

Assisted Living Facility Case Study

Step one:

Complete Case study

Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations.

Step Two:

Reflecting on your responses and experience with the Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations, answer the following questions.

1) Identify use of therapeutic and non-therapeutic communication during the case study.

The therapeutic communication used during this case study were open-ended questions, restating, exploring, and clarification. As the nurse, many times throughout the case study this nursing student was able to restate and clarify statements that were made by Mr. Silver and his daughter, Nina. The non-therapeutic communication that could have been used during this care study were advising, defending, disagreeing, and assuming what the client means.

2) Discuss the cultural variations of clients in the case study.

The Silvers are Jewish and it is important for them to stick to a kosher diet. They cannot eat the sausage that they were served because of this. Because they have a certain diet that they are to stick to, it is important for their culture to be acknowledged and respected.

3) How did the cultural various impact communication?

The cultural variation led to problems in communication. There was a mix up when the Silvers were brought their breakfast. It seems as if this is not the first time this miscommunication has happened as well. This miscommunication lead to Mr. Silver becoming upset. The Silver's told the facility of their diet but because it is not a "regular" diet, it was overlooked.

4) Provide examples of clients with health alterations that affect their ability to communicate.

Clients who are deaf or hard of hearing have a hard time holding a conversation with others. Clients with deteriorating eyesight are typically able to communicate as they always have, it is with reading where they begin to struggle. Those who have dementia or Alzheimer's also have a difficult time communicating as they are usually confused and have a difficult time finding proper words to use. The same thing can occur in clients who are delirious, they are typically confused and disoriented. Their thinking and speech are incoherent.

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

It is important to assess the patient's ability to speak, language deficit, cognitive or sensory impairment, and presence of aphasia. This will help identify problem areas and speech patterns. Because their communication is affected, it is important to try to anticipate their needs to try to prevent frustration and anxiety. Face client when talking to them and maintain eye contact. Be sure to speak slowly and enunciate clearly in a moderate or low-pitched tone. Doing this provides extra time for the client to process the information and then respond. Impaired verbal communication results in client's feeling of isolation, despair, depression, and frustration. To avoid this, it is important to avoid rushing the client when they are struggling to express feelings and thoughts.

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

- a. **The article must be within the last 5 years.**
- b. **The article must be nursing focused.**
- c. **Write a brief summary of how the article can be used to improve your nursing practice.**

Making an "Attitude Adjustment" is an article that can be used in improving this nursing student's practice by showing an example of how communication supports client safety, interprofessional communication, and quality improvement. In this article they did an experimental type course where they had nurses and doctors working together in a simulation to try to provide the best care in an emergency department setting. They were all taught what they should do in a three hour course, then did two simulation scenarios. After the scenarios they had a debriefing. This article can be used because it shows what happens when people who are working together have good communication.

Reference

Wong, A. H.-W., Gang, M., Szyld, D., & Mahoney, H. (2016). Making an “Attitude Adjustment.” Simulation in Healthcare: The Journal of the Society for Simulation in Healthcare, 11(2), 117–125. <https://doi.org/10.1097/sih.0000000000000133>

STUDENT NAME _____ Abbie Horatschki _____

RUBRIC FOR THERAPUTIC COMMUNICATION GERONTOLOGY ASSIGNMENT

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 10 point	Grade
Time within Case study	Less than 30 minutes	30 minutes or more	
Threshold Score			

Comments:

Case Study
POINTS: _____/10

Reflective Activity

- 1) Identify use of therapeutic and non-therapeutic communication during the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
Therapeutic and non-therapeutic communication during the case study.	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	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.	

2) Discuss the cultural variations of clients in the case study.

3) How did the cultural various impact communication?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Cultural impact	Description adequate with	Description well	

communication	superficial thought and preparation; doesn't address all aspects of the task	developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	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.	

4) Provide examples of clients with health alterations that affect their ability to communicate.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Examples of clients with health alterations that affect their ability to communicate.	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics	Contributes valuable information with minor 1 clarity, spelling,	

	errors.	grammatical, or mechanics errors.	
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5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)	Description adequate with superficial thought and preparation; doesn't address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	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.	

- 6) Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.
- The article must with within the last 5 years.
 - The article must be nursing focused.
 - Write a brief summary of how the article can be used to improve your nursing practice.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Evidence Based Practice	Description adequate with superficial thought and preparation; doesn't address all aspects of the task. Article older than 5 years	Description well developed assignment that fully addresses and develops all aspects of the task. Article within last 5 years.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	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.	

Case Study ____/10 points

Reflective_____/90 points

Total: ____/100 points

Instructor Signature: _____

Date: _____