

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

Therapeutic communication:

- Reflection – Darcy directs questions and feelings back to Mr. Silver concerning what she understood and heard while encouraging Mr. Silver to explore feelings and ideas about the situation.
- Open-ended questions – Darcy asks Nina about the concerns Nina has with the parents' transition. Open-ended questions allow Nina to direct the conversation and verbalize related thoughts and concerns.
- Focused questions – It will enable Darcy to clarify a message, collect data, encourage feedback, and confirm the Silver's ideas and beliefs.
- Paraphrasing – It allowed Darcy to restate information provided by Nina to determine whether or not the communication is mutually understood.
- Exploration – Encouraged Nina to delve deeper into a topic or issue of concern.

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

The cultural differences of clients in the case study are cultural norms, values, and beliefs. The clients are of the Jewish faith, keep a Kosher diet. They have a close-knit family relation, and they rely on each other in times of illness and need.

3) How did the cultural variation impact communication?

Steve and Iris Silver are of Jewish faith and work to keep to a kosher diet. This diet is a significant aspect of Jewish religion and is strictly adhered to by many, which is why Steve got upset when they got served a non-kosher meal.

Family bonds are also strong in Jewish culture. Spouses take care of each other in times of illness. Children also are very much involved in the care of their elderly parents. Planning to separate both spouses from each other caused a significant strain on staff-family communication because of the concern and frustration that the family felt about the transition.

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

Some disabilities that affect clients their ability to communicate are:

- Vision impairment
- Deaf or hard hearing
- Mental health conditions
- Intellectual disability
- Acquired brain injury
- Autism spectrum disorder
- Physical disability

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

Losing the ability to communicate can be one of the most frustrating and difficult problems for people with dementia, their families, and caregivers. As the illness progresses, the person with dementia gradually loses their ability to communicate. They find it more and more challenging to express themselves clearly and to understand what others say.

Nurses can plan activities that could help the client stimulate mental or physical activities, such as listening to music and touching various objects. To better understand clients with dementia, nurses should also modify their communication techniques. Nurses can use simple sentences that contain only one idea or instruction, speak in a calm manner using an adult tone, and offering opportunities for simple decisions. Nurses can also avoid arguments, recognize efforts with positive feedback, and observe nonverbal expressions and behaviors.

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

- a. It must be within the last five years.
- b. It must be nursing focused.
- c. Write a summary of how the article can improve your nursing practice.

Communication issues are the leading causes of errors that take place during situations of handover. Nursing handover is a communication that occurs between two shifts of nurses by which the specific purpose is to communicate information about patients under the care of nurses. It is crucial to recognize hindrances that impede the handover process for being able to apply plans of action that amount to an effective communication process and advocate the safety of the patient.

Brás, C., & Ferreira, M. (2016). Clinical Communication (Handover) and Safety of Nursing Care: A literature review. *Millenium - Journal of Education, Technologies, and Health*, (01), 117-124.
<https://doi.org/10.29352/mill0201.10.00058>

STUDENT NAME: ANA PUNSALAN

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 &	Communicates in manner with	Contributes valuable	

Mechanics	some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	information with minor 1 clarity, spelling, grammatical, or mechanics errors.	
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2) Discuss the cultural variations of clients in the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
Cultural variations of clients in 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.	

3) How did the cultural various impact communication?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Cultural impact communication	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.	

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 errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

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.
- a. The article must with 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.

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: _____