

# SFHGEN97 - SQA Code HD3A 04

## Communicate effectively in a healthcare environment



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### Overview

This standard is about communicating effectively with individuals in a healthcare environment. You will be expected to communicate effectively with a number of people in a variety of situations. You will be expected to use your initiative and follow organisational procedures in times of crisis.

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### Performance criteria

- You must be able to:*
- P1 acknowledge and respond to communication promptly
  - P2 communicate clearly and coherently taking into account the needs of individuals
  - P3 select the most appropriate method of communication for the individuals
  - P4 ensure that the environment for communication is as conducive as possible for effective communication
  - P5 adapt your communication style to suit the situation
  - P6 identify any communication barriers with the individuals and take the appropriate action
  - P7 clarify points and check that you and others understand what is being communicated
  - P8 actively listen and respond appropriately to any questions and concerns raised during communications
  - P9 establish lines of communication which enable you to communicate with individuals in other locations in times of need or emergency
  - P10 maintain confidentiality of information where appropriate to do so

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### Knowledge and understanding

*You need to know and understand:*

- K1 the importance of responding promptly and appropriately
- K2 the importance of:
  - K2.1 focusing on the individual
  - K2.2 space and positioning when communicating
  - K2.3 body language and eye contact when communicating
  - K2.4 giving individuals sufficient time to communicate
  - K2.5 using the individual's preferred means of communication and language
  - K2.6 checking that you and the individuals understand each other
  - K2.7 adapting your communications to aid understanding
  - K2.8 active listening
- K3 the difficulties that can arise as a result of specific situations in your area of work and how and where to seek advice when faced with situations outside your sphere of competence
- K4 methods of working with, and resolving conflicts or barriers that you are likely to encounter when communicating with individuals
- K5 methods and ways of communicating that:
  - K5.1 support equality and diversity
  - K5.2 support the rights of people to communicate in their preferred method, media and language
  - K5.3 are effective when dealing with, and challenging discrimination when communicating with individuals
- K6 the principles of confidentiality, security and sharing of information for the environment in which you work
- K7 the most effective and efficient way to communicate with others in times of need or emergency
- K8 how your communication skills reflects on you, your organisation and/or workplace

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#### Additional Information

##### External Links

This National Occupational Standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's Name:</b>	
<b>Candidate's Signature:</b>	
<b>Date submitted to assessor as complete:</b>	

<b>Assessor's Name:</b>	
<b>Assessor's Signature:</b>	
<b>Date assessed as complete:</b>	

**Internal Verification —**

to be completed in accordance with centre's IV strategy

<b>Evidence for this Unit was sampled on the following date/s:</b>	<b>IV's Signature</b>	<b>IV's Name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>IV's Signature</b>	<b>IV's Name</b>

**Unit completion confirmed**

<b>IV's Name:</b>	
<b>IV's Signature:</b>	
<b>Date complete:</b>	