

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Patient Care					
TSC	Effective Communication in Nursing					
TSC Description	Demonstrate efficient communication to promote patients' physical and mental well-being to achieve health-related goals					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-PTC-2012-1.1	HCE-PTC-3012-1.1	HCE-PTC-4012-1.1	HCE-PTC-5012-1.1	HCE-PTC-6012-1.1
		Provide information to patients, families and/or caregivers, and healthcare teams	Communicate assessment results, intervention plans and outcomes to patients, families and/or caregivers, and healthcare teams for routine cases	Communicate assessment results, intervention plans, outcomes, to patients, families and/or caregivers, and healthcare teams for routine and complex cases	Develop and review departmental communication guidelines when engaging with patients, families, and/or caregivers and healthcare teams on routine and complex cases	Establish effective communications across nursing and lead in situations that required complex communication
Knowledge		<ul style="list-style-type: none"> Principles of effective verbal and non-verbal communication Methods to build trust and rapport with patients, families and healthcare teams Cultural influences on effective communication Principles of active listening Types of barriers in communication Organisational guidelines and procedures on communications Escalation policies and procedures Guidelines for documentation of interventions and/or communicated information provided to patients 	<ul style="list-style-type: none"> Principles of therapeutic communication Techniques of therapeutic communication Ethical and legal considerations in handling and communication of sensitive or confidential information Handover and/or hand-off communication techniques 	<ul style="list-style-type: none"> Therapeutic and patient-centred communication strategies Conflict management techniques Methods to handle challenging situations Interviewing skills Patient handover and/or handoff communication techniques Effective nurse-doctor communication skills Effective interpersonal communication skills Communication in emergency situations Communication in "Red Flag" or adverse situations Use of internationally accepted tools including Problem, Intervention, Evaluation (PIE) for patient care documentation Use communication tools including Situation, Background, Assessment, 	<ul style="list-style-type: none"> Profession's leading practices in the communication of nursing-related topics to relevant stakeholders Handling challenging patients and/or caregivers and inter-professional communication Use of open communication techniques for adverse situations Patient and/or caregiver and/or family conferences 	<ul style="list-style-type: none"> Effective nursing communications through use of multi-media systems Techniques in complex patient and/or caregiver and/or family conferences Open disclosure techniques for events with adverse outcomes

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				<p>Recommendation (SBAR), "Read Back" to improve patient safety</p> <ul style="list-style-type: none"> Procedures and policies for escalation to relevant personnel 		
<p>Abilities</p>		<ul style="list-style-type: none"> Build rapport with patients, families and healthcare teams Communicate with patients and families to deliver care and facilitate understanding of patients' needs, taking into consideration cultural context of patients and their families Identify barriers to communication and escalate to relevant personnel Engage in effective verbal communication and active listening skills Check effectiveness of communication and adapt accordingly Document written, electronic and verbal communication clearly Secure patient privacy, security and confidentiality in communication provided 	<ul style="list-style-type: none"> Explain patients' results and nursing care plans in a clear and concise manner Explain nursing care plans, goals and discharge plans with patients and/or caregivers Document communication delivered to patients in accordance with organisational policy Apply therapeutic techniques when communicating to patients to understand their needs Escalate changes in condition in timely manner to relevant personnel Conduct effective handover of care 	<ul style="list-style-type: none"> Use appropriate communication techniques to convey results, expected goals and outcomes to patients, families and healthcare teams Guide junior staff on using appropriate therapeutic and patient-centred communication techniques Use effective communication techniques to convey results, expected goals and outcomes to patients, families and healthcare team Adapt verbal and non-verbal communication accordingly in challenging situations or situations that involve multiple and/or competing interests Use appropriate interviewing skills when conducting health assessment Use effective nurse-doctor and/or interpersonal communication skills Communicate and/or escalate emergency situations effectively to relevant personnel Use documentation tools including Problem, 	<ul style="list-style-type: none"> Develop guides for staff in communicating with patients and/or caregivers Establish communications channels to address broad spectrum of healthcare communication needs Guide or manage challenging patients and/or caregivers and inter-professional communication Use open communication techniques to defuse adverse situations Conduct patient and/or caregiver and/or family conferences Evaluate effectiveness of communication for critical situations 	<ul style="list-style-type: none"> Establish multi-media systems for effective nursing communications Lead in complex patient and/or caregiver and/or family conferences Use open disclosure techniques for events with adverse outcomes

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				<p>Intervention, Evaluation (PIE) to record patient care</p> <ul style="list-style-type: none">• Use communications tools including Situation, Background, Assessment, Recommendation (SBAR) and “Read Back”, for better patient safety		
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