

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Common

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| Title | Communicate with Patients with Mental Disorders |
| Code | 110905L3 |
| Range | This Unit of Competency is applicable to practitioners who provide clinical care services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to assess the communication difficulties and needs of patients with mental disorders according to their understandings on mental disorders, and utilize appropriate skills to maintain good communication with patients according to their conditions, in order to improve their psychosocial quality. |
| Level | 3 |
| Credit | 2 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on patients with mental disorders</p> <ul style="list-style-type: none"> • Understand the organization's philosophy and guidelines for providing services to patients with mental disorders • Understand the definition, types, symptoms, and causes of mental disorders • Understand that different patients with mental disorders have different communication skills • Understand the attitudes and principles that should be established with communicating with patients with mental disorders, such as: <ul style="list-style-type: none"> ○ Supportive, encouraging and caring ○ Acceptance, non-discriminative ○ Respect, non-criticizing ○ Patience, do not rush the elderly persons, etc. • Understand the characteristics of communication, such as: <ul style="list-style-type: none"> ○ Interpersonal distance ○ Body posture and movement ○ Paraverbal communication, etc. • Understand the society's misunderstandings on mental disorders • Understand the factors that cause communication difficulties, such as: <ul style="list-style-type: none"> ○ Elderly's factors, such as: hearing loss, influence of disease, etc. ○ Psychopathological factors, such as: auditory hallucinations, delusions, confusion, detachment from reality, etc. ○ Environmental factors, such as: noise distractions, insufficient lighting, etc. ○ Other factors, such as: speaking too fast, too loud, etc. • Understand the communication skills and precautions for patients with mental disorders <p>2. Communicate with patients with mental disorders</p> <ul style="list-style-type: none"> • Clarify the society's misunderstandings on mental disorders, and avoid prejudice and discrimination against patients with mental disorders, in order to not affect the communication process and attitudes of them • Understand the patient's condition and symptoms through conversation and observation, in order to help assess their communication ability, and the characteristics and factors that lead to communication difficulties • Establish appropriate communication methods according to the patient's abilities, in order to improve their communication • Establish emotional stable states and friendly attitudes before communicating with patients with mental disorders, such as: |

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| | <ul style="list-style-type: none"> ○ Maintain appropriate interpersonal distance: being too close to the patient may be seen as a threat ○ Maintain appropriate body posture and movements: certain movements may be seen as hostile or disrespectful, such as: crossing the arms, etc. ○ Understand the paraverbal communication: the tone, pitch and cadence are the three components that of paraverbal communication that influences how a sentence is delivered ● Utilize appropriate communication skills when communicating with patients with mental disorders, in order to improve their self-confidence in communication, and pay attention to the factors, such as: <ul style="list-style-type: none"> ○ Arrange comfortable, quiet and private environments to create a relaxed and harmonious atmosphere ○ Using a friendly attitude, encourage patients to express optimistic expressions ○ Cooperate with the patient's speed of thought, and understanding ability ○ Psychologically support the patients by the use of comforting, encouraging and persuasive speeches ○ Utilize non-verbal communication skills ○ Use simple sentences ○ Face-to-face communication and maintain eye contact ○ Utilize auxiliary communication aids when appropriate, such as: pen and paper, pictures, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Maintain good communication and professional attitudes when interacting with patients with mental disorders ● Respect that all patients are independent individuals, and utilize different communication methods according to their special needs |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to utilize the knowledge on mental disorders to assess the communication difficulties, and maintain good communication with patients according to their individual needs; and ● Able to communicate with patients with mental disorders with professional attitudes, improve their confidence to communicate with orders, as well as their psychosocial quality. |
| Remark | |