

# Unit One - Terms and Tech

## Foundation Standards

### **Foundation Standard 2: Communications**

**Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.**

#### **Accountability Criteria**

##### 2.1 Oral Communications Skills

- 2.11 Adjust communication to other's ability to understand
  - 2.12 Apply the elements of communication using the sender-receiver model
  - 2.13 Apply active listening skills using reflection, restatement, and clarification techniques
  - 2.14 Demonstrate courtesy to others including self introduction
  - 2.15 Interpret verbal and non-verbal behaviors to augment communication and within scope of practice
  - 2.16 Demonstrate interviewing skills
- ##### 2.2 Written Communication Skills
- 2.21 Report relevant information in order of occurrence
  - 2.22 Report subjective information
  - 2.23 Report objective information
  - 2.24 Analyze communications for appropriate response and provide feedback
  - 2.25 Organize, write and compile technical information and summaries
  - 2.26 Use medical terminology within a scope of practice in order to interpret, transcribe and communicate information, data and observations

### **Foundation Standard 11: Information Technology Applications**

**Health care workers will use information technology applications required within all career specialties. They will demonstrate use as appropriate to health care applications.**

#### **Accountability Criteria**

##### 11.1 Communication Technology

- 11.11 Organize records and files to maintain data as required
- 11.12 Use communication technology (Fax, E-mail, Internet) to access and distribute data and other information