

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

The nurse and other health care members used a mixture of open-ended questions, to give the clients time to expand as well as time to think about the answer, assertive communication to be straight to the point and not beat around the bush. Other types of therapeutic communication were focus questions, paraphrasing, exploring, and reflection.

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

The clients, Steve and Iris Silver are a Jewish couple who have been together for the last 55 years. Jewish people follow a very strict kosher diet.

3. How did the cultural various impact communication?

When the clients received their breakfast, it wasn't kosher food, so Mr. Silver became upset with dietary aide. Although this wasn't necessarily the aide's fault as he might have not been aware, he should adapt to their needs concerning their culture. As healthcare members, it is important to look out for cultural considerations.

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

Aphasia, autism and traumatic brain injuries are some examples, among many, that affect communication. These can range from very little minor problems to very big ones.

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

A patient with mild dementia will only get progressively worse. So the most important step in the plan of care is safety and then planning out their day. Discuss with the patient what they want to do, what they like and dislike, what they want to eat but with yes or no questions. When talking to a patient with dementia give them plenty of time to reply, be patient, keep eye contact, and try to keep the conversation between the client and the nurse. ("Communication and Alzheimer's", 2019)

Communication and Alzheimer's. (2019). Retrieved from <https://www.alz.org/help-support/caregiving/daily-care/communications>

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.

Other nurses were educated differently and may not have the same process that I have so I have to learn to work with them. As a nurse, you have to find a way to have strong communication with fellow nurses and medical personnel to ensure patient safety. One of the most important times for accurate patient information is during shift report. This is where most miscommunication happens, therefore, leading to errors. Experience as a nurse is what will help me understand what it takes to have strong communication between my coworkers and me.

Patient Safety Communication Among Differently Educated Nurses: Converging and Diverging Meaning Systems. (2019). Retrieved from <https://journals.sagepub.com/doi/abs/10.1177/0193945917747600>



Module: Video Interaction: Aging client
Simulation: The Communicator 2.0

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Individual Performance Profile

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INDIVIDUAL SCORE 100.0%	Individual Name: Kylie Cox Student Number: 4200681 Institution: Lakeview CoN Program Type: BSN			
TIME SPENT 32:26				
Time Use and Score Show all stages <input type="checkbox"/> OFF				
Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Aging client		4/18/2019	32:26	100%