

Reflective Case Study Gerontology Assignment

ATI Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	<p>Therapeutic communication during the delivery of nursing care to gerontology patients.</p> <p>Examine the influence of age on nursing care decisions and actions for patients.</p> <p>Understand the roles and responsibilities of individuals in a working group.</p>	<p>CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>
Skills	<p>Apply therapeutic communication concepts such as active listening, silence, focusing, open ended questions, clarification, exploring, paraphrasing, reflecting, restating, providing leads, acknowledgement, and offer of self.</p> <p>Engage in conflict negotiation using conflict resolution skills.</p>	<p>CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

	<p>Use appropriate communication techniques when communicating with clients who have a barrier to effective communication.</p> <p>Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc</p> <p>Communicate with various members of the interprofessional team.</p>	
Attitudes	<p>Value the role of therapeutic communication in nursing care decisions and actions.</p> <p>Appreciate the various factors that can impact effective communication</p> <p>Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults.</p> <p>Recognize personally held attitudes about working with patients from different age,</p>	<p>CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

	ethnic, cultural and social backgrounds.	
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Instructions:

Therapeutic communication is a fundamental component of nursing and is a complex concept. Ensuring positive encounters between nurses and patients is important for improving the quality of nursing interactions, the performance of various nursing duties, and meet patients’ diverse needs (Abdolrahimi, Ghiyasvandian, Zakerimoghadam, & Ebadi, 2017).

Students will access the case study through the ATI website. Students will complete Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations. The case study is located in The Communicator tutorial under the Communication Simulator Case #2. To locate this one, go to products page à tutorials, simulations, and quiz banks tab à find The Communicator and click the plus sign in the red box à then access the Communication Simulator Case 2 KEY to preview the module.

The case study provides a 5-minute overview including character background (for example role, age perspective) on each person within the case study. The case study will unfold into various stages with video scenarios. The videos are presented in 30 to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study not limited to significant others, nurses, care providers, student nurses, and the client. The scenario review typically lasts 25 minutes. Average time in the case study is 30 minutes. The student will receive text-based rationale for selected options and will receive a percent correct in relation to the first selected option, and time within the product.

Reference

Abdolrahimi, M., Ghiyasvandian, S., Zakerimoghadam, M., & Ebadi, A. (2017). Therapeutic communication in nursing students: A Walker & Avant concept analysis. *Electronic physician*, 9(8), 4968-4977. doi:10.19082/4968

ATI. (2018). Educator implementation guide: Nurse’s Touch: Professional communication & the communicator. Retrieved from atitesting.com

Step one:

Complete Case study

Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations.

Step Two:

Reflecting on your responses and experience with the Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations, answer the following questions.

1) Identify use of therapeutic and non-therapeutic communication during the case study.

Therapeutic communication is the number one goal in nurse to patient care due to the promotion of respect and well-being. In the case study, therapeutic communication was used a lot. Mr. and Mrs. Silver's caseworker, Darcy, had many examples of therapeutic communication. For example, when Mr. Silver expressed his concerns, she was always there to clarify them and reassure him that she will always be there to help them with the process of the move. Darcy, who is the caseworker and Nina, the daughter, had respect for each other due to therapeutic communication techniques. As Nina was communicating concerns about her parents, Darcy was always right there to restate Nina's concerns and verify that she would take care of her worries right away. There were not too many non-therapeutic communication concerns that stood out to me, except for when Mr. Silver stated that he believes Mrs. Silver is not taking the move well, the nurse gave a moment of silence when it was not needed in a time of concern for the Silvers'.

2) Discuss the cultural variations of clients in the case study.

The clients are of Jewish faith and work very hard to keep their kosher diet. A kosher diet is a diet in which meat and dairy can never be mixed, processed or eaten together. Fish and Kosher animal meat are the two main foods ate on a kosher diet. In the new facility, the caregiver accidentally brought out meal trays that consisted of foods that went against their religion. This made Mr. Silver very irritated due to feeling like his and his wife's values were not respected. The dietary aide felt horrible for the mistake and let Mr. and Mrs. Silver know that he will take it back and talk to the dietary worker right away to make sure that this did not happen again.

3) How did the cultural various impact communication?

At first, Mr. Silver was very mad and seemed disrespected due to him making it very clear before the move that this was something to be taken very seriously, as it should. He got angry with the dietary aide requesting that he take the food back to the kitchen right away, telling Darcy that this is not the first time that they have brought out food that they cannot consume. The dietary aide felt awful for the mistake of bringing food out that didn't meet their dietary needs. The dietary aide made sure to inform Mr. Silver that he will talk with the dietician as soon as possible to fix the mistake and make sure it will not happen again.

4) Provide examples of clients with health alterations that affect their ability to communicate

In a patient with Alzheimer's, their ability to communicate in meaningful conversations gradually decreases throughout the stages. A common sign in a mild form of Alzheimer's is when the patient repeats another person repetitively also known as echolalia. In the case study, we noticed that when Nina, the daughter, would say something to her mother, she would just repeat the daughter,

which is the perfect example of echolalia in mild Alzheimer's patients. Another common communication alteration consists of not being able to recall objects, which is known as anomia.

5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)

It is very important that we do not treat these patients as a diagnosis. We need to treat these patients with respect. As a nurse taking care of a patient with Alzheimer's can be a very difficult task. The patient's disease process is progressing slowly, and they are forgetting more and more each day. Neurological assessments are a very important nursing intervention. Other interventions include getting the patient's baseline vitals, along with assessing them continuously for nutritional imbalances such as dehydration. We also learned in the case study that reminding the patient continuously of important information can also be a very important task in the nurse providing care. This can all be very difficult for not only the patient but also the family members involved. It would be helpful to provide support services to the family to meet their support needs. It would also be reassuring to let the patient and their family know that you are available to talk about the situation with them at any time.

6) Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.

a. The article must be within the last 5 years.

b. The article must be nursing focused.

c. Write a brief summary of how the article can be used to improve your nursing practice.

The article I found was very supportive in helping me improve my nursing practice. The article I chose gave many examples of how being a nurse in one individual's life can impact them tremendously. Safety measures are taken to ensure safety for your patients and includes examples include answering call lights promptly, being there to assist your patients when going to the bathroom and providing equipment to your patient that prevents the risk of falls. Safety measures should be done every single day in every single task a nurse performs, to ensure your patient receives the best quality of care. Safety is our main concern in caring for any individual, which promotes the patient's quality of life. Interprofessional communication is also very important in daily nursing skills due to the respect that is needed between you and your patient. Therapeutic communication is something that we all need to use because it can promote respect between you and your patient. As a nurse it is your goal to earn respect from your patient; without respect, there is no trust between you and your patient at all, which leads to bad nursing care and a decrease in the concern for their quality of life.

Reference: Article-Nursing and Patient Safety. (2016)

STUDENT NAME Breanna Schoonover

RUBRIC FOR THERAPUTIC COMMUNICATION GERONTOLOGY ASSIGNMENT

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Time within Case study	Less than 30 minutes	30 minutes or more	
Threshold Score			

Comments:

Case Study
POINTS: _____/10

Reflective Activity

- 1) Identify use of therapeutic and non-therapeutic communication during the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
Therapeutic and non-therapeutic communication during the case study.	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

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2) Discuss the cultural variations of clients in the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
Cultural variations of clients in the case study.	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

3) How did the cultural various impact communication?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Cultural impact communication	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity &	Communicates in manner with	Contributes valuable	

Mechanics	some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	information with minor 1 clarity, spelling, grammatical, or mechanics errors.	
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4) Provide examples of clients with health alterations that affect their ability to communicate.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Examples of clients with health alterations that affect their ability to communicate.	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

- 6) Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.
- a. The article must with within the last 5 years.
 - b. The article must be nursing focused.
 - c. Write a brief summary of how the article can be used to improve your nursing practice.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Evidence Based Practice	Description adequate with superficial thought and	Description well developed assignment	

	preparation; doesn't address all aspects of the task. Article older than 5 years	that fully addresses and develops all aspects of the task. Article within last 5 years.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

Case Study ____/10 points

Reflective_____/90 points

Total: ____/100 points

Instructor Signature:_____

Date:_____