

Communication in the Nursing Profession

English Training Program for Nurses: A Preview

Preparing Charts and Reports

Can you still remember the first time you wrote on a patient's chart?

What happened? What was your experience in writing your very first patient's chart?



“On the second day the knee was better and on the third day it had completely disappeared.”

“Patient was alert and unresponsive.”

“When she fainted, her eyes rolled back into her room.”

“Rectal examination revealed a normal size thyroid.”

“By the time Mr. Smith was admitted, his rapid heart had slowed down and he was feeling better.”

These statements are incorrect.



Preparing Charts and Reports

What to keep in mind when writing charts and reports:

- Writing technical descriptions (using details)
- Proper narration
- Accurate report of speech
- Appropriate verb tense and voice
- Proper use of prepositions (time and place/location)



Writing technical descriptions (using details)

Descriptions are explanations of the physical qualities of an item. This might include the size, color, weight, height, shape, or texture of the item.

Definitions explain the purpose of an item or how it functions, while **descriptions** detail how the item looks, feels, or what it's made of.



Writing technical descriptions (using details)

Descriptions are explanations of the physical qualities of an item. This might include the size, color, weight, height, shape, or texture of the item.

- Five senses
- Concrete, measurable descriptors
- Color, size, shape, dimensions



Writing technical descriptions (using details)

Descriptions are explanations of the physical qualities of an item

- **Five senses**

A patient complains about a rash spreading on her upper legs.

“Px complains about a rash on upper leg. Multiple rashes are seen in big patches, at least 5 cm in diameter. Px describes it as ‘hot and itchy.’”



Writing technical descriptions (using details)

Descriptions are explanations of the physical qualities of an item.

- **Concrete, measurable descriptors**

A patient goes in, sweating and gasping his breath complaining about a mysterious wound on his arm.

“Patient’s chief complaint is DOB and a ‘stinging sensation’ on his arm. Wound is raised approx. 3mm and is about 1cm in diameter.”



Writing technical descriptions (using details)

Descriptions are explanations of the physical qualities of an item.

- **Color, size, shape, dimensions**

“Specimen is dark brown. Shape cannot be determined due to watery consistency. Contains traces of fresh (red) blood.”



Let us practice!

Try describing the following:

- Describe how it feels like to be inside an x-ray room
- Describe a patient's stitch on his forehead
- Describe what kind of bandage or plaster will be used for a burn

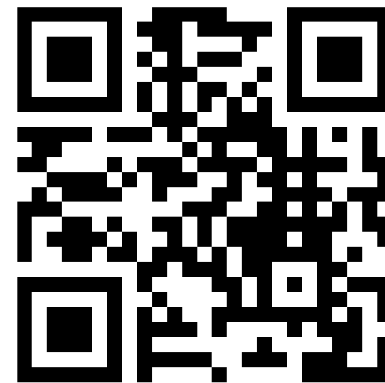
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Proper Narration

Narration is the process of narrating or telling a story.

- First person
- Second person
- Third person



Proper Narration

Third person POV

- An external narrator is telling the what happened
- Commonly uses “he”, “she”, “it”, and “they”
- “The patient”

ex.

“I felt very dizzy. I took my temperature and it read 38.6C so I took one Paracetamol.”

“The px experienced dizziness. He took his temperature (T=38.6C) and drank one Paracetamol.”



Proper Narration

Tips on narrating:

- Have the right story structure
- Share the right details
- Stay consistent within your story

ex.

“On the first day, px felt dizzy and nauseous. She decided to rest. On the second day, px took a pregnancy test and recognized a faint positive line. On the third day, px visited OPD and decided to have her blood checked.”



Reported Speech

Reported Speech is when we tell someone what another person said.

- **Direct speech** repeats the exact words the person used, or how we remember their words:

The patient said, "I had a fever last night."

"I have severe pain on the lower right side of my abdomen," said Mr. Watson.

- In **indirect speech**, the original speaker's words are changed.

The patient said (that) she had had a fever last night.

Mr. Watson said that he has severe pain on the lower right side of his abdomen.



Reported Speech

Reported Speech is when we tell someone what another person said.

Direct Speech	Indirect Speech
I feel dizzy.	The px said (that) she felt dizzy. The px said (that) she feels dizzy.
“I tripped down the stairs,” she said.	The px said (that) she had tripped down the stairs.
I feel a lump in my throat.	The px said (that) she felt/feels a lump in her throat.
I have been having fevers every night since Monday.	The px said (that) he had been having fevers every night since Monday.
I will go to a swimming trip next week, so I would like to request for an updated vaccine.	The px requested for an updated vaccine because of a swimming trip next week.

Appropriate Verb Tense

Simple Past

verb + -d/-ed

Past Continuous

was/were + -ing form of the verb

Simple Present

verb + -s/-es

Present Continuous

is/are/am + -ing form of the verb

Simple Future

will + verb

Future Continuous

will be + -ing form of the verb



Appropriate Verb Tense

Simple Past

The nurse took an x-ray of the px.

Simple Present

The nurse takes an x-ray of the px.

Simple Future

The nurse will take an x-ray of the px.

Past Continuous

The nurse was taking an x-ray of the px when the doctor arrived.

Present Continuous

The nurse is taking an x-ray of the px when the doctor arrived.

Future Continuous

The nurse will be taking an x-ray of the px once the doctor arrives.

Appropriate Verb Tense

Past Perfect

had + past participle

Past Perfect Continuous

had been + -ing form of the verb

Present Perfect

has/have + past participle

Present Perfect Continuous

has/have been + -ing form of the verb

Future Perfect

will have + past participle

Future Perfect Continuous

will have been + -ing form of the verb



Appropriate Verb Tense

Past Perfect

The nurse had taken an x-ray of the px.

Present Perfect

The nurse has taken an x-ray of the px.

Future Perfect

The nurse will have taken an x-ray by the time the doctor arrives.

Past Perfect Continuous

The nurse had been taking an x-ray of the px when the doctor arrived.

Present Perfect Continuous

The nurse has been taking an x-ray of the px when the doctor arrived.

Future Perfect Continuous

The nurse will have been taking an x-ray of the px for 15 minutes when the doctor arrives at noon.

Active Voice and Passive Voice

Active Voice

In active sentences, the thing doing the action is the subject of the sentence and the thing receiving the action is the object.

[Thing doing action] + [verb] + [thing receiving action]

Passive Voice

In passive sentences, the thing receiving the action is the subject of the sentence and the thing doing the action is optionally included near the end of the sentence.

[Thing receiving action] + [be] + [past participle of verb] + [by] + [thing doing action]



Active Voice and Passive

Voice

Active Voice

In active sentences, the thing doing the action is the subject of the sentence and the thing receiving the action is the object.

[Thing doing action] + [verb] + [thing receiving action]

- Ex The nurse retrieves the patient's records.
.
 The patient took a pill.
 A nurse brought the specimen sample to the lab.

Passive Voice

In passive sentences, the thing receiving the action is the subject of the sentence and the thing doing the action is optionally included near the end of the sentence.

[Thing receiving action] + [be] + [past participle of verb] + [by] + [thing doing action]

- Ex The patient's records is retrieved by the nurse.
.
 A pill was taken by a patient.
 The specimen sample was brought to the lab (by a nurse).



Let us practice!

PATIENT: K. Water DOCUMENT: Nursing Admission Database

Date: 02/16/08 Time: 15:26:54
Age: 36 Sex: Male
Room No: 3202-2 Hosp. No. 15008
Physician: Dr. D. Draine
Diagnosis: Nephrolithiasis
Report Printed For:

NURSING ADMISSION DATABASE

VITAL SIGNS:

Temperature: 98.6
Pulse: 104
Respirations: 22
Blood Pressure: 160/90

HEIGHT/WEIGHT:

Height: 5 feet 11 inches
Weight: 180 pounds

ALLERGIES:

Unidentified pollens and mold, mostly in the early spring and fall.

REASON FOR HOSPITALIZATION (In patient's own words):

'I've got severe pain in my groin and the right side of my back since about four o'clock this morning. I'm also nauseated but haven't vomited.'



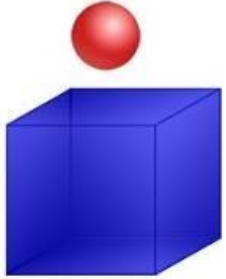
Prepositions (Time)

Preposition	Time Categories and Examples
at	clock times, exact times of day, night, holiday periods Ex. <i>Take your medicine at 8:00 am, 4:00 pm, and 12:00 mn. Your next appointment will be at 9:00 am on August 17.</i>
in	months, years, morning/afternoon/evening, seasons, centuries, eras Ex. <i>Take your medicine in the morning. Your next appointment will be in August.</i>
on	days, dates, holidays, weekends, days + morning/afternoon/evening Ex. <i>Take your medicine on Sunday. Your next appointment will be on August 17.</i>

Prepositions (Location)

Preposition	Time Categories and Examples
at	<p>specific locations, addresses, companies, stores, events, parties, desks, counters</p> <p>Ex. <i>You may find Dr. Marc at Room 524. The lab results are released at desk 17.</i></p>
in	<p>enclosed spaces, buildings, organizations, regions, water, deserts, mountain ranges, forests, cities, countries, continents</p> <p>Ex. <i>You may find Dr. Marc in his clinic at Room 524. The lab results are released at desk 17 in the Memorial Building.</i></p>
on	<p>surfaces, roads, corners, shores, single mountains, islands, planets, public transportation, bikes, big boats, stairs, balconies, walkways</p> <p>Ex. <i>If Dr. Marc is not in his clinic, he might just be on the balcony next to it. The lab results are released at desk 17 on the second floor.</i></p>

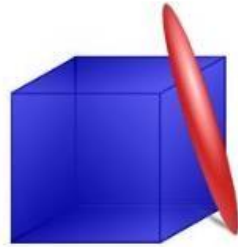
Prepositions (Position)



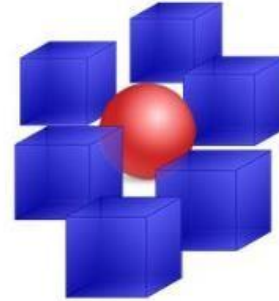
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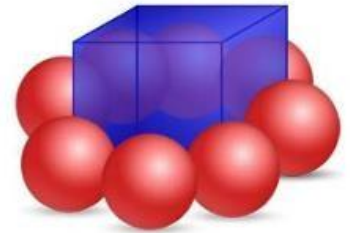
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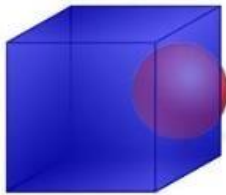
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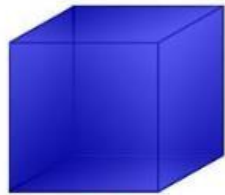
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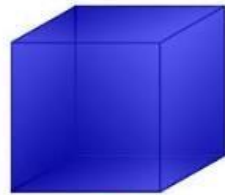
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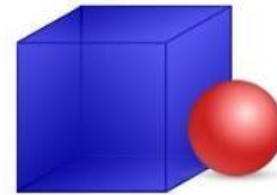
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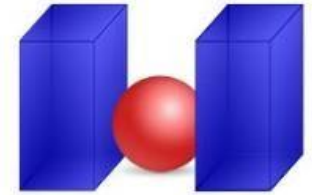
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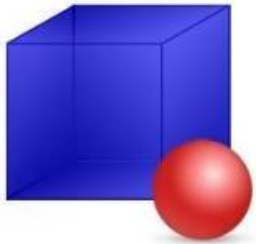


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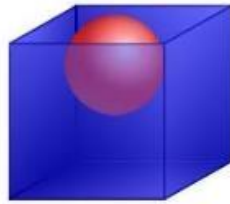


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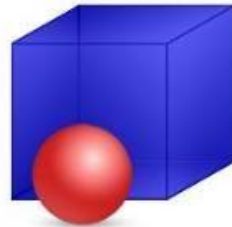
Prepositions (Position)



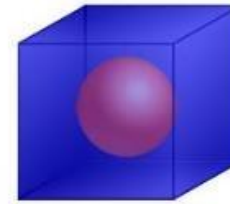
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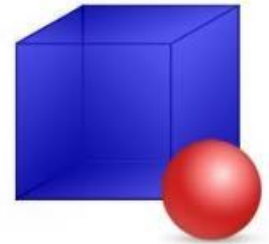
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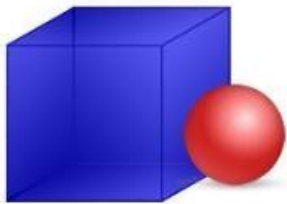
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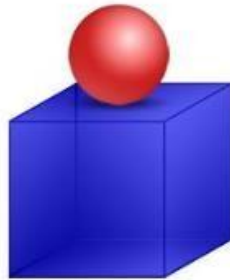
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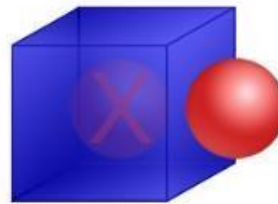
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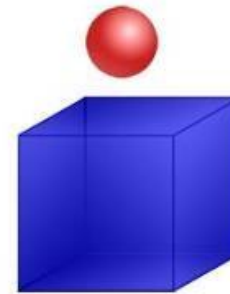
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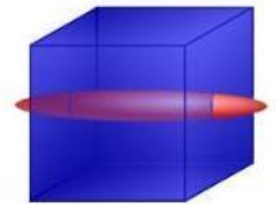
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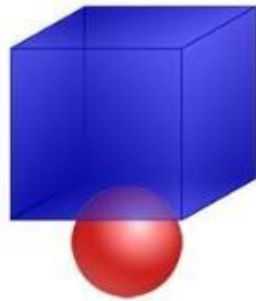


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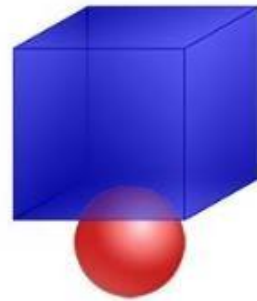


through

Prepositions (Position)



under



underneath

Let us try to revise these statements:

“On the second day the knee was better and on the third day it had completely disappeared.”

On the first day, Px visited the OPD and complained about a pain he felt on his left knee. He stated that he was playing basketball when he tripped and fell. Px was ordered to get a knee-series x-ray. The x-ray returned normal. Px was prescribed Mefenamic for pain management and was advised to perform hot compress on injury. *On the second day, px reported that his knee was better. On the third day, px reported that **the pain** had completely disappeared.*



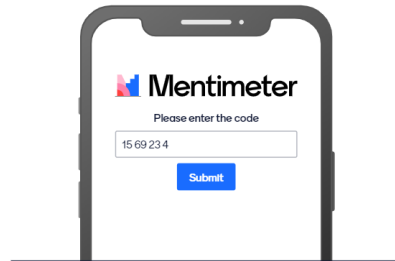
Let us try to continue these statements:

“Patient was alert and unresponsive.”

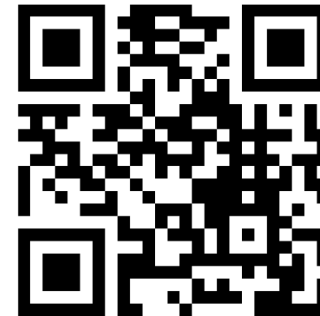
Px was brought to the ER on Nov. 16, 2019 at 1:17 am. **Px was unconscious.** Vital signs were taken, T=36.6C B/P= 90/50 PR=92bpm RR=12 breaths/min. Px has a history of heavy drinking. Px smelled like alcohol.

Continue this scenario...

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