**History Taking Process**

History taking is a mechanism for obtaining the health history of the client. This process allows the nurse to observe the client and any interaction between the client and family. History may be taken in different ways, but formal history taking process follows the following steps:

1. **The opening or introduction**: The opening can be the most important part of the history taking, because what is said and done at that time sets the tone for the remainder session. The opening is a two-step process:
2. *Establishing rapport:*

* It is a process of creating good will and trust.
* Begins with greetings, or a self-introduction accompanied by non-verbal gesture such as a handshake, smile and a friendly manner.

Continuous to develop rapport by asking question about the person and proceeding with some small talk about the weather, sports, families and the likes and dislikes.

1. *Orientation:*

* Explains the purposes e.g., what information needed? How long it will take? What is expected of the client?
* States that the client has the right not to provide data and tells the client how the information will be use.

1. **The body or development:** In the body, the client communicates what he/she feels and knows and perceives in response to questions from the nurse. Nurses should consider following points in this session:

* Ask open ended question for detail information about client. The questions should be easily understandable. They should not ask question which may embarrass the client and which may create stress.
* Plan questions to follow a logical sequence.
* Ask only one question at a time.
* Observe about their physical cue or non-verbal gesture without judgement
* Listen attentively, using all his/her senses and speak slowly and clearly.
* Use language the client understands and clarify points that are not understood (for instance: by asking the person to describe what a word means to the person).
* Avoid using personal example such as saying "If I were you\_”
* Nonverbally convey respect, concern, interest and acceptance.
* Use and accept silence to help the client search for more thought or to organize them.
* Use eye contact and be calm, unhurried
* If any important information is not collected, they should try to get it by asking question in different ways.

1. **The closing:** The nurse usually terminates the interview when the needed information has been obtained. In some cases, however, a client terminates it (for example when a client is fatigued). A good closing is important in maintaining the rapport and trust established during the interview and in facilitating future interactions

Techniques to close an interview:

* Signal that the interview is coming to an end by offering to answer questions (E.g. "Do you have any questions?")
* Declare completion of the purpose or task by saying “Well that's about all I need to know for now."
* State appreciation satisfaction about what was accomplished
* Express concern for the person's welfare and future.
* Plan for the next meeting.
* Reveal what will happen next.
* Signal that the time is up
* Provide a summary to verify accuracy and agreement.

**Specific skills**

* Make effective presentation
* Write clear & legible nursing reports

**Definition of presentation**

Presentation is a process of delivering or sharing ideas, concepts or issues talked about or spoken to a group or audience.

**Ways of making effective Presentation:**

During presentation, audience not only listens to ideas, but also responds to voice and body language. The presentation must be delivered in a lively, flexible and interesting way so that presenter can grab the attention of audience. Skills required to give a good presentation can be developed by good preparation and planning. It can be helpful if a presenter considers 5 W s: Who (audience). What (content), Why (purpose), and Where (place). For effective presentation, the presenter should consider following points:

1. **Know Own Audience and Understand Its Perspective:** Whether presenter's goal is persuasion, or simply to inform, he needs to understand his audience, its level of expertise and how his message will resonate. Crafting a presentation for a group of high school interns would be very different compared to an executive report to management, pitching a sales idea, or addressing a hostile audience about why the company needs to cut benefits.
2. **Research Thoroughly:** Presenter absolutely must be an expert on the subject. The presenter doesn't have to be the world's leading authority, but he has to know the critical facts as well as much of the little-known information. Just talking about things everybody already knows causes boredom.
3. **Document Own Sources:** Where presenter gets his information is as important as the information itself. Without solid, peer-reviewed data, presenter is just a person with an opinion. The audience, in this exercise, is expecting facts and projections. Presenter's personal opinion may very well be important but it must not be the only thing he presents.
4. **Write Own Speech:** In a large room with hundreds of attendees, presenter just can't afford to make any mistakes. If presenter is going to be using a teleprompter, the speech should be printed in large so presenter can easily see it at a glance without appearing to read from it.
5. **Prepare the Slide Show:** If presenter is going to use a slide show, the visuals he will show to the audience need to be designed to support what he is saying. Avoid showing a slide that has an excessive amount of detail. Titles on the slide should reflect the content of the slide and support what presenter is saying. The visuals should support presenter's words, not duplicate them.

**Tips for making PowerPoint slides:**

* Use simple fonts, colors & graphs
* Use images & clipart
* 3-7 bullets per slide
* Use a size 32 or larger for headlines, with 24 or larger for supporting points.
* Don’t overcrowd your slides, it will not look professional
* New or different visual aids wake people up.

1. **Rehearse Alone:** The presenter must read his own speech and practice the presentation dozens of times. The presenter needs to be familiar with what slide is next, what he is going to say about each one, etc.
2. **Do a Dress Rehearsal:** Ask some people you trust to give honest opinions about where you are confusing, whether you are moving around too much, too little, etc. The tone and pitch of the presenter's voice should also be worked on.
3. **Tweak the Presentation**: Work on what you learned in the dress rehearsal and try to improve.
4. **Prepare Yourself**: Do some visual imagery of oneself in front of the crowd; doing a perfect job, getting applause, etc. Find a quiet spot, close own eyes, and go over the presentation, imagine yourself being completely in control without any problems. Professional athletes use this virtually every time before they go out to perform. It's a proven technique. Presenter should also be doing this immediately before he goes on stage.
5. **Introduce the Presentation:** One of the very important things to which presenter must pay close attention is his physical demeanor. He doesn't want to look too stiff or too casual and maintain the right stance and movement.
6. **Present the Material:** How to avoid "stage fright" varies from person to person but one serious way is to use eye contact. Present to one person, then another, then another. Don't think of it as a large crowd rather you're talking to one person at a time.
7. **Question and Answer:** This is optional, but can be an important way to clarify key points and be certain that the audience received the delivered message.

Some questions will undoubtedly be less than friendly. When he gets those, answer them factually and move on. Just don't call on that person again. When presenter gets a question, first repeat the question to the audience so everyone can hear it, and then proceed to answer. Take a few seconds to formulate a clear answer before replying to a question. Failing to do so can lead to vague responses that do not reflect well on as a speaker.

1. **Exit the Stage:** If presenter will be available for personal consultation, make sure he mentions that.
2. **Others:**

* Confidence is the magical charm that makes others want to listen. So look straight at audience members, speak clearly and keep the pace of the presentation.
* Walk as you talk. Move around a bit, but not so much as to be distracting.
* If the audience will be seeing multiple presentations in one session, focus on what audience should remember most from your presentation
* Prepare handouts to use these as a backup to hand out in case there is any technological failure.
* Dress appropriately according the event.

**Home Assignment:**

1. Read out the ways to make effective presentation?

**Written Assignment:**

1. Write down the steps of history taking process?

# **References:**

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