

## HLTOUT010 Communicate In Complex Situations to Support Healthcare

**STUDENT MUST SUBMIT THIS COVER SHEET WITH THE ASSESSMENT TASKS LISTED BELOW**

<b>Student Name</b> <small>(your full legal name)</small>	
<b>Date submitted by student</b>	Click or tap to enter a date.
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<b>STUDENT SIGNATURE:</b>	

ASSESSOR USE ONLY	ASSESSMENT TASK RESULT	
WRITTEN ACTIVITY & CHECKLIST	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Not Yet Satisfactory
PRACTICAL ACTIVITY	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Not Yet Satisfactory
QUESTIONS	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Not Yet Satisfactory
<i>Assessor Feedback:</i>		
<b>ASSESSMENT OUTCOME</b> <b>UNIT OF COMPETENCY</b>	<input type="checkbox"/> <b>COMPETENT</b> <input type="checkbox"/> <b>NOT YET COMPETENT</b>	
<b>ASSESSOR NAME</b>		
<b>ASSESSOR SIGNATURE</b>	<b>DATE</b>	Click or tap to enter a date.

## **WRITTEN ACTIVITY**

Your task is to write the answers to each of the following questions. Answers should exceed 40 words but no more than 100 words for each question:

1. What information should be provided when you are introducing yourself to commence a communication exchange?

2. List four (4) examples of the types of policies and procedures that may be applied to situations where complex communication needs have been identified.

3. How can you establish rapport? List five (5) tips.

4. How can you obtain information from the patient or others?

5. What is it important to demonstrate when obtaining information?

6. How can you respond to the range of views from patients, carers or other? Identify at least three (3) ways.

7. How should you convey information to the patient or carer about care procedures?

8. Discuss the considerations when communicating information to patients or carers in pre-hospital / out-of-hospital health settings.

9. How can the role of health providers involved in the situation be clarified?

10. Outline four (4) tips that might be used to demonstrate respect for the authority of health providers involved in the situation.

11. How should you monitor patient's understanding of information?

12. What will need to be done if you identify that the recipient does not understand information that has been provided?

13. What techniques would be used to identify, clarify and confirm situational needs?

14. To ensure that communication is clear and reflective of the situation, context and activities undertaken, what types of complex communication needs will you need to be aware of?

15. Outline three (3) early signs that identify potentially complex or difficult situations or problems.

16. Identify five (5) common barriers to communication.

17. Outline four (4) techniques you can use when dealing with conflict or the potential for conflict.

18. How might you seek advice and assistance about communication difficulties?

19. Briefly discuss counselling services that staff may require referral to.

20. How can information received be acknowledge and confirmed?

21. How can you ensure you use communication codes and equipment correctly?

22. How can you convey complex information clearly and accurately?

23. What should you ensure when completing all documentation for required reports and records?

24. List five (5) ways you can ensure clarity and accuracy of recorded communications.