

- families and communities to maintain and promote health.
- Seeks understanding based on socio-cultural values, beliefs and preferences.
- Identifies strategies to promote self-management ability.

## Domain Seven: Communication and Information Technology

Communication is simply the act of transferring information from one place, person or group to another. While Information technology is defined as the application of information processing systems, comprising both computer hardware and software, to manage, access, exchange, and utilize healthcare information, data, and knowledge, enabling enhanced communication and informed decision-making in the healthcare sector (Pailaha, 2023). By employing information technology skills nurses can communicate effectively and translate care throughout the system to ensure patient centered care focusing on safety, effective care coordination, education, proactive performance, timely access of information and cost-effective resource utilisation. The nurse is also expected to maintain effective communication and interaction with patients and their families, maintaining respect with a focus on optimising patients' outcomes and satisfaction.

**Standard 1: The nurse shall recognise the importance of effective and efficient communication with patients and other healthcare providers in all verbal, non-verbal and written forms of communication.**

### Competencies

- Initiates and develop trusted relationships with patients, families and the community through use of appropriate communication, listening, and interpersonal skill.
- Maintains confidentiality at all times.
- Applies clear, concise, practical, electronic, non-electronic, written, verbal and non-verbal communication skills appropriate to the needs of individuals/groups.
- Values the effects of psychological, physiological, developmental, spiritual and cultural influences on one's own ability to communicate.
- Displays rapport with individuals/groups to enhance their ability to express feelings in an appropriate context.
- Accepts the responsibility of establishing appropriate alternative communication methods for individuals/groups who cannot verbalise their needs.