

Communication Skills for Health Care Providers

Lesson 1 of 8

Vocabulary

Learning Objectives

At the end of this lesson, you will be able to:

1. Understand the vocabulary words and their definitions used in your field of work in health care facilities.

Introduction

Health Care Workers must have the ability to understand the language used on a daily basis in health care facilities. Some of the words you will only hear and use in your field of work in health care facilities.

Prescription for Understanding — Part I of II General Communication with Interpersonal Skills

The objective of part I is to help you become a better all-round communicator, both as a team leader and/or a team member. This lesson will also help you to be a more creative problem solver. Later on in this lesson you will discuss part II of II “Job Related Communication Workplace Essential Skills,” as identified from the job/task analysis in your field of work.

As health care professionals, whether you work in dietary services, environmental services, or as a nurse’s assistant, you are required to have effective communication skills. These skills are used to interact with residents, co-workers and management. Communication skills include skills such as listening, hearing (understanding the message), talking (verbal communication), body language (nonverbal communication), writing and showing professional courtesy with a professional attitude at all times. The way you say something sometimes has more of an impact than what you actually said.

Topics Covered in Part I Prescription for Understanding

- A. Three parts of and the flow of communication
- B. Listening
- C. Effective speaking/direct communication
- D. Effective writing
- E. Nonverbal techniques of communication
- F. What is communication? Communication is one the most important parts of everyday life. Communication plays an important role in all relationships including family, friends, and co-workers. When you communicate with someone you give a message which conveys information, ideas, and feelings.
- G. What are interpersonal skills? Interpersonal skills include such things as having a good attitude, working well with people, being able to set goals, planning and achieving those set goals, mediating, having good common sense, solving problems, and making good and quick decisions. Your interpersonal skills will have an effect on your work.

A. The Three Parts of the Communication Process:

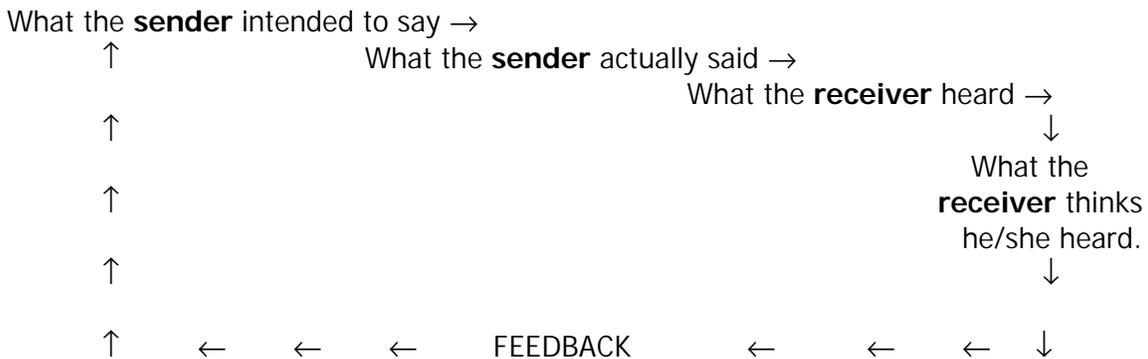
There are three major parts of the communication process:

- 1. **SENDER**
- 2. **MESSAGE**
- 3. **RECEIVER**

Example: The **SENDER** sends a **MESSAGE** to the **RECEIVER**.

Communication takes place only if the receiver understands the **SENDER'S MESSAGE**. It requires the participation of both **SENDER** and **RECEIVER**. Review the chart below of the actual flow of communication.

THE ACTUAL FLOW OF COMMUNICATION



Skill Check

Review the actual process listed above. What method do you use to communicate messages? Think about any recent mix-ups or misunderstandings in communicating you have had with someone. Answer the following questions.

1. Who was the main sender?
Answer: _____
2. Who was the main receiver?
Answer: _____
3. What was the misunderstanding?
Answer: _____
4. Why did it happen?
Answer: _____

Complete the following communication/interpersonal skill survey. How well do you really communicate with others? Do you communicate well at work? At home? Read each question below and then put a circle around the letter that best describes you. Review the scale of A B C below. PLEASE BE HONEST WITH YOURSELF!

A = Always / Usually B = Sometimes C = Seldom / Rarely

1. I am not afraid to ask questions when I do not understand something.
A B C
2. I repeat what someone has said in my own words to check my understanding.
A B C
3. I notice people's body language.
A B C
4. I give clear brief directions.
A B C
5. I listen carefully and speak clearly.
A B C
6. I ask for things in a way that is easy to understand.
A B C
7. I clearly state my opinions and give good reasons to back them up.
A B C

8. I respect other people's right to their opinions.
A B C
9. I listen carefully to others when they disagree with me.
A B C
10. I accept and think about constructive criticism.
A B C

The instructor may want to review your responses with you. You should have an honest indication of how well you communicate from the survey/questions answered. You need to work on the areas that need improvement. Discuss this with your instructor.

B. Listening (hearing/listening to information):

We speak at the rate of 150 to 160 words per minute with a potential to reach up to 200. We think at the rate of 650 to 700 words per minute. Sometimes we may be so busy thinking that we are not listening to what is being said.

Keys to Effective Listening

Take personal responsibility for understanding what you hear.

Concentrate and make a good effort to focus on the person speaking.

Listen without interrupting, disagreeing, or offering explanations.

Use body language (nonverbal gestures) to show that you are involved in the conversation.

Example: nod your head, keep eye contact, keep hands at side.

Ask questions to be certain you are interpreting the message correctly.

Example: summarize and paraphrase what you heard.

Take notes as necessary. This will help you remember or document what was said.

Listening Skills

Good listening skills on the job help you get better information, save time, solve problems, and reduce errors. On the other hand, poor listening creates misunderstandings, wastes time, and allows for mistakes. In the health care profession mistakes have the potential for grave effects on the lives of residents.

Skill Check

This skill check will work best if your instructor divides your class into partners. Choose one of the following role-playing situations. Each partner will choose whether he or she will use effective or poor listening skills. Act out the scenario. Discuss the scenario with each other.

1. A co-worker is complaining about another co-worker's poor work habits. She is concerned about errors and reduced productivity. She is obviously very frustrated and angry.
2. Your supervisor has called you in to discuss next week's work schedule. The phone rings and he/she answers it. People keep sticking their heads in the door and he/she speaks with them. There is an extremely loud noise coming through the window from outside construction work.

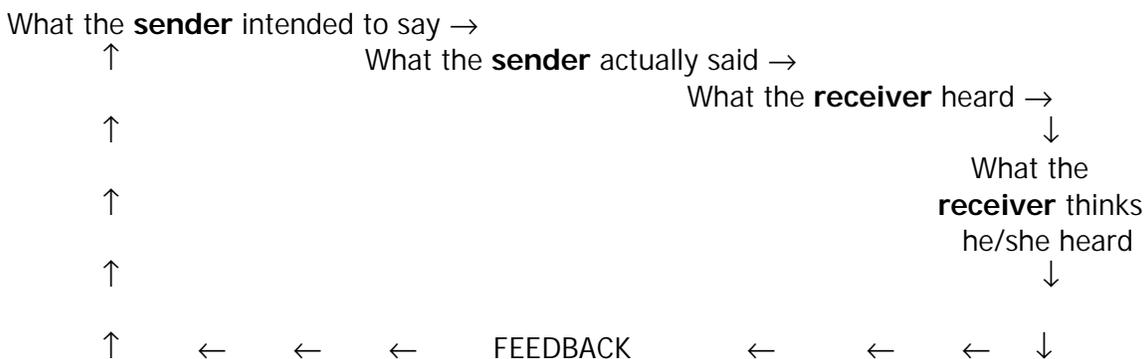
In the event you have to complete a scenario by yourself, choose one of the following scenarios and document what the effective and poor listening skills are and what effects they would have.

3. Your supervisor has asked you to listen to the noon radio news to get detailed information concerning a new technique being marketed for your career field. He/she will return to work tomorrow morning and wants the information on his/her desk.
4. You have been asked to assume the workplace duties of a co-worker for several weeks due to immediate surgery needs. You have one or two hours to contact this person before he/she leaves.

C. Effective Speaking/Direct Communication:

You have read about receiving a message; now let's discuss how to clearly and accurately send a message. Review the "Actual Flow of Communication" once again.

THE ACTUAL FLOW OF COMMUNICATION



There are certain work situations when speaking/direct communication is necessary, such as when solving a problem, giving a report, asking for something, relating feelings, ideas, or problems, etc. Direct communication allows another person to know, accurately and openly, what we are thinking or feeling.

Techniques for Effective Speaking/Direct Communication

- A. Organize your thoughts (Message).
 - Have key points.
 - Eliminate unnecessary information.
- B. Speak directly to the person(s) concerned.
 - Keep eye contact.
 - Make statements personal. Example: "Mary, I like your idea." Rather than "Mary's idea is good."
- C. Make "I" statements.
 - "We" is appropriate if you are speaking for a group, but if the statement or opinion is yours, use "I".
- D. Own your feelings.
 - Don't guess others' feelings or opinions. Speak for yourself and your feelings rather than projecting them upon others. If you have a statement concerning something say "I think" instead of "we think".
- E. Practice listening checks.
 - Use the listening skills you just learned to ensure your direct communication was understood. Ask for the listener's response.

Direct Communication

Effective speaking and direct communication creates clearer communication and allows less chance for misunderstandings. In both working and personal relationships, using this essential skill will prevent many serious problems.

Skill Check

This skill check will work best if your instructor divides your class into partners. Choose one of the following role-playing situations. Each partner will choose whether he/she will be the speaker and the other the listener. Act out the scenario. Discuss the scenario with each other.

1. Discuss a new work procedure with a team member.
2. Discuss the outcome of a team meeting with a person on the next shift.

In the event you have to complete a scenario by yourself, choose one of the following scenarios and document the situation as if you had acted it out. Discuss with your instructor.

3. Explain to your supervisor why you were late for work the past four days.
4. Ask a fellow employee how he/she feels about a company situation.

It is true that a large part of your job will require listening and speaking skills. It is also true that your job will require writing skills as well. Let's review effective writing skills.

D. Effective Writing:

Types of Writing:

The types of writing that you will be required to do include:

- Filling out forms
- Writing memos
- Writing business letters
- Completing applications
- Writing daily reports
- Other documentation as required

Planning Your Writing:

- A. Determine the purpose of your writing
 - Are you passing information? This should not require a lot of research. You are simply passing information along to others that you received.
 - Are you explaining to or persuading someone or something? You would need considerable research and background information. Explanations would be needed.
- B. Know Your Receiver/Audience
 - Are you communicating on the person's education level?
 - What is the tone of writing? Knowing the general level of education will help you reach your audience. For example, you should not use the same level and tone of writing to explain gravity to a first grader and a

graduate student. Medical reports would address/discuss a disease differently to a resident than a medical doctor.

C. Organize Your Ideas, Thoughts, and Notes

- You should always make notes to organize your thoughts.
- Review the example "Note Chart Below," and complete the skill check as directed.

Note Chart

Purpose: Inform staff of new memo procedures.

Receiver: Environmental/Dietary/Nurse's Assistant Staff.

Information: All staff to be aware of proper memo procedures.

Understand how to determine the purpose of the memo, who they are sending the memo to and what information is to be sent.

Skill Check

Generally speaking, letters, reports, and memorandums are the categories of writing. The format previously discussed can be used for any of them. Complete the following exercise using the above format.

Assume you receive a new procedure concerning applying protective gloves and washing hands from the state board for health care facilities. Complete the following note chart for getting this new procedure information to all staff.

Note Chart

Purpose:

Receiver:

Information:

Discuss the completed project with your instructor.

E. Nonverbal Techniques of Communication:

Positive messages come from:

- **Attentiveness:** Maintaining eye contact, looking relaxed, facing the speaker, nodding the head to show understanding without interrupting.
- **Voice and Facial Expression:** Clear, strong voice volume, relaxed face with smile when appropriate, and minimal frowning.
- **Movement and Position:** Don't stand stiffly in one spot, sit down or move around with a relaxed stance, and use movement as an energizer.
- **Silence:** As a sign of effective listening, use silence after asking a question so people can think of their responses; don't be afraid of silence.

Observation

Observe expressions or body movements to determine if your communication is being accepted or understood or if problems are interfering. Review the chart below to learn more about nonverbal language and body expressions.

Nonverbal Language/Body Expressions Chart

These Expressions:

Leaning back in a chair, yawning,
looking at a clock, shifting or shuffling feet

Smiling, nodding agreement, keeping eye
contact, leaning forward

Avoiding eye contact, frowning,
scratching head, pursing lips

May Indicate:

Boredom, fatigue, disinterest,
impatience

Interest, enthusiasm, agreement,
humor

Confusion, disagreement,
suppressing thoughts or feelings,
anger, suspicion

Skill Check

Review the following expressions and identify the probable indication of the expression by circling the appropriate answer.

Review the ABC scale below

A = Boredom, Fatigue, Disinterest, Impatience.

B = Interest, Enthusiasm, Agreement, Humor.

C = Confusion, Disagreement, Suppressing thoughts or feelings, Anger, Suspicion.

<u>Expressions:</u>	<u>Probable Indication:</u>			
Frowning	A	B	C	
Smiling		A	B	C
Avoiding eye contact	A	B	C	
Pursing lips	A	B	C	
Head scratching	A	B	C	
Leaning forward	A	B	C	
Watching the clock	A	B	C	
Yawning	A	B	C	
Nodding of the head	A	B	C	
Leaning back in the chair	A	B	C	
Shuffling feet	A	B	C	

To identify the correct answers please review the "Nonverbal Language/Body Expressions" Chart above. Review your answers with the instructor.

F. Concluding Remarks for Prescription for Understanding Part I of II:

Communication occurs when the listener understands the sender's message, and messages are communicated (sent) in various (many different) ways. This is done through speaking, listening, writing, reading, and body language. Communication skills can be learned and practiced.

You will be moving on to the second part "Part II of II – Prescription for Understanding – Job Related", which deals with the specific communication skills identified during the job/task analysis for your job field. Select your area of work and then turn to the appropriate page:

Nursing Assistant ----- Page 13 - 20
Dietary Services ----- Page 21 - 28
Environmental Services ----- Page 29 - 36

Have fun and remember that communication involves more than just *"talking."*

Prescription for Understanding – Part II of II **Job Related – Nursing Assistant**

As health care workers you must be able to understand the language/word usage of your co-workers and management. You will work individually as well as in a team concept setting. You will need to understand word usage in materials, which will allow you to follow instructions correctly, and or understand information from guides and charts.

In order to communicate, a nursing assistant must know the meaning of words to have a clear understanding of the many procedures that take place in his/her job.

Take a few minutes and familiarize yourself with the following words and definitions. You will be required to identify the words and their definitions in the following examples, skill checks, and job application exercises.

24-hour clock - A clock that has the numbers 1 through 12 around the outside edge, and also has a separate circle in the center of the clock with numbers 01:00 through 24:00.

blood pressure gauge - An instrument that shows the amount of force of the blood against the inside walls of the blood vessels (tubes through which the blood flows).

breathing rate - A number of times that a person breathes in and out in one minute.

briefs - Disposable undergarment used for incontinent residents.

chart - A document that shows or lists information about the resident; also a written record of all treatment (medicine that has been given, when, and how much).

charts and graphs - Lists, lines, and drawings that show difference, such as changes in temperature.

cubic centimeter (cc) - A metric measure; one cubic centimeter equals one milliliter, 0.061 cubic inches.

cuffs - Tube-like materials that are wrapped around the arm and holds air as it is forced in; used to take a person's blood pressure.

degrees - (°) Units of temperature measurement.

Fahrenheit - (F) A measure of heat and cold in which the boiling point of water is 212° above (0°) and the freezing point is 32° above (0°).

fluids - Water or other flowing materials.

infection - Invasion of body tissue by pathogenic microorganisms and their subsequent growth, production of toxins, and injury to that tissue.

intake and output - Everything that is taken into the body and everything that leaves the body.

I.V. - Short for intravenous (into the vein); veins carry blood through the body.

metric system - A measuring system of weights and measures based on the meter and gram.

oral intake - Food or water taken through the mouth.

pulse rates - The speed (number per minute) of the beat or throb in the blood as it flows through the body, caused by the heartbeat.

rehab (rehabilitation) - A place where special exercises and treatments are used to help people get in back in good health, or be able to work once again.

- resident** - People who live at the facility and are cared for by doctors and nurses.
- schedules** - Lists of the times when certain things must be done.
- shift** - A person's period of work, usually 8 hours; patients need help 24 hours each day, so these shifts are used each day.
- stethoscope** - An instrument used to listen to sounds inside a resident's body, such as the heart beat or sounds of breathing.
- thermometer** - An instrument for measuring body temperature.
- transfer** - To carry, remove, or shift from one person, position, or to another.
- transport** - To convey from one place to another. The act or process of transporting. A vehicle as an airplane for transporting freight or passengers.

Example

The following is a listing of words commonly used in your field of work. Review the words below and answer the example question to the best of your ability.

Transport
Cuffs
Degrees
Chart

1. Which word above means units of temperature measurement?
- Transport
 - Cuffs
 - Degrees
 - Chart

Correct Answer⇒ c. Degrees

Skill Check

Use the word listing on pages 13 and 14 to answer the following questions.

Read the definitions in the following questions. For each question, select the word that matches the definition.

1. A device with number 1 through 12 around the outside edge, and also has a separate circle in the center of the clock with numbers 0:100 through 24:00.
- whole-hour clock
 - 12-hour clock
 - 24-hour clock
 - dual-hour clock

2. An instrument that shows the amount of force of the blood against the inside walls of the blood vessels, (tubes through which the blood flows).
 - a. blood pressure gauge
 - b. cubic centimeter
 - c. charts and graphs
 - d. thermometer

3. Disposable undergarment used for incontinent residents.
 - a. chart
 - b. cuffs
 - c. briefs
 - d. fluids

4. The number of times that a person breathes in and out in one minute.
 - a. degree
 - b. infection
 - c. breathing rate
 - d. blood pressure

5. Document that shows or lists information about the resident; also a written record of all treatment (medicine that has been given, when, and how much).
 - a. briefs
 - b. chart
 - c. charts and graphs
 - d. cubic centimeter

6. Lists, lines, and drawings that show differences such as changes in temperature.
 - a. fluids
 - b. chart
 - c. degree
 - d. charts and graphs

7. A metric measure - one cubic centimeter equals one milliliter, or 0.061 cubic inches.
 - a. degree
 - b. chart
 - c. cubic centimeter (cc)
 - d. metric system

8. Tube like materials that are wrapped around the arm and hold air as it is forced in, and are used to take a person's blood pressure.
 - a. metric system
 - b. stethoscope
 - c. cuffs
 - d. infection

9. ($^{\circ}$) units of temperature measurement.
- Fahrenheit
 - I.V.
 - degree
 - metric system
10. A measure of heat and cold in which the boiling point of water is 212° above zero (0°) and the freezing point is 32° above 0° .
- degrees
 - cubic centimeter (cc)
 - metric system
 - Fahrenheit
11. Water or other flowing materials.
- oral intake
 - thermometer
 - fluids
 - I.V.
12. Invasion of body tissue by pathogenic microorganisms and their subsequent growth. Production of toxins, and injury to that tissue.
- infection
 - metric system
 - cubic centimeter
 - I.V.
13. Everything that is taken into the body and everything that leaves the body.
- fluids
 - I.V.
 - pulse rate
 - intake and output
14. Short for intravenous (into the vein); veins carry blood through the body.
- metric system
 - I.V.
 - oral intake
 - degree
15. A measuring system of weights and measures based on the meter and gram.
- I.V.
 - metric system
 - degree
 - transfer

16. Food or water taken through the mouth.
 - a. transfer
 - b. I.V.
 - c. oral intake
 - d. intake and output

17. People who live at the facility are cared for by doctors and nurses.
 - a. rehab
 - b. shift
 - c. transport
 - d. residents

18. The speed (number per minute) of the beat or throb in the blood as it flows through the body, caused by the heartbeat.
 - a. pulse rates
 - b. intake and output
 - c. schedules
 - d. rehab

19. A place where special exercises and treatments are used to help people get back in good health.
 - a. transport
 - b. rehab
 - c. residents
 - d. shift

20. Lists of the times when certain things must be done.
 - a. charts
 - b. thermometer
 - c. schedules
 - d. charts and graphs

21. A person's period of work usually, 8 hours; patients need help 24 hours each day, so three shifts are used each day.
 - a. shift
 - b. schedules
 - c. charts
 - d. transfer

22. An instrument used to listen to sounds inside a resident's body, such as the heartbeat or sounds of breathing.
 - a. thermometer
 - b. cuff
 - c. pulse rate
 - d. stethoscope

23. An instrument for measuring body temperature.
- a. stethoscope
 - b. transport
 - c. thermometer
 - d. cuff
24. To carry, remove, or shift from one person, position, or place to another. To shift from one surface to another. Conveyance or removal of a thing from one person or place to another.
- a. thermometer
 - b. stethoscope
 - c. transport
 - d. transfer
25. To convey from one place to another. The act or process of transporting, a vehicle as an airplane for transporting mail freight or passengers.
- a. thermometer
 - b. transport
 - c. transfer
 - d. schedules

Let's Apply to Nurse Assistant
Communications – Lesson 1 of 8

The following is a daily conversation you might encounter.

You are working in the ward area and your supervisor tells you the following: "I need you to check ***oral intakes*** and then ***transport residents*** to the dining area for lunch. Ask Joe to check the ***schedule*** for those scheduled for ***rehab*** after lunch. Thanks."

Fill in the blanks with the correct matching *italicized* word from the above paragraph.

1. A place where special exercises and treatments are used to help people get back in good health, or be able to work once again is known as _____.
2. This is known as _____, which is food or water taken through the mouth.
3. This job is called _____, which means to convey from one place to another.
4. This is lists of times when certain things must be done and is called a _____.
5. People who live in at the facility and are cared for by doctors and nurses are referred to as _____.

Prescription for Understanding – Part II of II Job Related – Dietary Services

As health care workers you must be able to understand the language/word usage of your co-workers and management. You will work individually as well as in a team concept setting. You will need to understand word usage in materials, which will allow you to follow instructions correctly, and/or understand information from guides and charts.

In order to communicate, a dietary services worker must know the meaning of words to have a clear understanding of the many procedures that take place in his/her job.

Take a few minutes and familiarize yourself with the following words and definitions. You will be required to identify the words and their definitions in the following examples, skill checks, and job application exercises.

bus cart - A cabinet on wheels that is used to transport meals and dishes to and from the kitchen and other locations.

clear liquid diet - A diet restricted to those items that leave little or no residue in the digestive tract, such as coffee, tea, Jell-O, or clear juice.

condiments - Items that add flavor or enhance a meal such as salt, pepper, and mustard.

cooker - A large container that can be pressurized and used for extremely hot cooking.

delime washer - Adding chemicals to a dish washing machine to prevent a buildup of residue with repeated use.

diet cards - Small cards that contain important information about an individual's requirements for a particular meal.

dish machine - A large machine that will wash large numbers of dishes at any one time by pressure spraying with very hot water.

e coli - A kind of bacteria sometimes found in food that can cause serious illness.

full liquid diet - A diet restricted to foods that are liquid at room temperature.

garnish - Added items to a food dish that have more decorative value than food value.

high calorie/high protein diet - A diet of 2,400 to 3,000 calories a day.

low fat diet - A diet in which fat is limited to a small percentage of the total calories.

low fat/low cholesterol diet - A diet in which fat is limited to 30 percent of total calories and cholesterol is limited to 300 mg.

mechanical soft - A diet in which foods are prepared to make them easier to chew and swallow.

nas diet - A no salt added diet or no salty foods allowed in the diet.

polyunsaturated fats - A food group that is high in fat but not considered as harmful as saturated fats. These fats are generally in liquid form at room temperature.

pureed - A process by which foods have been liquefied to aid with digestion and/or swallowing.

regular diet - A diet that has no restrictions.

salmonella - A bacteria found in foods that can cause very serious illness.

sanitize - A process of using chemicals or extreme heat to kill bacteria that may not have been eliminated by normal washing.

saturated fats - Fatty foods that contain carbon molecules that give them the property of being solid at room temperature and are considered to be the most harmful to persons with heart and circulatory disease.

sodium restricted diet - Diets used to help lower blood pressure in water retentive people.

starter position - A common reference to the job of making sure that prepared trays contain the correct foods in the proper amount called for on the menu card.

two-gram sodium diet - A low sodium diet that also limits milk to two servings per day.

Example

The following is a listing of words commonly used in your work field. Review the words below and answer the question.

Garnish
Nas Diet
E-coli
Bus Cart

1. Which word above means to add items to a food dish that have more decorative value than food value?
 - a. Garnish
 - b. Nas Diet
 - c. E-coli
 - d. Bus Cart

Correct Answer⇒ a. Garnish

Skill Check

Use the word listing on pages 21 and 22 to answer the following questions.

Read the definitions in the following questions. For each question, select the word that matches the definition.

1. A cabinet on wheels that is used to transport meals and dishes to and from the kitchen and locations.
 - a. garnish
 - b. cooker
 - c. bus cart
 - d. condiments

2. A diet restricted to those items that leave little or no residue in the digestive tract such as coffee, tea, Jell-O or clear juice.
 - a. full liquid diet
 - b. a low fat diet
 - c. clear liquid diet
 - d. nas diet

3. Items that add flavor or seasoning to a meal such as salt, pepper, and mustard.
 - a. e coli
 - b. condiments
 - c. garnish
 - d. bus cart

4. A large container that can be pressurized and used for extremely hot cooking.
 - a. dish matching
 - b. condiments
 - c. delime washer
 - d. cooker

5. Adding chemicals to a dish washing machine to prevent a buildup of residue with repeated use.
 - a. dish matching
 - b. condiments
 - c. delime water
 - d. cooker

6. Small cards that contain important information about an individual's requirements for a particular meal.
 - a. low fat diet
 - b. condiments
 - c. diet cards
 - d. nas diet

7. A large machine that will wash a large number of dishes at any one time by pressure spraying very hot water onto the dishes in a closed system.
 - a. delime washer
 - b. bus cart
 - c. condiments
 - d. dish machine

8. A diet restricted to foods that are liquid at room temperature.
 - a. nas diet
 - b. clear liquid diet
 - c. full liquid diet
 - d. delime washer

9. A kind of bacteria sometimes found in food that can cause serious illness.
- garnish
 - mechanical soft
 - nas diet
 - e coli
10. A diet of 2400 to 3000 calories a day
- high calorie/high protein diet
 - nas diet
 - diet cards
 - clear liquid diet
11. Added items to a food dish that have more decorative value than food value.
- condiments
 - garnish
 - e coli
 - nas diet
12. A diet in which fat is limited to a small percentage of the total calories.
- low fat diet
 - low fat/low cholesterol diet
 - pureed
 - polyunsaturated fats
13. A diet that fat is limited to 30 percent of total calories and cholesterol is limited to 300 mg.
- low fat diet
 - clear liquid diet
 - low fat/low cholesterol diet
 - nas diet
14. A diet in which foods are prepared to make them easier to chew and swallow.
- pureed
 - low fat/low cholesterol diet
 - nas diet
 - mechanical soft
15. A no salt added diet or no salty foods allowed in the diet.
- low fat diet
 - nas diet
 - clear liquid diet
 - polyunsaturated fats

16. A food group that is high in fat but not considered as harmful as saturated fats. These fats are generally in liquid form at room temperature.
- polyunsaturated fats
 - regular diet
 - nas diet
 - clear liquid diet
17. A process by which foods that have been liquefied to aid with digestion and/or swallowing.
- pureed
 - nas diet
 - clear liquid diet
 - polyunsaturated fats
18. A diet that has no restrictions.
- nas diet
 - clear liquid diet
 - regular diet
 - pureed
19. Fatty foods that contain carbon molecules that give them the property of being solid at room temperature and are considered to be the most harmful to persons with heart and circulator disease.
- polyunsaturated fats
 - pureed
 - regular diet
 - saturated fats
20. A bacteria found in foods that can cause very serious illness.
- salmonella
 - garnish
 - sanitize
 - starter position
21. A process of using chemicals or extreme heat to kill bacteria that may not have been eliminated by normal washing.
- salmonella
 - garnish
 - sanitize
 - starter position
22. A diet that is used to help lower blood pressure in water retentive people.
- two gram sodium
 - starter position
 - sodium restricted
 - polyunsaturated

23. A common reference to the job of making sure that prepared trays contain the correct foods in the proper amount called for on the menu card.
- a. two gram sodium
 - b. starter position
 - c. sodium restricted
 - d. polyunsaturated
24. A low sodium diet that also limits milk to two servings per day.
- a. two gram sodium
 - b. starter position
 - c. sodium restricted
 - d. polyunsaturated

Let's Apply to Dietary Services
Communications – Lesson 1 of 8

The following is a daily conversation you might encounter. Read the following conversation and answer the questions that follow to the best of your ability.

You are working in the kitchen area and your supervisor tells you the following: "I need you to ***delime*** the washing machines and then get a ***bus cart*** from kitchen "a" and bring it to kitchen " b." Ask Mary to work the ***starter position*** for dinner and make sure that everyone knows Mrs. Johnson's diet has been changed to the ***nas diet***. Thanks."

Using the above conversation paragraph, answer the following questions to the best of your ability. Fill in the blanks with the correct matching *italicized* word from the above paragraph.

1. A cabinet on wheels used to transport meals and dishes to and from the kitchen and other locations is known as a _____.
2. This is known as the _____ because no salt or salty foods are allowed.
3. This job is called the _____ and ensures that prepared trays contain the correct foods in the proper amount called for on the menu cards.
4. This procedure is called _____ and is the process of adding chemicals to the dishwasher to prevent a buildup of residue.

Prescription for Understanding – Part II of II Job Related – Environmental Services

As health care workers you must be able to understand the language/word usage of your co-workers and management. You will work individually as well as in a team concept setting. You will need to understand word usage in materials that will allow you to follow instructions correctly, and/or understand information from guides and charts.

In order to communicate, an environmental services worker must know the meaning of words to have a clear understanding of the many procedures that take place in his/her job.

Take a few minutes and familiarize yourself with the following words and definitions. You will be required to identify the words and their definitions in the following examples, skill checks, and job application exercises.

- bio-hazardous materials** - Contaminated substances that are disposed of and require universal precautions.
- briefs** - Disposable undergarment used for incontinent residents
- cart** - A 2 or 4 wheel mobile device used to assist in moving heavy or hard to handle items
- clothing protectors** - Covering used by residents during feeding to protect clothes from being soiled
- drapes** - Fabric material used to cover window openings
- folding table** - A table used in laundry areas to fold linens
- geriatric chair (gerrie)** - A reclining chair equipped with optional feeding tray used by resident
- high dusting** - Cleaning of any overhead fixtures, fans, pipes, etc., above head height
- linen barrels** - Plastic containers used to store soiled linens
- linens** - Items such as towels, bed sheets, pillowcases, etc.
- log** - A daily permanent diary used to record information or document a record of daily activities (e.g. Boiler Room - used to record boiler temperature)
- low dusting** - Cleaning of any fixtures or furniture below head height
- nurses' station** - A centrally located work area used by nurses to maintain records and quickly react to resident needs
- privacy curtains** - Item that surrounds a resident's bed during examination, procedures, etc.
- restock** - Term used to replenish supplies/materials used during daily activities
- rubber gloves** - Used to protect workers from, or to prevent transmitting, infectious diseases, contaminants, etc.
- safety/back belt** - Used to reduce the possibility of back injury when lifting or moving heavy items
- safety glasses** - Eye protection used to reduce the possibility of injury to eyes from various objects, chemicals, and projectiles
- sharps container** - A non-penetrable, leak-proof container used to dispose of any contaminated object that can penetrate the skin

soak sink - A container used to soak extremely soiled or stained linen/clothing prior to washing

stripper - A solution which is applied to tile/hard floor coverings to dissolve and remove old wax and dirt

stripping machine - Machine used to remove old wax and dirt by scrubbing a stripper solution onto the floor

wet floor sign - A marker placed on the floor in an area that has been mopped or where material has been spilled to reduce the possibility of someone slipping causing injury

wheel chair washer - Enclosed container used to wash and sanitize wheel chairs

Example

The following is a listing of words commonly used in your work field. Review the words below and answer the question.

Drapes
Briefs
Linens
Rubber Gloves

1. Which word above means items such as towels, bed sheets, pillowcases, etc.?
 - a. Drapes
 - b. Briefs
 - c. Linens
 - d. Rubber Gloves

Correct Answer⇒ c. Linens

Skill Check

Use the word listing on pages 29 and 30 to answer the following questions.

1. An item that surrounds a resident's bed during examination, procedures, etc.
 - a. drapes
 - b. privacy curtains
 - c. linens
 - d. briefs

2. Items such as towels, bed sheets, pillowcases, etc., are known as
 - a. briefs
 - b. drapes
 - c. privacy curtains
 - d. linens

3. A fabric material used to cover window openings
 - a. linens
 - b. drapes
 - c. privacy curtains
 - d. briefs

4. Disposable undergarment used for incontinent residents
 - a. privacy curtains
 - b. drapes
 - c. briefs
 - d. linens

5. Used to protect workers from, or to prevent transmitting, infectious diseases, contaminants, etc.
 - a. clothing protectors
 - b. safety glasses
 - c. safety belt
 - d. rubber gloves

6. Eye protection used to reduce the possibility of injury to eyes from various objects, chemicals, and projectiles
 - a. safety glasses
 - b. rubber gloves
 - c. clothing protectors
 - d. safety belt

7. Covering used by residents during feeding to protect clothes from being soiled
 - a. safety glasses
 - b. safety/back belt
 - c. rubber gloves
 - d. clothing protectors

8. Used to reduce the possibility of back injury when lifting or moving items
 - a. rubber gloves
 - b. clothing protectors
 - c. safety/back belt
 - d. safety glasses

9. Cleaning of any overhead fixtures, fans, pipes, etc. above head height
 - a. high dusting
 - b. low dusting
 - c. soak sink
 - d. wet floor sign

10. Cleaning of any fixtures or furniture below head height
 - a. high dusting
 - b. wet floor sign
 - c. low dusting
 - d. soak sink

11. A container used to soak extremely soiled or stained linen/clothing prior to washing
 - a. dirty laundry basket
 - b. soak sink
 - c. wet floor sign
 - d. cart

12. A marker placed on the floor in an area that has been mopped of where material has been spilled to reduce the possibility of someone slipping causing injury
 - a. gerrie chair
 - b. soak sink
 - c. cart
 - d. wet floor sign

13. Contaminated substances that are disposed of and require universal precautions
 - a. privacy curtains
 - b. clothing protectors
 - c. drapes
 - d. bio-hazardous materials

14. A non-penetrable, leak-proof container used to dispose of any contaminated object that can penetrate the skin
 - a. sharps container
 - b. barrel container
 - c. trash can
 - d. stripper container

15. A 2 or 4 wheel mobile device used to assist in moving heavy or hard to handle items
 - a. barrel
 - b. gerrie chair
 - c. cart
 - d. sharps container

16. A centrally located work area used by nurses to maintain records and quickly react to resident needs
 - a. ice machine room
 - b. nurses station
 - c. physical therapy room
 - d. skills room

17. A table used in laundry areas to fold linens
 - a. cart table
 - b. soak sink table
 - c. folding table
 - d. stripper table

18. A daily permanent diary used to record information or document a record of daily activities (e.g. Boiler Room - used to record boiler temperature)
 - a. form
 - b. log
 - c. book
 - d. paper work

19. Term used to replenish supplies/materials used during daily activities
 - a. record
 - b. log
 - c. paper work
 - d. restock

20. A solution which is applied to tile/hard floor coverings to dissolve and remove old wax and dirt
 - a. bio-hazardous materials
 - b. stripper
 - c. soak sink
 - d. briefs

21. Machine used to remove old wax and dirt by scrubbing a stripper solution onto the floor
 - a. wheel chair washing machine
 - b. gerri machine
 - c. high dusting machine
 - d. stripping machine

22. Plastic containers used to store soiled linens
 - a. cart
 - b. linen barrels
 - c. sharps container
 - d. bio-hazardous material disposal

23. Enclosed container used to wash and sanitize wheel chairs
 - a. soak sink container
 - b. stripper
 - c. wheel chair washer
 - d. sharps container

24. A reclining chair equipped with optional feeding tray used by resident
- a. wheel chair
 - b. brief chair
 - c. barrel chair
 - d. gerri chair

Let's Apply to Environmental Services
Communications – Lesson 1 of 8

The following is a daily conversation you might encounter. Read and answer the questions.

You are working in the linen storage area and your supervisor tells you the following: "I need for you to inventory all ***linens, drapes,*** and ***clothing protectors*** on hand. Please tell me when you are finished so we can order more to ***restock***. Also, please tell Joe to assist Mary with the ***wheel chair washer***. Thanks."

Fill in the blanks with the correct matching *italicized* word from the above paragraph.

1. The term _____ means to replenish supplies/materials used during daily activities.
2. Coverings used by residents during feeding to protect clothes from being soiled are called _____.
3. Items such as towels, bed sheets, and pillowcases are known as _____.
4. Fabric material called _____ is used to cover window openings.
5. An enclosed container, which is used to wash and sanitize wheel chairs, is named _____.

