

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:	Student communication:	Interviewee communication:	Student thoughts & feelings related to the communication
· List the question you asked below	· List 1 verbal communication skill used · List 1 non-verbal communication skill	· List 1 verbal communication skill the patient used · List 1 non-verbal communication skill the interviewee	· Describe 1 thought or feeling related to the communication

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1 What are the most rewarding things about getting older?	Verbal: Face-to-face conversation Nonverbal: Leaned forward	Verbal: Expressing emotion Nonverbal: Smiling	I enjoyed this topic of conversation. The client got emotional when talking about her grandkids which showed how much she loved and care for them.
2 What are the most important lessons you have learned in your life?	Verbal: Active listening Nonverbal: Hand gestures	Verbal: Brief pause in speech Nonverbal: Body language	This communication was more difficult, and the client had a hard time answering this question. This question took longer than any other one I asked the client.
3 Who has influenced you most?	Verbal: Projecting my voice so the client could hear me better. Nonverbal: Shook head to let client know I was understanding	Verbal: Spoke in a low, emotional tone Nonverbal: Frowning	The client got emotional when talking about this question due to a death that occurred, I shook my head to let the client know I was understanding what they were saying, and we did not have to continue.
4. If you could go back to any age, what would it be?	Verbal: Spoke slowly Nonverbal: Eye contact	Verbal: Storytelling Nonverbal: Laughing	Eye contact did not really benefit me or the client. The client mainly looked at my lips to try to understand what I was saying, but that is why I spoke slow. The story the client told made us both laugh though, which I enjoyed.
5 What was your favorite movie when you were younger?	Verbal: Spoke clearly Nonverbal: Squatted down to the level of the bed because I could not hear the client too	Verbal: Client said, "Hmmm." Nonverbal: Looked up at the ceiling	Speaking clearly and squatting down was beneficial to this interview. I believe the client just could not remember the name of the movie, otherwise it would have gone smoother.

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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?

I believe that the major take-home lessons from interviewing an older adult are the importance of active listening, patience during the interview, and reassurance that you understand what they are saying. Taking into consideration the older adult's cognitive level and ability to hear are also important.

2. How can a nurse adapt their practice to be more responsive to the unique needs of an older adult client?

A nurse can adapt their practice to be more responsive by allowing extra time for responses, speaking slowly and clearly, and using simple language in order to fit the unique needs of the older adult.

3. In what way is a student building their nursing skills by interviewing patients including older adults?

The student is building their nursing skills by interviewing patients of all ages because it is giving practice to different types of communication skills like verbal and nonverbal. It also allows the student to actively listen and process the information being told, and choose how to respond. Older adults can function differently, so getting experience with the different cognitive and mental status of older adults expands the knowledge of the student.

4. Reflect on one question and expand on how the communication could improve. Question two's communication could improve by learning to have more patience when actively listening to the older adult. The client took many brief pauses during her response, which made it hard to stay focused. I should have went into more detail about

what I was asking, or gave the client some examples to help them understand and keep me engaged.