

Hi-Touch Health Care: The Critical Six Soft Skills

Communication Competency: Information and Communication Technologies

Post-Test

1. Describe two advantages of information and communication technologies.
2. Describe two disadvantages of information and communication technologies.
3. Describe channel lean and channel rich forms of communication.
4. Are you supportive of information and communication technology in healthcare? Why?

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KEY

1. Enhances the patient provider relationship via email, text messages, social media, EHR's
Effective and rapid information sharing saves patients time and money
Provides patients with better access to medical records
Increases patient education
2. Diminishes face-to-face contacts
Diminishes collaborative diagnosis
Increases possibilities of misunderstandings
Increases workload from the volume of emails
Increased potential for information loss
Can lead to "nursing the chart rather than nursing the patient."
3. "Channel-Lean" are forms of communication in which the only point of reference for understanding the information or messages are the "words."
"Channel-Rich" describes face-to-face communication where multiple social cues are available (body language, tone of voice, etc.)
4. Personal answer