

Therapeutic Communication Interview

Whitney Evans

Lakeview College of Nursing

September 14, 2019

Therapeutic Communication Interview

Therapeutic Communication Gerontology Assignment

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. Before having kids, I would have wanted to preserve a good quality life even if it meant life was shorter. Now that I have children and get to experience the interactions between them and their chronically ill great-grandparents, I would love nothing more than to live a long life even if the quality of my life is lower. I've watched my fiance struggle to accept that our kids will never know his dad because he died unexpectedly at a young age. All I want in my future is to watch my kids raise their kids.

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

I do feel I have full autonomy for decision making. Many people in my life understand that I will make a pro and con list for all significant decisions in life, and I can conclude without help.

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

When others make decisions for me, it makes me feel like a child. I also feel like they don't trust my ability to make the "correct" decision.

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

My family is important to me. Work and school are also essential because they allow me to provide for my family.

5. What risks have been identified to your quality of life that you agree or disagree with?

Wellness screens have identified lack of sleep as a risk factor of a lower quality life. I agree that it has taken a toll on my quality of life by leaving my body vulnerable to sickness and increased stress levels.

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

One risk I have taken recently is starting the nursing program with Lakeview. I was several years out of school, and my youngest was only a few months old when I decided to apply to the program. Studying and homework have added to my lack of sleep and increased my stress levels, but I know it will be worth it in the end.

7. What is your understanding of the risks you want to take now?

8. What risks are you not willing to take?

I will not take risks that have a high likelihood of hurting my family.

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

Before I let the people around me know a risk is on my radar, I do a lot of research and think of what questions my family will likely ask. Again, I make a pro and con list before I talk about an idea so I can bring a fully prepared discussion to the table. I also like having an open mind and allowing those around me to do their research or think or questions before completing the task.

10. What frightens you about taking this risk?

Not knowing the outcome of a situation is terrifying. I am frightened to be embarrassed that it won't turn out the way I expected and to have to explain to anyone why it didn't work out.

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. A student may ask a question not listed below but will need to write down additional questions asked in the post-interview evaluation.

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.

"I want to live as long as possible, regardless of the quality of life that I experience. I have lived a long life, and the last few years haven't been the highest quality. I recently celebrated my 77th birthday and the birth of my fifth great-grandchild, and for that, I am thankful."

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

"No, I do not feel independent when it comes to decision making. Every decision I make has to be approved between my children, doctor, and nursing home staff. My doctor had my license taken away, and I can't even leave my home without calling someone to pick me up."

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

"I am angry when others make my decisions for me. I feel I am capable of making my own decisions, but my children disagree. Having others involved in my important life decisions makes me feel out of control."

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

"Spending time with family is important. Many family members live more than 2 states away, so talking on the phone or using apps like facetime have allowed communication without traveling."

5. What are the most rewarding things about growing older?

"I have had a lot of success as I've grown older — more than career success. I actively raised my kids and had a fairytale of a marriage. I have been able to watch my children

grow up and raise their own kids, and they have allowed me to be a part of that. Even though I lost my wife two years ago, her presence is everywhere in the people and places she loved. I am hopeful to think that will be true for me when my time comes."

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

Therapeutic touch: I was able to hold my grandfather's hand while he told me how important all of his family is to him.

Active listening: I made sure he knew I was actively listening while he was talking by not writing while he was speaking.

Silence: I allowed him to gather his thoughts even though the silence was awkward for me.

2) What went well?

I believe the whole interview went well. The environment was quiet around us, and we had limited interruptions. The conversation flowed smoothly between us.

3) What would I do differently next time?

Next time, I would make it less like an interview by integrating a game of some sort. My grandfather loves to play dominos, so that would be a fun way to make our conversation more natural.

4) What are the major take-home lessons after interviewing an older adult?

They need more time to gather their thoughts or comprehend the question. My grandfather also went on tangents many times and needed to be brought back to the topic which may or may not be a shared quality between other older adults. Twenty minutes was a long time, and my grandfather needed to be excused a couple of times.

5) How can I adapt my nursing practice to be more responsive to the unique needs of an older adult client?

Interview in short intervals to ensure you are not causing exhaustion and allowing them biological needs such as using the restroom. Ask questions in fewer words to decrease confusion. Allow clients to gather their thoughts by using silence as a form of therapeutic communication.

6) In what way am I building my nursing skills?

Therapeutic communication skills are essential to providing the best possible care to clients of all ages. This assignment helped with interview skills which nurses institute in practice all the time.

References

Beauvais, T. (2019, August 31). Personal interview.