

Step One: Interview process:

Step One: Directions: Each student will independently complete the Therapeutic Communication Gerontology Assignment. Students will select an older adult to interview. The interviewee may be a family member, and the interviewee does not have to be a patient. Interviews can be face-to-face, virtual, or by phone. Each interview should be a minimum of 20 minutes. Students should ask a minimum of FIVE question. Example questions are listed below. Students can phrase the questions in a conversational tone. A student may ask a question not listed below but must write down additional questions in interview process chart provided. Students are to complete the Interview Process Chart per chart directions.

Example Interview questions:

1. What are the most rewarding things about getting older? Is it a lifetime of knowledge?
2. What are the most important lessons you have learned in your life? Ask to hear the stories behind those lessons.
3. Who has influenced you the most?
4. What life advice would you pass to future generations?
5. If you could go back to any age, what would it be? Would they stay the age they are now or go back? How far back? What was life like at that time?
6. What do you remember about the place you grew up? Do they still live there, or have they visited? If so, how has it changed?
7. Which invention from your lifetime that amazed you? What was life like before?
8. What was your favorite movie when you were younger?
9. What was your first job? How about your favorite?

Interview Process Chart

Question and Question Number: <ul style="list-style-type: none"> • List the question you asked below 	Student communication: <ul style="list-style-type: none"> • List 1 verbal communication skill used • List 1 non-verbal communication skill used. 	Interviewee communication: <ul style="list-style-type: none"> • List 1 verbal communication skill the patient used • List 1 non-verbal communication skill the interviewee used 	Student thoughts & feelings related to the communication <ul style="list-style-type: none"> • Describe 1 thought or feeling related to the communication
1 If you could go	Verbal: I maintained a soft monotone voice.	Verbal: She got quiet after talking about the house.	I feel like she was happy at first talking about a time in her life where she would want to relive but I soon realized that it also

<p>back in time, what era or time in your life you would like to relive? "I would love to relive when we lived in Virginia. We had a house on the mountain that had a long driveway. It was gorgeous and our kids were young."</p>	<p>Non-Verbal: I smiled when asking the question. I was curious to see at what point in her life she would like to relive.</p>	<p>Non-Verbal: She looked away when she talked about her sons being young.</p>	<p>made her sad. I wished I would've asked more on the question as to why it made her sad or what made her choose Virginia out of all of the places they had lived.</p>
<p>2 What was your favorite job you worked at? "I had multiple jobs such as a librarian, sears manager, babysitter, and multiple other jobs. I didn't have a specific job that I enjoyed since we moved around a lot."</p>	<p>Verbal: I kept a soft voice. Non-Verbal: I looked away from the client looking at her husband's bed.</p>	<p>Verbal: She got a little louder when talking about her jobs especially ones she really enjoyed. Non-Verbal: She kept eye contact the whole time talking about her different jobs she had.</p>	<p>I really enjoyed hearing about the different jobs she had. I loved seeing the look on her face when talking about them. She got really excited about it and I should've asked more about the different jobs she had.</p>
<p>3 If you could give one life advice, what would you give? "Whatever you decide to do in</p>	<p>Verbal: Verbal communication skill used was face to face communication. Non-Verbal: I noticed I often crossed my arms with my folder in-between my arms.</p>	<p>Verbal: I could tell she was trying to read the room when I asked this question to see what to say or how to answer. Non-Verbal: She kept eye contact and smiled after giving</p>	<p>I feel like I need to learn to stop crossing my arms or legs when I am talking to other people. It makes myself seem closed off when I really am not. I have a tendency to cross them when I am standing because I am not sure what to do with them.</p>

<p>your future or plans your chase. Always remember to do it with your whole heart so you have no regrets.”</p>		<p>the advice.</p>	
<p>4 What is your favorite TV show to watch? “I love project runway and some cooking shows, but I can’t remember what the show is called.”</p>	<p>Verbal: I used a louder voice when asking this question to emphasize it since she was currently watching the tv show when I started to ask the question. Non-Verbal: I looked between the resident and the TV when asking this question.</p>	<p>Verbal: The resident was giving back feedback on the question being asked. Non-Verbal: The resident was looking at the tv when describing her favorite tv shows.</p>	<p>I am not sure if me looking at the TV helped this question or not. I had noticed she was watching the TV when I had first entered the room and in a previous question I asked she stated that one of her hobbies to do now in the nursing home is to watch TV..</p>
<p>5 Do you think you raised your children the same way you were raised? “No, my mom and I did not have a good relationship, and my dad did all the punishment. I feel like I raised my two sons better.”</p>	<p>Verbal: I used a different tone of voice. It was not loud but a little assertive. Non-Verbal: I had pointed to the pictures on the wall that her son had painted when asking this question.</p>	<p>Verbal: Tone of voice was soft spoken but then got a little rushed. Non-Verbal: Maintain eye contact with paintings when first answering the question but then moved eye contact to me.</p>	<p>I feel like this was a good question to ask since she had mentioned that she did not have a good relationship with her mom when she was growing up. I was not surprised that she was rushing at the end when telling me her reasoning.</p>

Step Two: Interview Evaluation-Reflective Activity

Step Two Directions: After interviewing an older adult, students are to complete a self-reflective evaluation. Answer all FOUR questions listed below. Complete in full sentences with proper clarity and mechanics. Follow rubric for full guidelines.

1. What are the major take-home lessons after interviewing an older adult?
 - a. One major take-home lesson is that not everyone has the best family support. This interview showed me the true reality of what it is like for residents living in a nursing home. Not all of them are able to leave their room unless they use a Hoyer lift to get up in a wheelchair. Not every family member comes to visit once or even at all. The residents there are fully supported by the staff, and if you do not take the time out of your day to talk with them, it can majorly impact their lives.
2. How can a nurse adapt their practice to be more responsive to the unique needs of an older adult client?
 - a. A nurse can be more attentive to the older adult clients. They do not have their family around much when living in a nursing home or even an assisted living facility, and it takes a toll on them with not having much contact besides with the other residents, if they can get out of bed, and the nursing staff. Taking a few extra minutes every shift to talk with the residents could improve their mental status, along with being more cooperative.
3. In what way is a student building their nursing skills by interviewing patients, including older adults?
 - a. I believe nursing students are able to build on their nursing skills with interviewing patients by increasing their confidence in communication and being able to hear their clients' issues and concerns. Having an interview with an older patient can help build trust between them, and it will allow patients to feel more comfortable.
4. Reflect on one question and expand on how the communication could improve.
 - a. I wish I could have expanded more on my first question, which was if they could go back in time to a specific time, what would it be? The resident answered that she would want to go back to living in Virginia when they lived in the mountains and her sons were still small. I should've dug more into that specific time because she was all happy until she talked about her sons being small. I realized later that only one of her sons' visits; the other son does not come around, and she mentioned she has a granddaughter that she hasn't even met yet. She shut down shortly after that. I should've asked more questions surrounding their relationship or even sat down and be more eye level with her so she could feel the want to open up more.