IMPORTANT
As of Sept. 4, 2018, the following nursing colleges amalgamated to become the British Columbia College of Nursing Professionals (BCCNP):

- College of Licensed Practical Nurses of British Columbia (CLPNBC)
- College of Registered Nurses of British Columbia (CRNBC)
- College of Registered Psychiatric Nurses of British Columbia (CRPNBC)

Although the information in the document you are about to access reflects our most current information about this topic, you’ll notice the content refers to the previous nursing college that published this document prior to Sept. 4, 2018.

We appreciate your patience while we work towards updating all of our documents to reflect our new name and brand.
Communication in Nursing Practice
Learning Resource
Communication in Nursing Practice
Web Module Learning Resources

BCCNP RESOURCES

Communication in Nursing Practice Workbook, available at
https://www.bccnp.ca/PracticeSupport/RN_NP/Documents/CmnsWorkbook.pdf

Health Professions Act, available from:
http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96183_01

Scope of Practice for Registered Nurses: Standards, limits, conditions.
https://www.bccnp.ca/Standards/RN_NP/RNScopePractice/Pages/Default.aspx

Professional Standards for Registered Nurses and Nurse Practitioners.
https://www.bccnp.ca/Standards/RN_NP/ProfessionalStandards/Pages/Default.aspx

Practice Standard: Boundaries with Nurse-client Relationships.
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Pages/boundaries.aspx

Practice Standard: Documentation
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Pages/documentation.aspx

Practice Standard: Privacy and Confidentiality:
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/pages/privacy.aspx

Practice Support Guidelines for Nursing Documentation
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Lists/GeneralResources/RN_NP_PS_Documentation.pdf

Peer Feedback: Learning From Each Other
https://www.bccnp.ca/PracticeSupport/RN_NP/QA/RN/PeerFeedback/Pages/Default.aspx

Web Module Understanding the Scope of Registered Nurses Practice
https://www.bccnp.ca/Lists/Flash%20Modules/rnscope/player.html

BCCNP Quality Assurance:
https://www.bccnp.ca/PracticeSupport/RN_NP/QA/RN/Pages/Default.aspx

BCCNP Learning Centre & Events:
https://www.bccnp.ca/PracticeSupport/RN_NP/CoursesWorkshops/WebModules/Pages/Default.aspx

Library Resources - Scroll to the bottom of the web page for a list of library resources.
BCCNP does not offer library services
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx
DEFINING COMMUNICATION

Communications in healthcare:


**BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)**

https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx


**BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)**

https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx


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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

Is effective communication important in nursing practice?

**Client outcomes**


**Relationships**


**Teamwork**


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**NATURE OF COMMUNICATION**

*Communication models*

Web sites with information and examples of linear, interactional and transactional models:
http://pirate.shu.edu/~yatesdan/oral.html

This web site offers an animated tutorial of linear, interactional and transactional models of communication. Please click on:


**BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)**
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx


**BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)**
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**COMMUNICATION COMPETENCE**


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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

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**EFFECTIVE COMMUNICATION: KEY ELEMENTS**


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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

*BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)*
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx


*BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)*
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

**Self**


*BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)*
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx


*BCCNP has a Library webpage that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)*
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

https://onlinelibrary.wiley.com/doi/abs/10.1046/j.1365-2648.1997.t01-12-00999.x#references-section

Access full-text via:

**Communication styles**

These sites provide tools and questionnaires for self-assessment of communication style
http://www.mdctraining.ca/wlassess/index.asp

This site provides some general information about communication styles.
http://www.cedanet.com/meta/communication_styles.htm
Perception


BCCNP has a Library web page that includes local library sources (Health Authorities and Post-secondary Institution Libraries) https://www.crnbc.ca/crnbc/Library/Pages/Default.aspx

Language


Nonverbal communication

These web sites have information about nonverbal communication and also links to other relevant websites.
http://www.helpguide.org/mental/eq6_nonverbal_communication.htm

http://center-for-nonverbal-studies.org/1501.html

https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm

Listening


CONSIDERING CONTEXT IN EFFECTIVE COMMUNICATION


COMMUNICATING IN PRACTICE: HANDOVER REPORT

This article reports a patient safety initiative from Winnipeg Regional Health Authority.
Access full-text via:

Access full-text via:
http://www.longwoods.com/content/18464

The PDF: “Sample patient hand-off tools” includes several examples of documentation tools for Handover Report.”
http://www.aorn.org/PracticeResources/ToolKits/PatientHandOffToolKit/

This article includes review of SBAR, I Pass the Baton, 5P’s, SHARQ.

COMMUNICATING IN PRACTICE: INTERPROFESSIONAL COMMUNICATION


https://www.tandfonline.com/doi/full/10.1080/13561820601025336

SBAR and other tools


This toolkit for implementation of SBAR includes information about SBAR and examples of forms. It can be downloaded for free from
http://www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/Tools/SBARTechniqueforCommunicationASituationalBriefingModel.html

The PDF: “Sample patient hand-off tools” includes several examples of documentation tools including SBAR.
http://www.aorn.org/PracticeResources/ToolKits/PatientHandOffToolKit/
**Communication related to patient safety**

http://www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/Resources/
See section ‘Communication’ for general tools related to communication and patient safety

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**COMMUNICATING IN PRACTICE: DOCUMENTATION**


**Language**

For ‘do not use’ abbreviations, symbols and drug doses
http://www.patientsafetyinstitute.ca/English/Pages/default.aspx
http://www.ismp-canada.org/dangerousabbreviations.htm

**Professional directives**

BCCNP Professional Standards for Practice
https://www.bccnp.ca/Standards/RN_NP/ProfessionalStandards/Pages/Default.aspx

BCCNP Practice Standard for Documentation
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Lists/GeneralResources/RN_NP_PS_Documentation.pdf

**Electronic documentation**

BCCNP Practice Standard for Privacy and Confidentiality
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Lists/GeneralResources/RN_NP_PS_Privacy.pdf

https://journals.lww.com/cinjournal/Abstract/2008/03000/Nurses__Perceptions_of_the_Impact_of_Electronic.5.aspx
COMMUNICATING IN PRACTICE: GIVING AND RECEIVING FEEDBACK

BCCNP Quality Assurance resources
Available at https://www.bccnp.ca/PracticeSupport/RN_NP/Pages/Default.aspx

COMMUNICATING IN PRACTICE: CHALLENGING SITUATIONS AND CONVERSATIONS

This e-book is accessible via MyiLibrary – one of the many resources included in the Library section of NurseOne: www.nurseone.ca


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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

This questionnaire explores your communication style under stress.
https://www.vitalsmarts.com/styleunderstress/

This web site has links to education and resources related to Crucial Conversations and Crucial Confrontations. See pages on Training Centre and also Focus areas: Health Care
http://www.vitalsmarts.com/

This web site reports on a study examining issues in health care teams and their consequences. A downloadable PDF: Silence kills – Seven crucial conversations for health care provides suggestions about how to proceed in the commonly encountered issues such as conflict, poor practice etc.
http://www.silencekills.com/

COMMUNICATING IN PRACTICE: SHARING DIFFICULT MESSAGES

https://journals.lww.com/nursingmanagement/Abstract/2004/09000/Making_the_communication_connection.11.aspx
BCCNP does not have this article.


Brixey, L. (2003). The difficult task of delivering bad news. AAACN Viewpoint, 1, 3-5. Access full-text via:
BCCNP has a Library webpage that includes local library sources (Health Authorities and Post-secondary Institution Libraries - Scroll to the bottom of the web page)
https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

Access full-text via:

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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

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https://www.bccnp.ca/PracticeSupport/Pages/Default.aspx

https://onlinelibrary.wiley.com/doi/abs/10.1046/j.1365-2648.2001.02042.x