

Communication – Establishing a relationship

1- Objectives

After studying this chapter, student should be able to:

- Introduce himself-herself to patients/colleagues.

2- Vocabulary.

Case history

Mrs. Julia had a stroke (cerebrovascular accident) about 18 months ago. Her family looks after her at home. Nurse from home care help her with a twice a day visit. She has come into the care home while her family has a short holiday. The stroke has left Mrs. Julia with left-sided paralysis and poor balance. She does not have dysphasia. But because the left side of her face is also paralysis, she also has slurred speech and dribbled saliva. She has a problem with non-verbal communication because her facial expression is affected.

Explain the following words:

Stroke – slurred speech – paralysis – nonverbal communication.

3- Useful expressions.

- Hello
- Good (morning – afternoon – evening...) Mr. –Mrs. – Miss.
- Addressing someone: how can I address you? / Is it Miss or Mrs...? / May I address you with.....?

4- Introducing yourself and initiating nursing interventions.

- I'm nurse.....(your name)
- I will take care of you today

5- Response

- Please address me with.....
- Call me
- You may address me.....
- Why don't you call me.....

6- Pre-closing

- Now, I need to visit other patients.
- If you need (anything- a help – something- assistance...) please just press the call button, a nurse will help you.

7- Introducing yourself to a colleague

Fill in the blanks with suitable expressions, and then practice with your partner

- Nurse Mellissa: Hi, what's your name?
- New Nurse:
- Nurse Mellissa : I'm Mellissa. I haven't see you before
- New Nurse:
- Nurse Mellissa: Where are you from?

- New Nurse:
- Nurse Mellissa: How long have you been living here?
- New nurse:
- Nurse Mellissa: Where did you study nursing?
- New Nurse:
- Nurse Mellissa: How long have you studied here?
- New Nurse:
- Nurse Mellissa: Nice to meet you.
- New Nurse:

8- Description of “ache, pain, hurt, injured, throb and itch”

Ache (v - n):

Examples:

- I am aching all over
- Her eyes ache from lack of sleep
- Mom, I have a tummy ache
- Muscular aches and pains can be soothed by a relaxing massage

Pain (n)/ painful (adj)

Examples:

- She was clearly in a lot of pain
- He felt a sharp pain in his knee
- Patients suffering from acute pain
- The booklet contains information on pain relief during labor
- This cream should help to relieve the pain
- Is your back still painful?
- My ankle is still too painful to walk on

Hurt (v):

Examples:

- He hurt his back playing squash
- Did you hurt yourself?
- My back is really hurting me today
- Strong light hurts my eyes

Injured (adj)/ to injure (v)/ injury (n)

Examples:

- He injured his knee when playing hockey
- She injured herself during training

Throb (v): to feel pain in a series of fast regular beats.

Examples:

- His head throbbed painfully
- My feet were throbbing after the long walk home
- My headache faded to a dull throbbing

Sore (adj): hurting when touched or used; tender and painful; have a sore finger/throat.

Examples:

- I have a sore throat
- His feet were sore after the long walk
- My stomach is still sore after the operation

Itch (v-n) / itchy (adj)

Examples:

- I itch all over
- Does the rash itch?
- This sweater really itches

9- Read about different nursing roles and complete the text with the words from the box.

Theater nurses – adult nurses - school nurses - neonatal nurses - mental health nurses
paediatric nurse - learning disabilities nurses - midwives

Careers in Nursing

(1) _____ work with newborn babies who are born sick or prematurely. Often, premature infants have **breathing** problems which can be life-threatening if they are not treated **promptly** and monitored. Also, ill babies must be fed in a specialized way in a hygienic environment that is warm. These patients have a wide range of physical and mental health **conditions** so (2) _____ work with the patient, the family and careers for the health and social inclusion of people of all ages with a learning disability. (3) _____ face a complex and difficult area, working with GPs, psychiatrists and psychologists to care for patients with mental illness. Conditions range from personality and psychological **disorders** to neuroses and psychoses. The (4) _____ faces a wide range of situations, including babies with heart complications, teenagers with broken limbs and child protection. Health problems can affect a child's development socially and educationally so the nurse's role is important. (5) _____ work with adults with diverse health conditions. They work in hospitals, clinics or in the community. Many patients are elderly, others have disabilities or have a terminal illness so it may involve **shift** work to provide 24-hour care. (6) _____ are specialised nurses who **assist** mothers and newborn babies during and after the birth. They give advice on hygiene, breastfeeding and the postnatal well-being of the mother and baby. They work both in hospitals and in the community. (7) _____ usually work for the national health service (NHS) or schools. They provide health and sex education in schools, carry out developmental screening (testing all students) and administer **immunization** programmes. (8) _____ are qualified nurses that have completed additional training to care for patients of all ages at the different **stages** of surgery. Based in hospital, they work in operating theatres, anesthetic/recovery areas and on specialized **wards**.

10- Find the words in bold in the text in exercise – 9 - and match them with their definitions or synonyms below.

- 1/ a period of work (usually 8 or 12 hours) in a 24-hour day
- 2/vaccination
- 3 /phases

- 4 /respiratory
- 5 /baby
- 6 /disease (3 words)
- 7 /immediately/quickly
- 8 /help
- 9 /where patients sleep in hospital

11- Read the text in exercise – 9 - again. Are the following sentences True (T) or False (F)?

- 1/ All nurses do shift work.
- 2 /Some nurses must have extra qualifications.
- 3/ Children’s nurses work with newborn babies.
- 4 /School nurses work privately.
- 5/ Premature babies can have very serious health problems.
- 6/ Nurses often give advice on medical problems.