



Clear, Clinical, Compassionate Communication

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January 11, 2024

Accreditation

- The University of Virginia School of Medicine and School of Nursing designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credits.TM Physicians should claim only the credit commensurate with the extent of their participation in the activity.
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Disclosures

The speaker, Kelly Reed, has reported the following personal or professional financial relationships with a commercial entity producing healthcare goods or services:

- Consultant - Sumitomo Pharma America, Inc.

The planning committee members, Katie Rea, MSCR, BSN, RN, CCRC; Lori Elder, RN, BSN, CCRA, Amy Smith, MSHS Certificate ; Kimberly Underwood, BS, CCRC; and Maria Davenport, MPH, CCRP; have no personal or professional financial relationships with a commercial entity producing healthcare goods or services.

Activity Code: 148819

Instructions for claiming credits/contact hours can be found here.

Objectives



**Explain
common
clinical terms
and concepts**

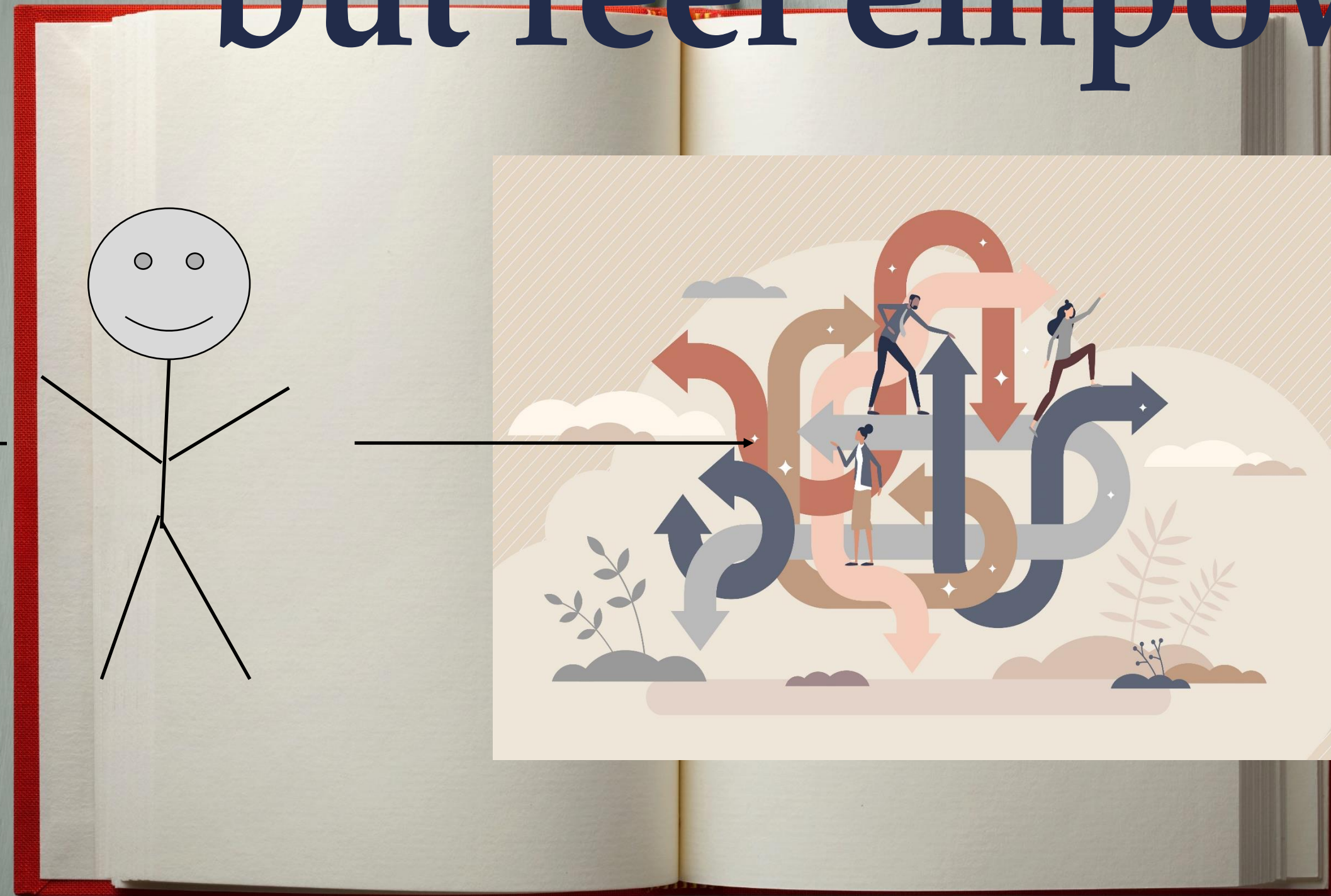


**Provide
recommendations
for clear,
professional
documentation in
the healthcare
setting**



**Provide helpful
tips and tricks
on therapeutic
and
compassionate
communication**

Acknowledge tension... but feel empowered!



Let's Make this Clear...

Clinical Concepts

SummaryChart ReviewResultsNotesOrders

Results Review

LABORATORY

BLOOD BA...
CHEMISTRY
COAGULA...

<1m ago

All Rows

Time Mark

Most Recent

2022

8/8/22

04:29

INR

02/27/18 1.14

COMPLETE BLOO...

User Settings

Display

Font Size

SmallMediumLarge

New Results Highlighting

Enable highlighting for new results since your last Time Mark

OnOff

Row Labels and Filters

Move the row labels and filter panel to the left or right side of the activity

On LeftOn Right

Newest Data

On LeftOn Right

Time

Default Time Filter

Applies the next time you open Results Review

All ResultsSince Time MarkToday3 Days1 Week1 Month3 Months6 Months1 Year

2 YearsCurrent Hospitalization

Change current time filter

Reset to System Defaults

AcceptCancel

Monocytes Abs Auto

08/07/22 0.8

Eosinophils Abs Auto

08/07/22 0.2

Basophils Abs Auto

08/07/22 0.10

MANUAL DIFFERE...

Monocytes %

09/23/14 7.2

Eosinophils %

09/23/14 3.5

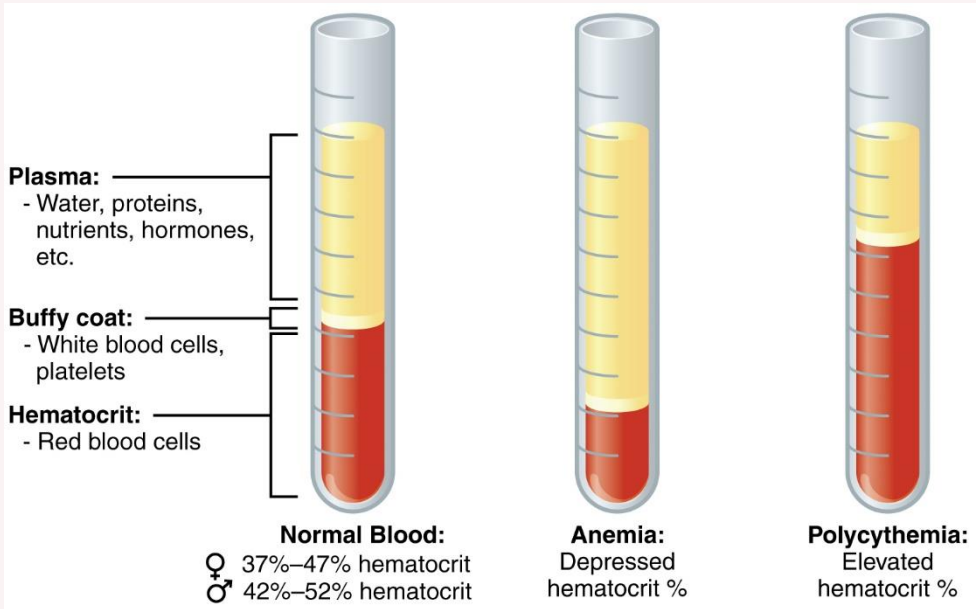
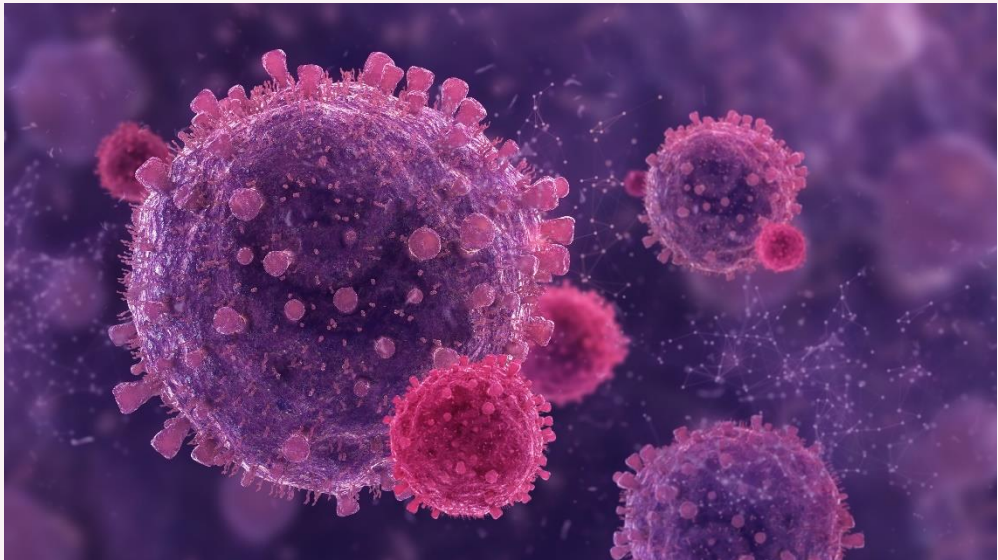
Basophils %

09/23/14 0.9

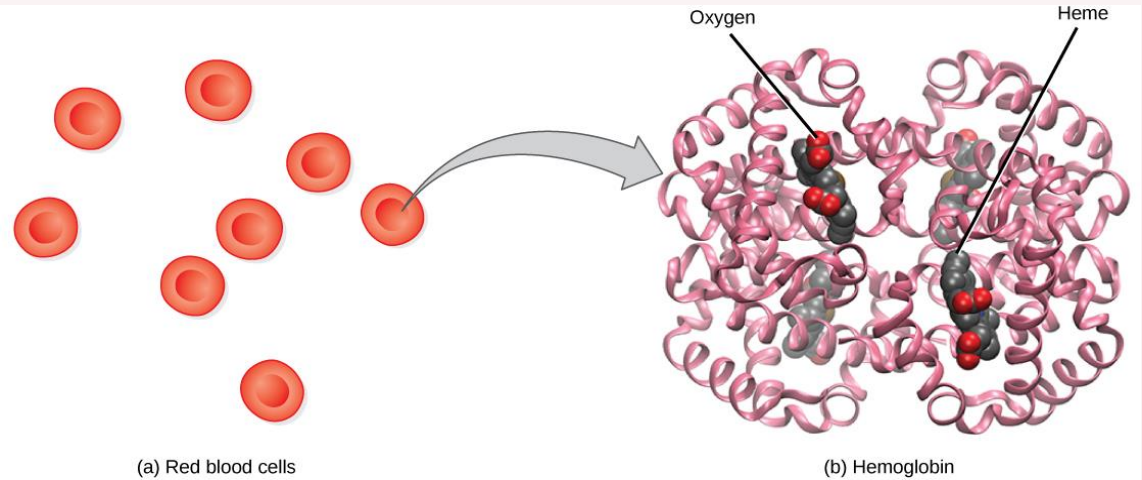
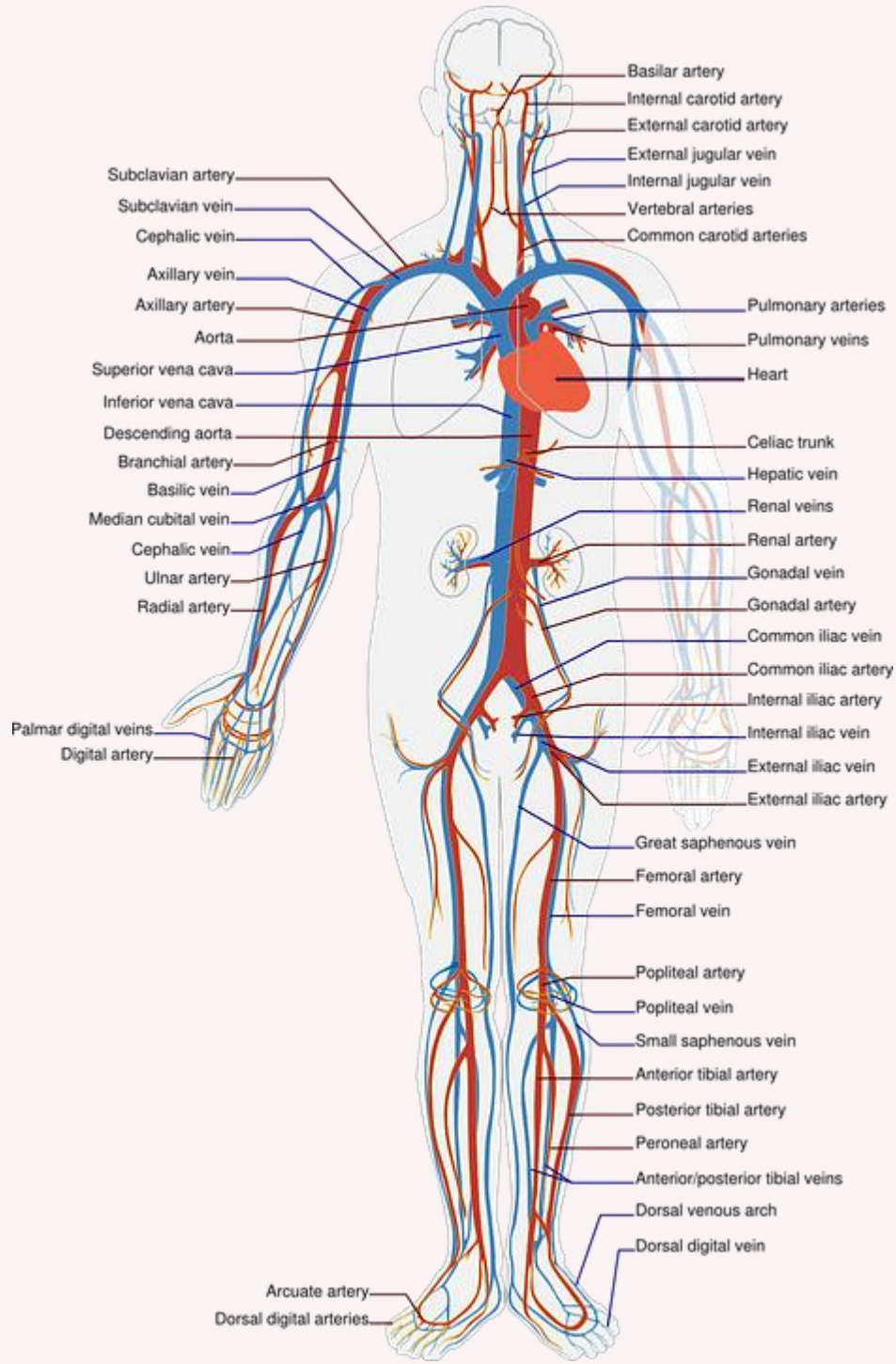
Complete Blood Count



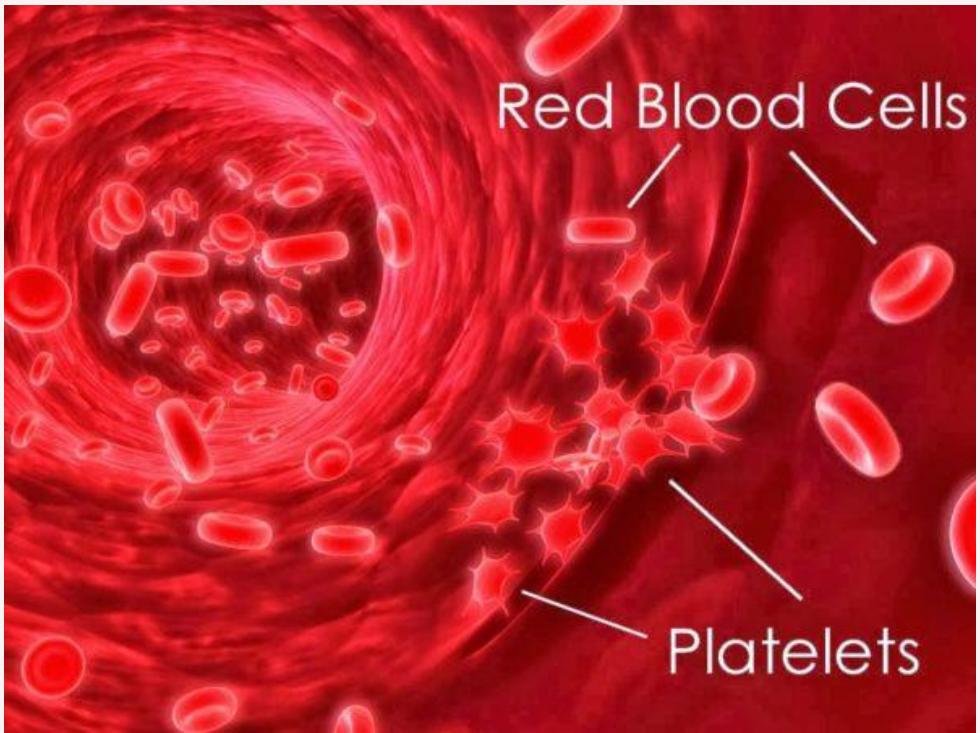
This Photo by Unknown Author is licensed under CC BY-NC



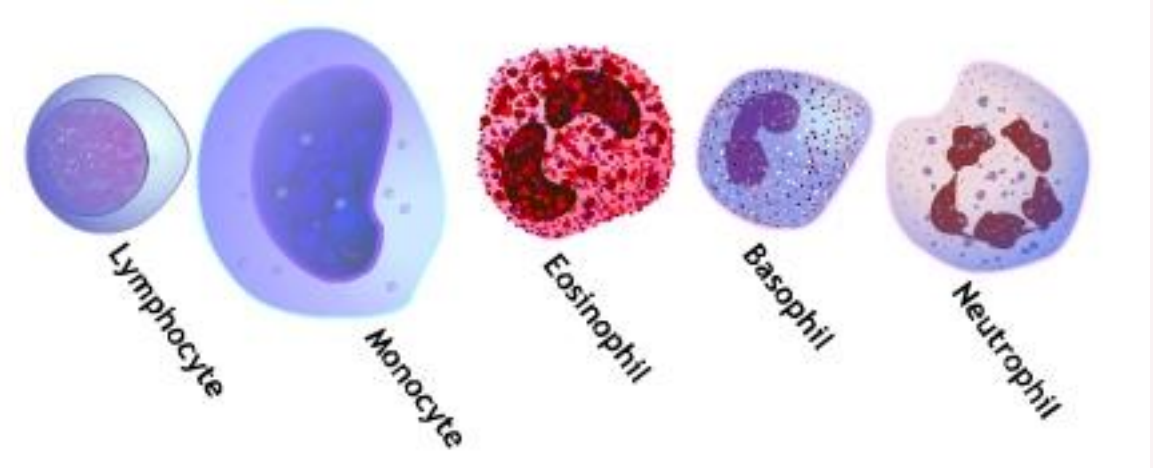
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(Liu, 2022)

SummaryChart ReviewResultsNotesOrdersIntake/Output

Results Review

Search

LABORATORY

BLOOD BA...

CHEMISTRY

COAGULA...

HEMATOL...

MICRO & I...

POINT OF...

URINE

RADIOLOGY

CT

DIAGNOSTIC

CARDIOLOGY

EKG TRAC...

ECHO

PULMONAR...

POC SPIR...

10m ago

All Rows

Most Recent Column

Time Mark

4/7/18 10:49

4/7/18 10:55

4/7/18 11:03

CHEMISTRY PANE...

Sodium

Potassium

Chloride

Carbon Dioxide Total

Urea Nitrogen, Blood (BUN)

Creatinine Blood

Glucose

Calcium

Protein

Albumin

Alkaline Phosphatase (ALP)

Aspartate Transaminase (AST)

Bilirubin Total

Alanine Transferase (ALT)

Cholesterol

Triglyceride

LDL Cholesterol (Direct)

HDL Cholesterol

Non-HDL Cholesterol

CK-MB

Myoglobin

Troponin I

Thyroid Stimulating Hormone

139

4.2

103

28

9

96

9.6

7.9

4.4

56

29

0.7

33

256 !

200 !

190 !

30 !

130

(Liu, 2022)

Comprehensive Metabolic Panel



(David N. Alter MPH MD DABCC [@ClinChemMD], 2018)

The 6 essential electrolytes

Potassium
K⁺

Calcium
Ca²⁺

Magnesium
Mg

Sodium
Na⁺

Phosphate
PO₄³⁻

Chloride
Cl⁻

Functions

Balances blood pH levels

Facilitates waste excretion from cells

Maintains fluid balance

Promotes proper functioning of nerve, muscle, heart, and brain cells

Transports nutrients into cells

(Fullscript, 2023)

Comprehensive Metabolic Panel "CMP"

✓ Glucose

✓ Calcium

✓ Sodium

✓ Chloride

✓ Potassium

✓ CO2

✓ BUN

✓ Creatinine

Plus

✓ ALP

✓ AST

✓ ALT

✓ Bilirubin

✓ Total Protein

✓ Albumin

✓ Globulin

(Metabolic Panel, 2020)

https://www.freepik.com/free-vector/anatomy-human-body-information-infographic_11575103.htm>Image by brgfx on Freepik

Coagulation

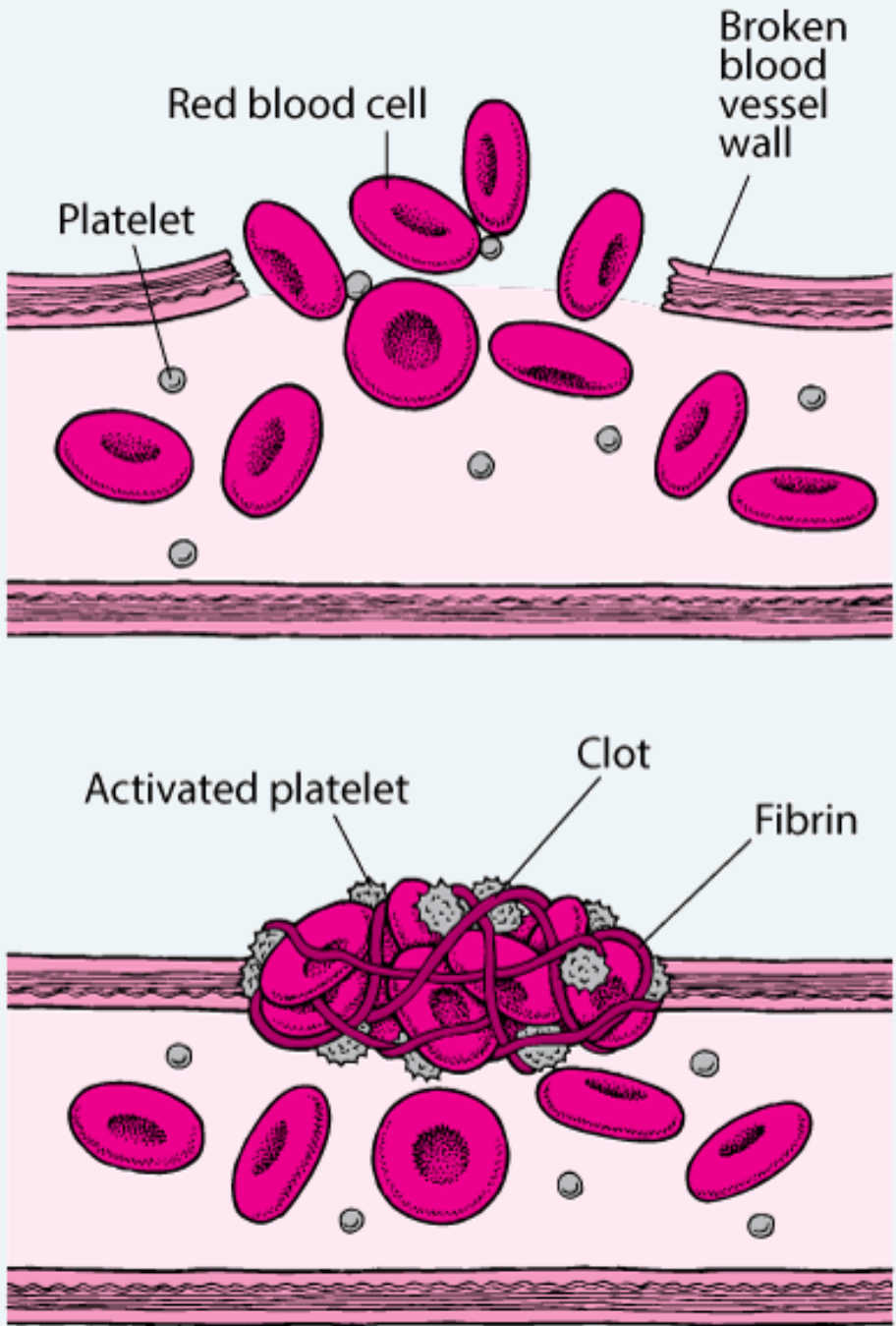
ALL COAGULATION	
aPTT	
POC INR	
INR	

(Liu, 2022)

Protime
INR
aPTT
Fibrinogen
D-Dimer



(greiner bio-one, n.d.)



(Streiff, 2023)

Other Labs



(Laboratory Alliance of Central New York, LLC, 2017)



(Laboratory Alliance of Central New York, LLC, n.d.-b)



(Laboratory Alliance of Central New York, LLC, 2017)

Let's Make this Clear...

Clinical Documentation



Tips For Better Documentation

- When?
 - Firsthand encounter
 - New information
 - Helpful for other healthcare members
 - Real time
- How?
 - As brief as possible
 - Pertinent facts, not opinions
 - Often past tense
 - Often third person
 - Accountability

Compassionate Communication

Habits of Compassion

- Recognize the patient's humanity
 - Thoughtful introduction of yourself
 - Remember at least one “non-healthcare” thing about them
 - Validate concerns while educating- not dismissive
 - Accept what you can and cannot change
 - Recognize context, barriers, and healthcare disparities
 - Celebrate success with honesty
-

**Treat Yourself with
Compassion.**

Activity Code: 148819

Instructions for claiming credits/contact hours can be found here.

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#Vacutainer #preanalyticerror Lithium heparin LiH tubes w/out gel are same shade of green As sodium heparin NaH tubes w/out gel. Don't forget to investigate in cases of unexpected isolated elevated sodium levels <https://t.co/5GkNyp8uRc> [Tweet]. Twitter.

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