



Australian Government

HLTAMB012 Communicate in complex situations to support health care

Release: 1

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Modification History

Release	Comments
Release 1	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. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Merged HLTAMBFC301D/HLTAMBFC402C

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>

Assessment Requirements for HLTAMB012 Communicate in complex situations to support health care

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- verbally communicated to patients and developed responses to meet the differing needs for each of the following 5 complex situations:
 - extrication from a motor vehicle accident
 - providing emergency care to a person under the influence of substance misuse
 - providing emergency care to a person who has a mental health condition
 - providing emergency care to a person who has been assaulted
 - providing emergency care to a person under stress due to a life-threatening situation
- provided complex information clearly and accurately using a written response on at least 1 occasion.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- effective communication techniques appropriate to communication requirements of specific job role including:
 - codes and communication terminology
 - preparing handover reports
- communication and interpersonal skills including:
 - using interviewing techniques

- asking questions
- using active listening
- asking for clarification and probing
- responding to a range of views
- showing empathy with patient, carers and/or colleagues
- demonstrating awareness of complex communication needs of a person with hearing difficulties or speech impediment
- demonstrating awareness of complex communication needs of people with:
 - communication-related disabilities
 - mental health conditions
 - pharmacological and alcohol addiction or misuse
 - adverse behavioural responses to unfamiliar environments
- complex communication needs of a person under stress due to situations to themselves or others such as trauma, death and life threatening situations
- organisation operating procedures applying to identified situations where complex communication needs may be present
- relevant communication codes and systems
- referral processes of organisation and counselling services
- roles of relevant allied health personnel
- relevant guidelines and organisation procedures relevant to the job role.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors

Links

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