

Module 5 Communication

Module Overview

This module emphasizes the importance of good communication in end-of-life care. The complexities of communicating with Veterans and families at this critical time are described along with suggestions for care.

Key Messages

- Communication is critical in all health care situations but is of special significance at the end of life.
- Strong collaboration and communication between professionals is a prerequisite to communication with Veterans and families.
- Palliative nursing care requires skill in verbal and non-verbal communication, listening and presence.

Objectives

At the completion of this module, the participant will be able to:

1. Describe the importance of ongoing communication with the interdisciplinary team, the Veteran and the family throughout the palliative care and end of life experience.
2. Identify three factors that influence communication in the palliative care setting.
3. Explain important factors in communicating bad news.
4. Identify communication characteristics that Veterans/families expect of health care professionals.