



Australian Government

HLTAMB012 Communicate in complex situations to support health care

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.</p> <p>Merged HLTAMBFC301D/HLTAMBFC402C</p>

Application

This unit of competency describes the skills and knowledge required to effectively communicate with patients, colleagues and health providers in complex situations using verbal and non-verbal interactions. It requires workers to address these significant challenges in the context of providing a health care service.

This unit applies to pre-hospital/out-of-hospital health care workers in a range of settings where direct patient contact is involved.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Communicate with patients and/or colleagues

1.1 Establish rapport through open, sensitive and confident manner

1.2 Obtain information from patient or others with sensitivity and respect for confidentiality as demanded by the situation

1.3 Convey information to patient or carer about care procedures in a manner and at a time consistent with the overall need of the patient and the situation as a whole

1.4 Clarify and respect the role and authority of allied

ELEMENT**PERFORMANCE CRITERIA**

personnel involved in the situation

1.5 Monitor patient's understanding of information and adjust the mode of communication according to the needs and urgency of the situation

2. Use effective communication techniques

2.1 Introduce self appropriately and ensure communication with patients and colleagues reflects an understanding and respect for individual differences and needs

2.2 Use interviewing and active listening techniques to identify, clarify and confirm situation needs

2.3 Detect any barriers to effective communication and ensure communication is clear and relevant to situation, context and activities undertaken

2.4 Observe discretion and confidentiality, and treat patients, members of the public and colleagues with respect at all times, especially when using touch and other non-verbal means of communication

2.5 Identify early signs of potentially complex or difficult situations or problems, and respond in a caring, firm, confident and reassuring manner

2.6 Deal with conflict or the potential for conflict in a manner that prevents escalation.

2.7 Seek advice and assistance about communication difficulties with patients and colleagues from supervisor to maintain effective communication.

3. Convey and receive information using available modes of communication

3.1 Use communication codes and equipment correctly.

3.2 Convey complex information clearly and accurately using job specific communication systems

3.3 Acknowledge and where required clarify information received using active listening to ensure information is correctly understood

4. Promote a positive public profile

4.1 Complete all documentation for required reports and records accurately and within identified time frames

4.2 Ensure clarity and accuracy of all recorded communications with people involved with health care

ELEMENT**PERFORMANCE CRITERIA**

support outside of health facilities and services

4.3 Ensure standards of personal presentation are appropriate to the organisation

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No Equivalent Unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>