



Australian Government

HLTOUT010 Communicate in complex situations to support health care

Release: 2

HLTOUT010 Communicate in complex situations to support health care

Modification History

Release	Comments
Release 2	Release 2. HLTOUT010 Communicate in complex situations to support health care supersedes and is equivalent to Release 1. HLTOUT010 Communicate in complex situations to support health care. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB012 Communicate in complex situations to support health care.
Release 1	Release 1. HLTOUT010 Communicate in complex situations to support health care supersedes and is not equivalent to HLTAMB012 Communicate in complex situations to support health care.

Application

This unit of competency describes the skills and knowledge required to effectively communicate with patients, colleagues, health providers and ambulance service callers 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 and out-of-hospital health care workers in a range of settings.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian 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, colleagues, health providers and ambulance service callers.	1.1. Introduce self to commence the communication exchange. 1.2. Establish rapport through use of an open, sensitive and confident manner. 1.3. Obtain information with sensitivity and respect for confidentiality as demanded by the situation. 1.4. Convey information about care procedures in a manner and at a time consistent with the overall need

ELEMENT**PERFORMANCE CRITERIA**

- of the patient and the situation as a whole.
- 1.5. Clarify and respect the role and authority of health providers involved in the situation.
- 1.6. Monitor recipient'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. Use questioning and listening techniques to identify, clarify and confirm situational needs.
- 2.2. Ensure communication is clear and reflective of the situation, context and activities undertaken.
- 2.3. Identify early signs of complex or difficult situations or problems and respond.
- 2.4. Deal with conflict in a manner that prevents escalation.
- 2.5. Seek advice and assistance about communication difficulties to maintain effective communication.
- 2.6. Acknowledge and confirm information received to ensure understanding.
3. Use available modes of communication to convey and receive information.
- 3.1. Use job specific communication systems to convey complex information clearly.
- 3.2 Complete all documentation required for reporting in accordance with organisational policies and procedures.

Foundation Skills

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

Unit Mapping Information

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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 HLTOUT010 Communicate in complex situations to support health care

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role.

There must be evidence that the candidate has verbally communicated with patients and co-workers and developed responses to meet the differing needs for each of the following situations:

- a person displaying challenging behaviors including:
 - under influence of substance misuse
 - acute behavioral disturbance
 - under stress due to current situation
- a person who has English as their second language
- a person who has a communication-related disability including:
 - hearing difficulties
 - speech impediment.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- codes and communication terminology used by out-of-hospital health care workers
- communication techniques including:
 - use of open-ended questions

- active listening
- asking for clarification and probing
- responses to a range of views from patients, carers or others
- understanding use of empathy with patient, carers or colleagues
- using discretion and confidentiality, respecting individual differences especially when using touch and other non-verbal means of communication
- complex communication needs of people with:
 - communication-related disabilities
 - hearing difficulties
 - speech impediment
 - cross-cultural communications needs
 - mental illness
 - pharmacological and alcohol addiction or misuse
 - adverse behavioral responses to unfamiliar environments
- complex communication needs of a person under stress due to situations including trauma, death and life-threatening situations to themselves or others
- organisational policies and procedures applied to identified situations where complex communication needs may be present
- processes for preparing handover reports
- referral processes for staff requiring counselling services.

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.

Assessment must ensure access to modelling of industry operating conditions including access to real people for simulations and scenarios.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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