

Communication Training: A Self-assessment Checklist

This resource is designed to help healthcare business owners evaluate staff members' level of training and proficiency in communication skills. For additional risk control tools and information on a wide and growing range of topics, visit www.cna.com/healthcare, www.hpsso.com and/or www.nso.com.

STAFF MEMBERS ARE TRAINED AND COMPETENT IN THE FOLLOWING COMMUNICATION SKILLS:	YES/NO:	TRAINING NEEDED TO REDUCE RISKS:
Talking to patients, family members, colleagues and practitioners in a clear, concise, correct and complete manner.		
Conveying respect and consideration for patients and family members.		
Recognizing potential barriers to effective communication.		
Being aware of nonverbal signals.		
Developing sensitivity to cultural and linguistic issues.		
Observing telephone, email and social media etiquette.		
Avoiding common online and social media pitfalls, such as disclosing sensitive patient information or giving specific medical advice.		
Protecting confidentiality by avoiding patient-related conversation in hallways, waiting rooms and other common areas.		
Understanding HIPAA privacy requirements, especially with respect to securing protected health information and identifiable patient data.		
De-escalating conflict situations and managing angry patients.		
Knowing how to respond if a violent situation arises.		
Knowing and applying practice protocols regarding minors when communicating with patients under the age of 18 and/or their parents.		
Utilizing the chain of command when necessary, without fearing retaliation from immediate supervisors.		



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