

Airway Suctioning (Focus on Communication)

Instructor Resource

READ the following:

A 32-year-old female patient was admitted with a traumatic brain injury and a newly placed tracheostomy to the neuro unit that you work on. The night shift nurse tells you that the patient refused all interventions and acted distressed. The nurse explains that she is behind on charts and hasn't pursued the patient any further. When you enter the patient's room, the family notifies you that no one discussed her care plan or described the treatments with the patient or the family.

REFLECT on the situation.

What emotions do you think the patient and her family are feeling?

Fear, anger, confusion, concern, anxiety

What are some ways that you can help a patient or their family to communicate about their situation?

Ask open-ended questions

Don't interrupt the patient when speaking

Engage in focused active listening

Provide explanations to their concerns in a language they understand

Don't respond to their concerns with statements like, "Everything will be okay."

SHARE your thoughts with a peer.