

Reflective Case Study Gerontology Assignment

ATI Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	<p>Therapeutic communication during the delivery of nursing care to gerontology patients.</p> <p>Examine the influence of age on nursing care decisions and actions for patients.</p> <p>Understand the roles and responsibilities of individuals in a working group.</p>	<p>CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>
Skills	<p>Apply therapeutic communication concepts such as active listening, silence, focusing, open ended questions, clarification, exploring, paraphrasing, reflecting, restating, providing leads, acknowledgement, and offer of self.</p> <p>Engage in conflict negotiation using conflict resolution skills.</p>	<p>CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

	<p>Use appropriate communication techniques when communicating with clients who have a barrier to effective communication.</p> <p>Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc</p> <p>Communicate with various members of the interprofessional team.</p>	
Attitudes	<p>Value the role of therapeutic communication in nursing care decisions and actions.</p> <p>Appreciate the various factors that can impact effective communication</p> <p>Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults.</p> <p>Recognize personally held attitudes about working with patients from different age,</p>	<p>CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

	ethnic, cultural and social backgrounds.	
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Instructions:

Therapeutic communication is a fundamental component of nursing and is a complex concept. Ensuring positive encounters between nurses and patients is important for improving the quality of nursing interactions, the performance of various nursing duties, and meet patients’ diverse needs (Abdolrahimi, Ghiyasvandian, Zakerimoghadam, & Ebadi, 2017).

Students will access the case study through the ATI website. Students will complete Case Study 2 – Assisted Living Facility: The Geriatric Client with Visual Impairment and Cultural Considerations. The case study is located in The Communicator tutorial under the Communication Simulator Case #2. To locate this one, go to products page à tutorials, simulations, and quiz banks tab à find The Communicator and click the plus sign in the red box à then access the Communication Simulator Case 2 KEY to preview the module.

The case study provides a 5-minute overview including character background (for example role, age perspective) on each person within the case study. The case study will unfold into various stages with video scenarios. The videos are presented in 30 to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study not limited to significant others, nurses, care providers, student nurses, and the client. The scenario review typically lasts 25 minutes. Average time in the case study is 30 minutes. The student will receive text-based rationale for selected options and will receive a percent correct in relation to the first selected option, and time within the product.

Reference

Abdolrahimi, M., Ghiyasvandian, S., Zakerimoghadam, M., & Ebadi, A. (2017). Therapeutic communication in nursing students: A Walker & Avant concept analysis. *Electronic physician*, 9(8), 4968-4977. doi:10.19082/4968

ATI. (2018). Educator implementation guide: Nurse’s Touch: Professional communication & the communicator. Retrieved from atitesting.com

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.*

a. Therapeutic:

- **Reflection** directs questions and feelings towards the client while allowing the client to explore their own feelings on the matter.
- **Open-ended questions** allow the client to express thoughts and feelings on the situation.
- **Assertive communication** using tactfulness and honesty is an effective way to communicate.
- **Focused questions** allow the nurse to confirm the client's beliefs while also clarifying a message.
- **Paraphrasing** allows the nurse to repeat back to the client what was said to confirm the message.
- **Exploration** allows the nurse to delve into issues of concern with the client.

b. Non-therapeutic:

- **Aggressive communication** is ineffective since blaming and intimidation are hostile to others.
- **Passive aggressive communication** is ineffective since negative and manipulative conversation makes others feel incompetent.
- **Closed-ended questions** does not allow the client to express themselves fully.
- **Giving advice** limits the client's decision capabilities and creates doubt in their decision.

- **False reassurance** is not based on facts and discourages open communication.
- **Stereotypical comments** can make the client feel less important and it is offensive.
- **Asking a “why” question** can appear accusatory causing the client to become defensive.
- **Giving a defensive response** makes the client feel they do not have a right to express their feelings.
- **Changing the subject** dismisses the client’s feelings.
- **Minimizing** the client’s feelings is belittling to the client and makes them feel unimportant.
- **Shaming responses** are belittling and makes the client feel inferior.
- **Dismissive responses** show client’s feelings are not important.

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

- a. Steve and Iris are of the Jewish faith. They practice a kosher diet. Kosher diet eliminates pork and shellfish. The diet also prohibits serving milk and meat products at the same meal or from the same dishes (Eliopoulos, 2018). The dietician and dietary aide missed the fact that Steve and Iris had a special diet and this caused friction between both parties.

3) How did the cultural variations impact communication?

- a. Serving the food that is against the couple’s religion upset Steve. When someone is upset, they shut down and block out whatever information the other person has to say. Not respecting someone’s cultural beliefs is non-therapeutic and can lead to issues among staff and patient.

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

- a. Hearing loss in one or both ears can cause issues with communication and understanding what the other person is saying. Not being able to hear properly can be confusing for the client along with the nurse.

- b. Dysarthria after a stroke is difficult because the client cannot express his/her thoughts clearly. Whoever is conversing with the client will have a very hard time understanding verbally what they may need.
 - c. Diminished eyesight or blindness may be difficult to communicate if the individual cannot see the other person very well or what is being shown to them. Teaching can be hard since the patient cannot read very well or at all.
- 5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)
- a. Plan of care for this patient includes:
 - Handouts will be printed in extra-large font so patient may see (Steve has deteriorating eyesight).
 - Telephone checkups from close family or friends. Iris has dementia and hearing reminders for her care will help her remember.
 - Reminder to healthcare staff and food workers that Steve and Iris are Jewish and follow a Kosher diet. Abiding by these terms will show respect to the cultural beliefs of the couple.
 - Direct support for Steve's wife, Iris, she most likely should be transferred to the more secure unit since she is wandering around. She seems to be advancing quickly with her dementia and is showing much confusion after the transfer. She would likely benefit with some assistance with her activities of daily living since she is unwilling to get out of bed. In addition, having familiar sights, sounds, or smells would help her to acclimate to her new environment.
 - Print out of information for their care in a designated spot so client may refer when needed (i.e. above towel rack in bathroom). Having a visual reminder in the same spot that the couple will see every day will help them adhere to treatment. Iris also has dementia so this would assist her in her condition.
 - Exercises or activities that the couple finds enjoyment in to incorporate at the same time every day. This will promote creativity and foster enjoyment in their new environment.

- 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.

Arries, E. J. (2014). Patient safety and quality in healthcare: Nursing ethics for ethics quality. *Nursing Ethics*, 21(1), 3–5. <https://doi.org/10.1177/0969733013509042>

The article focuses on The Nurses’ Code of Ethics to guide the conduct and ethical decision making of nurses and staff. Following ethical principles while at work allows for improved treatment of care for the patients and their outcomes. The article touches upon contributions provided by the nursing staff, such as patient advocacy and attentiveness training, nurse-led quality improvement education, informatics, and quality improvement initiatives. These interventions are being researched and evaluated to synthesize data on improving the healthcare environment. Utilizing these interventions for my nursing practice can allow for greater transition of care for patients.

STUDENT NAME _____ Marianne Florido _____

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			
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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.

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

variations of clients in the case study.	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.	

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	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	

needs. (How would you change your nursing care for this patient?)		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:_____