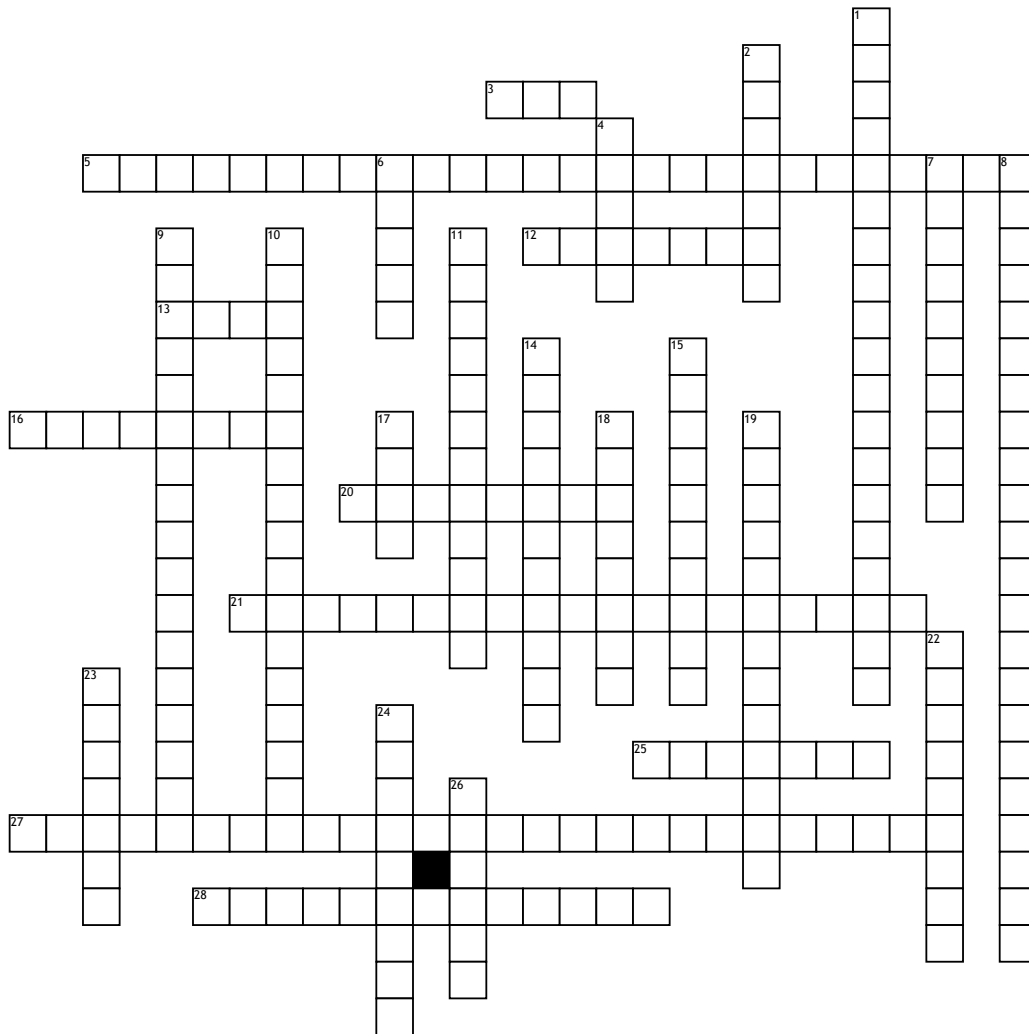


# Communication



- Across**
- 3. communication tool to assist in effective communication related to patient safety concerns; the acronym CUS stands for I'm Concerned, I'm Uncomfortable, This is unSafe (or This is a Safety issue)
  - 5. communication techniques or self-talk to enhance positive interaction with the patient and family
  - 12. term used in communication theory to denote the actual physical product of the source or encoder (e.g., a speech, interview, phone conversation, chart)
  - 13. consistent, clear, structured, and easy-to-use method of communication between health care personnel; it organizes communication by the categories of: Situation, Background, Assessment, and Recommendations.
  - 16. study of the meaning of words
  - 20. prescribed way of using words; a means to express thoughts and feelings
  - 21. nurse-patient relationship; dynamic, purposeful & limited, & has specific goals
  - 25. feeling of mutual trust experienced by people in a satisfactory relationship
- Down**
- 1. exchange of information using words
  - 2. medium the sender has selected to send the message
  - 4. factors that distort the quality of a message and interfere with the communication process
  - 6. sit, observe, lean in, establish eye contact & relax at another person
  - 7. rude, intimidating, and undesirable behavior directed at another person
  - 8. exchange of information without the use of words
  - 9. ability to stand up for oneself and others using open, honest, and direct communication
  - 10. standing up for one's rights in a negative manner that violates the rights of others
  - 11. nonverbal communication
  - 14. web-based technologies that allow users to create, share, and participate in dialogue in virtual communities and networks
  - 15. restating an unclear message in order to accurately understand the message. Guards against making inaccurate assumptions
  - 17. consistent, clear, structured, and easy-to-use method of communication between health care personnel; it organizes communication by the categories of: Situation, Background, Assessment, and Recommendations.
  - 18. verbal and nonverbal evidence that the message is received and understood
  - 19. area in which people are comfortable
  - 22. a skill that involves both hearing and interpreting what the other says
  - 23. objective understanding of the way in which a patient sees his or her situation, identifying with the way another person feels, putting oneself in another person's circumstances and imagining what it would be like to share that person's feelings; (2) intellectually identifying with the way another person feels
  - 24. question technique that allows the patient a wide range of possible responses
  - 26. a stereotyped, trite, or pat answer

**Word Bank**

- |                         |                    |                             |                      |
|-------------------------|--------------------|-----------------------------|----------------------|
| empathy                 | clarifying         | intrapersonal communication | verbal communication |
| helping relationship    | language           | social media                | CUS                  |
| sematics                | SBAR               | interpersonal communication | personal space       |
| nonverbal communication | agressive behavior | SBAR                        | communication        |
| cliché                  | body language      | incivility                  | listening            |
| open-ended              | SOLER              | feedback                    | rapport              |
| assertive behavior      | channel            | message                     | noise                |