

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.
 - a. There were multiple examples of therapeutic communication. One of the examples would be how the first time the staff talked to the patients and their daughter, they were eye level and did their best to explain the situation at hand. They provided a folder of information and when Mr. Silver still could not read, they made sure he knew that they were going to explain all the information. A form of non therapeutic communication can be how the staff continues to bring the patients a non-kosher meal when they have requested otherwise. Even though the staff is polite about fixing the problem, it can make the patients feel unimportant or like they are not being listened to when they keep getting mistreated.
- 2) Discuss the cultural variations of clients in the case study.
 - a. The culture variations would be how the patients are Jewish and have a different way of living including the meals they eat.
- 3) How did the cultural various impact communication?
 - a. The cultural variation was impacted by communication when the meals that the patients were being served were not Kosher. Mr. Silver stated that he has told them more than once that they follow a strict diet yet the problem remained.
- 4) Provide examples of clients with health alterations that affect their ability to communicate
 - a. A health alteration that can prevent communication is dementia. The patient with dementia may not be able to communicate with the staff what they need or want. For example; Mrs. Silver was wondering around, but the staff could not figure out why. This can affect her by another move for safety reasons.

- 5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)
- a. For a patient with dementia it may be necessary to move them to a secure wing. They would be in a safer environment for when they wonder. They also need to be seen by a dietician for their meals. Patients with dementia can forget to eat in general, but when cultural variations become involved it is even more important for the staff to make sure she is eating and receiving the proper nutrients.
- 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.
 - i. In the article “Effect of a Patient- Centered Communication Intervention on Oncologist-Patient Communication, Quality of Life, and Health Care Utilization in Advanced Cancer” the question is asked about how communication between patient and oncologist can improve the patient care. The research showed that the communication training for oncologists can improve the care given to the patients. Improving communication in any health care setting can improve patient care and give the patient a better quality of life.
 - ii. Reference:
 1. Epstein, R. M., MD, Duberstein, P. R., PhD, & Fenton, J. J., MD,. (2017). Effect of a Patient-Centered Communication Intervention on Oncologist-Patient Communication, Quality of Life, and Health Care Utilization in Advanced Cancer. *JAMA Network*. doi:10.3897/bdj.4.e7720.figure2f

STUDENT NAME _____

RUBRIC FOR THERAPUTIC COMMUNICATION GERONTOLOGY ASSIGNMENT

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 10 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 & 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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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:_____