4. Communication

Poor verbal and written communication remains the single largest reason why patients complain.

You must understand:

- The importance of communication in clinical practice.
- Different forms of communication (**verbal**, **non-verbal**, **written** and **listening**).
- How to communicate better and thus decrease the clinical risk to which a patient is exposed.
- Barriers to communication

Communication is a theme that runs throughout this DVD. Having looked at the entire DVD, identify poor communication and what solutions you could put in place to overcome these?

<table>
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<tr>
<th>Poor communication</th>
<th>Solutions</th>
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Aspects of verbal communication permeate the patient pathway journey and remain the single largest problem in healthcare generally. Refer to (Appendix G) page 38 on further information regarding communication.
How are the following portrayed in the DVD?

A) Handover

B) Non-Verbal communication

C) Written Communication