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1903 Marquette Ave, Suite J 102, Muskegon, MI 49442

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## Lesson Plan: Understanding the Process of Communications

**Topic:** Understanding the Process of Communication

**Presenter:** Muskegon County Medical Control Authority CE Sponsor Program

**Location:** Muskegon County Medical Control Authority CE Sponsor Locations

**Credit Category:** Operations

**License Level:** MFR, EMT, SPEC, MEDIC

**Credits:** 2

**Format:** 2 hours lecture

**Objectives:** At the conclusion of this CE session, the participants will be able to:

### Cognitive

1. Understand the actual process of communication, in any form.
2. Understand the importance of professional communication with patients and families.
3. Understand the importance of professional communication with coworkers.
4. Identify the components of a good turnover care report.
5. Identify the components of a good written patient report.
6. Understand the proper use of the portable and mobile radio.
7. Identify the components and use of radio equipment.

Psychomotor  
None

Affective  
None

### Outline for Session

1. Intro
2. What is "Communication"?
  - A. The communication process
  - B. How communication happens everywhere
3. Communicating professionally
  - A. Communicating with patients and families
    - i. Necessary skills
  - B. Communicating with coworkers and other agencies
    - i. Necessary skills



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- C. Turnover care reports
  - i. Included information
  
- D. Written patient reports
  - i. Included information
- E. Radio communications
  - i. Best practices
  - ii. Parts of your radios
- 4. Summary and conclusion

**Student Evaluation Method:** Simple evaluation will be done through classroom discussion and vitals participation.

**Evaluation of Presentation:** Continuing Education Program Sponsor Evaluation Form will be filled out by all participants.