

Unit 39: Collate and Communicate Health Information to Individuals

Level:	3
Unit type:	Optional
Credit value:	2
Guided learning hours:	15

Unit Aim

This unit covers collating and communicating health information to individuals, their family or significant others in response to queries or as part of health promotion and giving advice.

Assessment requirements

This unit must be assessed in line with *Skills for Health Assessment Principles for Qualifications that Assess Occupational Competence document*. Detailed information can be found in *Annexe A* of the qualification specification.

Evidence for skills within learning outcomes 2 and 3 must come from real work activities.

Learning outcomes The learner will:	Assessment criteria The learner can:
1 Understand current legislation, national guidelines, policies, protocols and good practice in collating and communicating health information to individuals	1.1 Summarise the current legislation, national guidelines, policies, protocols and good practice guidelines for accessing, updating and maintaining individuals' health records and confidentiality in accordance with information governance
	1.2 Explain own roles, responsibilities and accountability in relation to current legislation, national guidelines, policies, protocols and good practice concerning the collection and provision of information
	1.3 Explain the ethics concerning confidentiality
	1.4 Explain the tensions which may exist between an individual's request for information and the organisation's responsibilities within information governance

Learning outcomes The learner will:	Assessment criteria The learner can:
2 Be able to identify the health information to be collated and communicated	2.1 Respond to individual needs in accordance with clinical governance , national guidelines and local policies and protocols
	2.2 Confirm the purpose of the communication and needs of the individual or others
	2.3 Adhere to legislation, protocols and guidelines relating to giving/sharing information, confidentiality and record-keeping in relation to information governance
	2.4 Use relevant secure sources to access the required health information
3 Be able to communicate health information	3.1 Provide a suitable environment for communication to maintain privacy and dignity
	3.2 Identify the communication and information needs and abilities of the individual or others
	3.3 Identify and overcome barriers to communication
	3.4 Communicate with the individual and relevant carers or family at a pace and level consistent with their understanding
	3.5 Present health information in a format that is: <ul style="list-style-type: none"> • consistent with the individual's level of understanding, culture, background and preferred ways of communicating • appropriate to the individual's communication needs and abilities
	3.6 Actively listen to the individual's or others' reactions to information provided and clarify any issues raised
	3.7 Confirm with the individual and others that their needs relating to the information have been met
	3.8 Direct the individual or others to other sources of information where appropriate
	3.9 Record the outcome of the communication by updating records in line with policies and procedure

Additional information about the unit

Exemplification of terms used in assessment criteria:

Individual refers to someone requiring care or support; it will usually mean the person or people supported by the learner.

Clinical governance is an initiative to ensure high quality healthcare is being delivered. It is a statutory duty placed on all NHS organisations with the aim of assuring high standards of care, safeguarding patients against poor performance and reducing variations between providers of services.

Others may include:

- Team members
- Line manager
- Other colleagues
- Those who use or commission their own health or social care services
- Families, carers and advocates
- Outside services and organisations
- Those with power of attorney
- Other professionals
- Others who are important to the individual's well being.

Information governance covers information quality, confidentiality, data protection, information security, freedom and records management.