

## Therapeutic Communication Gerontology Assignment

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	<p>Apply therapeutic communication nursing concepts in 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>CSLO #1 &amp; 2 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>
Skills	<p>Apply therapeutic communication principles, concepts such as active listening, silence, focusing, open ended questions, clarification, exploring, paraphrasing, reflecting, restating, providing leads, acknowledgement, and offer of self.</p> <p>Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults.</p>	<p>CSLO #1 &amp; 4 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

	Evaluate effectiveness individual performance.	
Attitudes	<p>Values the role of therapeutic communication in nursing care decisions and actions.</p> <p>Recognize personally held attitudes about working with patients from different age, ethnic, cultural and social backgrounds.</p>	<p>CSLO #1 &amp; 4          Baccalaureate Essential VIII          QSEN Patient-Centered Care</p>

## Instructions:

This assignment is designed to help students feel comfortable initiating conversations with older adults and raising awareness of older persons' wishes, expectations, resources, cultural traditions, and strengths. Students will select an older adult to interview. Interviews can be completed virtually or by phone. Students will utilize therapeutic communication to explore the quality-of-life perceptions, risk the person is willing to take or has taken to preserve the quality of life.

Therapeutic communication is a fundamental component of nursing and is a complex concept. Ensuring positive encounters between nurses and patients is essential for improving the quality of nursing interactions, the performance of various nursing duties, and meet patients' diverse needs (Abdolrahimi, et al., 2017).

### Reference

Abdolrahimi, M., et al., (2017). Therapeutic communication in nursing students: A Walker & Avant concept analysis. *Electronic Physician*, 9(8), 4968-4977. doi:10.19082/4968

National League of Nursing (NLN). Retrieved from <http://www.nln.org/professional-development-programs/teaching-resources/ace-s/teaching-strategies/aces-knowledge-domains/individualized-aging/examining-risks-and-benefits-to-enhance-quality-of-life>

## **Pre-assignment work-**

Students should answer the following questions to fully understand the quality of life, personal choice of decision making, and self-reflection.

1. Which of these two statements is most important to you?

- I want to live as long as possible regardless of the quality of life that I experience.
- **I want to preserve a good quality of life even if this means that I may not live too long.**

**Answer:** In the two statements, the most important for me was, “I want to preserve a good quality of life even if this means that I may not live too long.” It is important to me to have a good, comfortable, and meaningful life even if I do not live too long because I have lived my life without regrets. It does not make any sense to live for a long time with suffering because it will be hard to keep going.

2. Do you feel you have full autonomy for decision making?

**Answer:** Right now, I do not feel I have full autonomy for decision making. I still live with my parents, and I believe that they still influence some of the decisions I make in my life. I even ask for their opinion on the decision I make. They trust me to decide for myself, and I can still decide for myself; however, if I am not sure if I am making it right, I still ask for some advice from them.

3. How do you feel when people make decisions for you?

**Answer:** I have a neutral feeling about people deciding for me. It is okay for me if my family, like my parents and older siblings, decides for me as long as I know it helps me to better. I respect that they have their own opinions, and I am always open to considering that opinion. I am not too fond of it if my other relatives decide for me and even my family life. I have experienced this many times, it always feels they want to control my life, and they do not consider my feelings.

4. What do you see as important in your life?

**Answer:** My family is what I see as important in my life. My parents and siblings have always been by my side since the day I was born. No matter what I go through, the ups and downs in my life, they are always there for me. They will always be there to guide and support me. Help me learn and grow as a person. They are the ones that will never leave me no matter what happens.

5. What risks have you taken in the past that has affected your quality of life?

**Answer:** Living here in the United States was a risk that I have taken that has affected my quality of life. Moving here, I had to adjust to a new environment, which is different from the Philippines' environment. Meeting new people and speaking another language was a big adjustment that I have to make. Many things affect my quality of life living here in the U.S. It is not easy to get healthcare access in the Philippines. If you do not have money, some hospitals will not accept people. However, here in the U.S., everyone can get healthcare access quickly. Job opportunity in the Philippines is minimal, and here in the U.S., there are many opportunities.

6. What risks have you taken in the past and how has this affected you?

**Answer:** Deciding to go back to school to study nursing was a risk I have taken in the past that has affected me. It was a big decision for me to go back to school. Since I already had a degree in dental hygiene, it was a significant career change to go into nursing. My work routine as a dental hygienist was always the same, and I cannot do many things. I want a career that I can grow and explore more things. Right now, I have learned many new things and learn new skills. Sometimes it is stressful. However, I always think that the result will be worth it.

7. What risks do you want to take now?

**Answer:** I want to be more independent in my life. I want to step out of my comfort zone by trying new things that I have never done before. I am always hesitant to do things that I do not know, so I want to overcome this and just trying things.

8. What risks are you not willing to take?

**Answer:** Making a wrong decision in my life is a risk I am not willing to take. I do not want to regret making a wrong decision. I am afraid that I would not be able to focus on my life if I make a wrong decision.

9. How would you explain to the people who love you why you want to take this risk?

**Answer:** I would explain that I want to be more independent because I want to know more about myself and build my self-esteem. I want to explore new things that might help me in the future. Being independent might also help me boost my confidence. It will help me not rely too much on them and be a burden to them.

10. What frightens you about taking this risk?

**Answer:** Making a wrong decision frightens me that it would to a bad consequence. Sometimes I feel like if I make a wrong decision, people will judge me and look down on me. Making a wrong decision makes me lose my confidence, and I feel like I am not good enough.

## **Interview process:**

Find an older adult to interview. The interviewee may be a family member and does not have to be a patient. Each interview should be a minimum of 20 minutes. Students should use therapeutic communication techniques to build therapeutic relationships within the community. Students should ask a minimum of 5 questions listed below. Students can phrase the questions in their conversational tone. A student may ask a question not listed below but will need to write down additional questions in the post-interview evaluation. The interview process notes are not graded but assist the student in the reflection process.

1. Which of these two statements is most important to you?

- I want to live as long as possible regardless of the quality of life that I experience.
- I want to preserve a good quality of life even if this means that I may not live too long.

**Response:** The Interviewee picked, “I want to preserve a good quality of life even if this means that I may not live too long.” She stated that it is useless to have a long life if she will be in pain and not have a comfortable, happy life.”

2. Do you feel you have full autonomy for decision making?

**Response:** The Interviewee stated that she has full autonomy in decision making. She makes her own decision since she was young. Her parent taught her to decide for herself, which will help her learn things and realize life more.

3. How do you feel when people make decisions for you?

**Response:** The Interviewee said that she does not like people to decide for her. She has her own life to make a decision. She can take an opinion and feedback but would not let anyone dictate her life. She is old enough to make her own decision.

4. What do you see as important in your life?

**Response:** The Interviewee stated that health is something important to her life. She thinks that people take for granted their health until they got some serious problems. She said that “having good health is having a good life.” Without being healthy, a person cannot live life to its fullest.

5. What risks have you taken in the past that has affected your quality of life?

6. What risks have you taken in the past and how has this affected you?

**Response:** The Interviewee stated that leaving her job and going to a different country is a risk she has taken in the past. She left her stable job and family in her home country and came here to the U.S so that her kids would have a better future and also bring them here. She made a hard decision to leave her kids behind and live alone in a different country. The first few months were tough for her, not having her loved ones by her side. She felt she want to give up. To keep her moving forward and work hard, she always thought about her kid, and she needs to sacrifice for their better future. Right now, she is with her kids and husband. She was glad she decided to take that risk because she sees that her kids live a much better life here in the United States.

7. What risks do you want to take now?

8. What risks are you not willing to take?

9. How would you explain to the people who love you why you want to take this risk?

10. What frightens you about taking this risk?

## Interview Evaluation-Reflective Activity

After interviewing an older adult, students are to complete a self-reflective evaluation.

- 1) What therapeutic communication techniques did you use during the interview? Provide examples  
**Answer:** The therapeutic communication techniques I use during the interview are encouraging expression, active listening, and silence. I asked the number two and three questions because they make a connection to each other. I can let the patient think about their feelings. I used encouraging expression by asking her, "Tell me what you feel if other people decide for you?" Throughout the interview, I used active listening. I try to show my full attention to the person I interview and nodding for the things she says that can signal that I am listening and understanding everything. I used to be silent when the person I am interviewing is talking. I do not interrupt her and let her finish the things she wants to say.
- 2) What went well?  
**Answer:** The interview is a good experience for me. I got to know more about the life of the person I interview. She shared some exciting things that happen to her. The interview also got me thinking about how I should talk to a client and use therapeutic communication.
- 3) What would I do differently next time?  
**Answer:** I want to come up with my question and not relying on the set questions. I want to think of better ways I can phrase this question to a conversational phrase. Be more confident in initiating to continue the conversation. I would like to have better conversation skills that would help me better engage with my clients.
- 4) What are the major take-home lessons after interviewing an older adult?  
**Answer:** I learned that their thinking process is very different from someone my age. An older adult can say things that are meaningful and very inspiring. They view life and things differently. I learned that I should not be afraid to talk and asked older adults a question because they are always willing to talk to me.
- 5) How can I adapt my nursing practice to be more responsive to the unique needs of an older adult client?  
**Answer:** Effective communication skills can help to be more responsive to the unique needs of an older adult client. Initiating conversation with an older adult would help identify their needs and problems. Most older adults have some sort of underlying disease or problems that affecting their lives. As nurses, we should communicate effectively with them, teach them to be familiar with what they can do, and take care of themselves.
- 6) In what way am I building my nursing skills?

**Answer:** Trying to initiate a conversation with an older adult is one way to build my nursing skills. Therapeutic communication is an essential aspect of nursing. By doing this assignment, it helps me practice therapeutic communication. Learning about people thoughts and feeling also help me build my nursing skill. It helps me realize what is going on their mind and help me understand how I can better serve them. Communicating effectively to a client is being professional. Being professional when talking to someone can help build my nursing skills. Professionalism is something a nurse should decide to do every day.

STUDENT NAME: Princess Hernandez

**RUBRIC FOR THERAPUTIC COMMUNICATION GERONTOLOGY ASSIGNMENT**

**Pre-Assessment**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Increase own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults.</b>	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective, and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.	

**Comments:**

**Pre-Assessment POINTS:** \_\_\_\_\_ /15

**Interview Evaluation-Reflective Activity**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 10 point</b>	<b>Grade</b>
<b>Evaluation therapeutic</b>	Description adequate with superficial thought and	Description well developed assignment	

<b>communication process with older adult</b>	preparation; does not address all aspects of the task	that fully addresses and develops all aspects of the task.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective, and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.	

**Reflective POINTS:** \_\_\_\_\_/30

**Total Points:** \_\_\_\_\_/45

**Instructor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

