

## Practicing Communication Skills

1. A coworker complains, "This is such a lousy place to work . . ."

Helpful question –

Paraphrase –

2. A patient dying of cancer states, "It would be better for everyone if I just took a bunch of sleeping pills and ended it all.

Helpful question –

Paraphrase –

3. An angry patient confronts you as you enter the room, "I've been pressing this call button for the last hour, but I guess since I'm not rich or important you don't really care about me?"

Helpful question –

Paraphrase –

4. A 15 year old girl has just tested positive for HIV. You would like to discuss the issues and implications with her, but her mother states, "Don't tell her. I don't want her to know. I'll handle it."

Helpful question –

Paraphrase –

I-Statement -

5. After a hectic week your spouse complains, "You spend all your time at the hospital. You care more about your patients than you do your own family. I guess I'll have to break my leg or something to get any help or attention."

Helpful question –

Paraphrase –

I-Statement -

# Health Occupations Role Plays

A young woman comes into the emergency room with a black eye and what appear to be bruises on her throat. She tells you that she had a minor car accident, but you suspect abuse. How would you go about obtaining more information from her?

You are a veterinarian. An elderly man brings his sick dog to the clinic. The dog is examined and it is clear that he is dying. How would you break the news to the man and suggest that the dog be euthanized.

Your patient is an assertive, obnoxious woman who comes from an influential family in town. She has numerous requests for non-nursing issues. (Bring her a newspaper from the gift shop, shampoo her hair, brew special tea for her every day at lunchtime etc.) You are too busy to cater to her every whim. How would you go about explaining this to her?

A patient's wife asks to read her husband's chart without his knowledge. The patient's chart is a confidential record that can only be reviewed with his consent. She becomes angry when you tell her this. The supervisor is unavailable. How would you handle this situation?

A patient's husband complains that his wife is not getting enough pain medication. She has received a large dose an hour before, and you know it would be unsafe to give her more so soon. He is insistent. What could you say to him that might reassure him?

You are at the patient's bedside and a physician asks you to do something that is clearly not within your scope of practice. (Such as a procedure that you have never done or should only be done by a physician.) He/she is insistent and threatens your job if you do not do it. How would you extricate your self from this situation without alarming the patient?

A co-worker clearly needs to be more careful with his/her personal hygiene. He/she has bad breath and body odor. You would like to call it to his/her attention without being judgmental or causing hurt feelings

You overhear a patient talking on the phone and giving information about his/her unconscious roommate. How would you explain that this is a breach of confidentiality?

You are working in the business office and a former patient accuses the hospital of billing for items that were not used during his stay in the hospital. He is loud and others in the office are listening. How would you handle this situation and calm him down?

You work in a nursing home and see a coworker shove a patient into a chair and then slap the patient in the face.