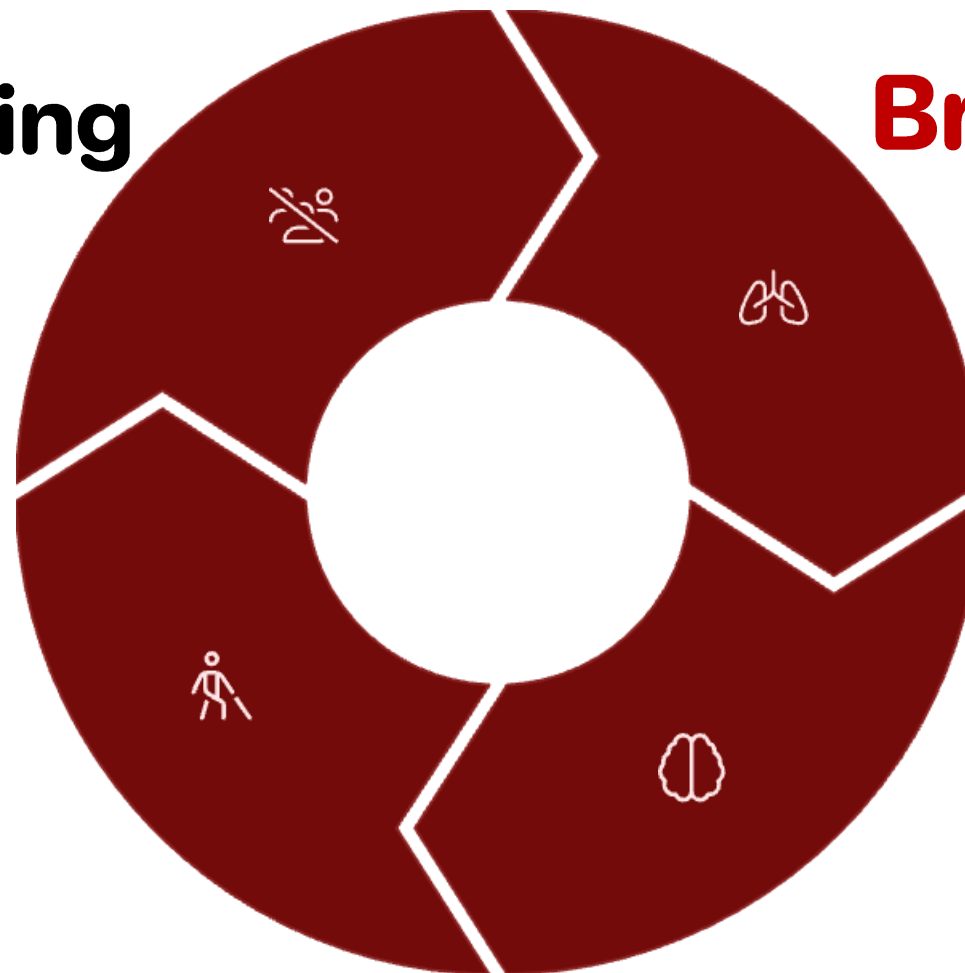
Even after opening airway:

**Black!**

**Walking Wounded**

Walking with arm cut:

**Green!**



**Breathing fast**

Breathing at 40/min:

**Red!**

**Confused**

Breathing 20/min,  
cap refill 1 sec,  
cannot follow commands:

**Red!**

# Case Study: Major Incident

**1**

## **Scenario**

**Mall collapse in Bangkok. Saturday afternoon. Many shoppers.**

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**2**

## **Your Role**

**First nurse at Staging Area.**

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**3**

## **Situation**

**Chaos, dust, walking wounded, trapped people, multiple casualties.**



# **Activity 3: Scene Communication**

**3-4**

**Group Size**

**Assign roles: Triage, Treatment, Communication, Patient.**

**1**

**Scenario 1**

**Listen and relay new casualty info.**

**2**

**Scenario 2**

**Request immediate help for a 'RED' tag.**

**3**

**Scenario 3**

**Calm and assess a 'GREEN' tag tourist.**

# Questions & Your Preparedness

**Thank you for attending! Stay safe and be prepared!**

