

COMMUNICATION WITH THE RESIDENT DURING OPENING PROCEDURE

Opening Procedure:

1. Wash your hands before entering room; Simulate a "Knock" on the Door—while saying *"knock, knock"*
2. Introduce yourself and identify resident by checking the ID band— *"Good morning, my name is Sean McKnight and I'll be your Student Nurse Assistant today...may I check your ID band, please? (Check the band; read/say resident's name aloud). "Thank You... I see that your name is Mrs. Jane Wilson... it's very nice to meet you, Mrs. Wilson."*
3. Explain procedure/ask for permission to perform skill— *"Mrs. Wilson, the Nurse has asked me to take your blood pressure at this time. Is that alright with you?" ... (Resident's response is "Yes") ... "Thank You, Mrs. Wilson."*
4. Gather supplies— *"Mrs. Wilson, I'll go wash my hands again and gather the supplies I'll need...here's your call light (Place it within reach of resident's hand) ...I'll be back in just a moment."*
 - Collect all supplies needed, carrying them away from your uniform.
 - Place a barrier (example: a blue chux) on over-bed table and neatly arrange your supplies.
 - Forgot some supplies? Ensure resident's safety; wash hands; tell resident where you are going.
5. Provide privacy—Simulate closing the curtain and the door while saying *"I'll close the door and the curtain for your privacy now."*

COMMUNICATION WITH THE RESIDENT DURING CLOSING PROCEDURE

Closing Procedure:

1. Position resident comfortably in correct body alignment — *"Would you like to get back into bed?" Stand at foot of bed and say — "I'm just checking to be sure you are comfortably aligned in bed." Or ask the resident—"Would you like to remain seated on your bed?"*
2. Raise side rails — *"I'll raise your side rails now, for your safety" (Tell/warn resident ahead of time). Or say to the resident — "If there is an order for side rails, I will raise/lower your rails..."*
3. Return bed to lowest position — *"I'll be lowering your bed now, for your safety" (Tell/warn resident ahead of time).*
4. Place call light within reach — *"Here's your call-light Mrs. Wilson, I'm clipping it right here, next to your hand. Can you test it now by pressing the red button? Great...that's exactly how it works."*
5. Open privacy curtains — *"I'm about to leave now, Mrs. Wilson...would you prefer your curtains open or closed at this time?"*
6. Say goodbye — *"Let me double check to make sure your phone, water, TV control and tissues are within easy reach. Did you need anything else before I go? OK, Goodbye Mrs. Wilson...if you need anything, just press the call button."*
7. Wash your hands, after completing your procedure, just before you walk out of the door to leave resident's room; next, you will report and record — you can say to the resident — *"I'll report your blood pressure to the Nurse and record it in your chart."*