

# **ELNEC- For Veterans**

END-OF-LIFE NURSING EDUCATION  
CONSORTIUM

Palliative Care For Veterans

## **Module 5 Communication**

**PARTICIPANT OUTLINE**

<b>Module 5: Communication Participant Outline</b>
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- I. DEFINITION/OVERVIEW
  - A. Specific communication needs
  - B. Historical perspective of communication
- II. BARRIERS TO COMMUNICATION
- III. MYTHS/REALITIES OF COMMUNICATION
- IV. THE COMMUNICATION PROCESS FROM VETERAN’S PERSPECTIVE
  - A. Ensure understanding
  - B. Honest communication
  - C. Compassionate care
  - D. Golden Rule
  - E. Empathetic care
  - F. Take time to communicate
  - G. Determine the Veterans’ information preferences
- V. FACTORS INFLUENCING COMMUNICATION
  - A. Imparting information
  - B. Listening
  - C. Information gathering
  - D. Sensitivity
  - E. COMFORT- Seven Principles
  - F. Verbal and non-verbal
  - G. Listening
  - H. Presence
  - I. Say “Thank You”
- VI. FAMILY MEETINGS
  - A. How to set-up family meetings
  - B. Communicating bad news
- VII. TEAM COMMUNICATION
  - A. Interdisciplinary team
  - B. Resolving conflict
- VIII. SUMMARY