



Home Health Aide On-the-Go In-service Lessons: Vol. 11, Issue 1: Communication Strategies

Beacon Health a division of HCPro, Lynn Riddle Brown RN BSN CRNI COS-C

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Home health aides must understand patients needs and be able to communicate with them to achieve the best possible outcomes. The aide must also demonstrate the ability to communicate with the homecare team involved in the care of the patient, with other healthcare providers, and with the caregivers of the patient.

This in-service provides home health aides insight into the value of communication and the important stakeholders with whom they need to establish solid communication. Aides will learn to communicate in such a way that establishes a professional, trusting, and caring relationship, thus improving patient satisfaction and outcomes.

LESSON OBJECTIVES

After completion of this program, the home health aide will be able to:

- Explain the importance of effective communication skills in care of the home health patient
- Understand and demonstrate active listening skills
- Identify cultural differences in communication and communication techniques to use
- Show the relationship between effective communication skills and safety in the home
- Verbalize the role of the HHA as part of the medical team

Contents of this lesson:

- A clearly written fact sheet
- A 10-question post-test to measure understanding of the subject matter
- An answer sheet with a place for the instructor's comments and signature
- An illustrative, homecare-specific case study
- Suggested supplemental learning activities
- An attendance log and certificate of completion

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