

### **Identify the use of therapeutic and non-therapeutic communication during the case study.**

Therapeutic communication techniques that utilized during this case study include restating and allowing the client time to communicate. These characters permitted the client time to formulate his opinions and plenty of time to relay them. The figures also restated the information they heard from the client and his daughter. The nurses also provided the client with assistance in reading the paperwork dealing with the couple's transition to a new area of the facility. This technique falls under the therapeutic communication style of offering self. The offering of self helped the client feel more comfortable with the transition as the nurse gave assistance and time in understanding the transition process.

Non-therapeutic communication techniques used during this case study include the introduction of the student nurse and other staff members, written information on their transition process, and false reassurances. More of these techniques were options for communication, but this nursing student did not utilize them.

### **Discuss the cultural variations of clients in the case study.**

The clients in this case study were a Jewish couple. The main issue addressed dealing with their culture in this case study was the implementation of a Kosher diet within the facility. Other possible variations in the Jewish religion that the nursing staff may not typically work with may include Shabbat, or the weekly day of rest, times of prayer, and holiday traditions.

### **How did cultural variations impact communication?**

After their move to the new part of the facility, the clients had multiple instances of having food brought to them that did not adhere to their diet. The characters had the option to be reasonable and speak with the dietary department regarding the importance of adhering to the Kosher food for the couple. The clients became understandably frustrated after being given a meal that was outside of their diet multiple times. This repeated issue caused the client to communicate in an aggravated manner. The characters were able the option to communicate effectively and ensure the clients that they were addressing the problem, and in the meantime, were given a meal that followed their Kosher diet.

### **Provide examples of clients with health alterations that affect their ability to communicate.**

Health alterations for clients that may cause difficulty communicating include Dementia, Alzheimer's, visual or hearing impairments, and history of stroke. Dementia can cause

trouble with communication as the client may have a more difficult time focusing or maybe disoriented to the situation. Alzheimer's can cause difficulty for the same reasons as Dementia, with the added factors of losing the ability to recognize words and their meanings as the disease progresses. Visual impairments may cause difficulty with communication because it is more difficult for these patients to understand nonverbal cues and body language. These clients also may not be able to recognize the staff members who enter the room before they announce themselves. Hearing impairments can affect communication because clients may have a more difficult time understanding what the nursing staff is saying, correspondence may need to take place at a slower pace. Eye contact may be awkward to maintain while trying to perform other nursing tasks. Clients who have had a stroke in the past may have residual effects of inability or difficulty speaking. This will impair communication as the client will have a difficult time expressing what they need or want.

**Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient)?**

For these clients, this nursing student would focus most communication on relevant topics with the husband while still communicating with and being informative with the wife. The husband in this set of clients only has one communication barrier, visual impairment. This nursing student would adjust her plan of care to include large print materials as well as reading through all content with the client to ensure proper understanding of the material. When communicating with the wife of this couple, this nursing student would be sure to repeat new information to assist the client in understanding what will be happening with her care. The female client has Dementia and, therefore, will need told information multiple times with a thorough explanation that uses simple terms. This nursing student would ensure she has the appropriate knowledge of their care and plenty of time to communicate with these clients.

**Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.**

This article speaks about the use of different methods for communication between nurses and their patients. It emphasizes the importance of communication in forming a therapeutic relationship between a nurse and their patients as part of the foundation of nursing. The article goes into specific communication methods for clients who have a communication deficit and the ability of nurses and nursing students to use different methodologies to communicate effectively. These methods include, but are not limited to, lip reading, communication boards for writing, picture cards, and electronic devices. The utilization of these methods helped to ensure a well-established relationship between nursing students and their patients to emphasize the importance of positive

communication with clients.