

## GLOSSARY

**Caregivers** any person involved in caring for and meeting client needs per facility confidentiality standards

**Client(s)** the person(s) receiving the care. *Synonyms:* patient, resident.

**Emphasis** calling attention to most important points by vocal behavior, body language, underlining, starring, progressive revelation of materials, etc.

**Highlighting** a teaching strategy for stressing the most important points of a teaching session. Four highlighting techniques include emphasis, repetition, signaling, and use of reminders.

**Repetition** most likely to remember what has been "repeated" 3 times; therefore, use oral, written, and visual means to present the main point 3 times. Have client write, listen, speak, read, etc.

**Reminders** tangible take home prompts or cues sent to reinforce the main messages. Examples include handouts, pamphlets, or booklets with key points underlined, e-mails of key points, refrigerator magnets, etc.

**Signaling** using cues to call attention to an upcoming important point. For example, "If you don't remember anything else, remember this..."

### **Team**

**member(s)** medical, nursing, social service, occupational therapy, speech therapy, clergy and other hospital staff as appropriate to patient/facility.