

Module 5

Communication

Module Overview

This module emphasizes the importance of good communication in serious illness. 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. Identify important elements of effective communication
2. Discuss the importance of interprofessional communication and communication with the individual with serious illness and their family caregivers.
3. Describe steps in communicating bad news.