

## 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 &amp; 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, &amp; 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.

There was not much use of non-therapeutic communication during this case study. The only non-therapeutic technique that this daughter noticed was the lack of options given to the family about the situation; this is an example of exploring not being used with the family. Some methods of therapeutic communication include the responses that the nurse gave, such as, "Tell me what is concerning you the most." This question is the second question asked and maybe the most heartfelt. The nurses and AP do everything they can to make them comfortable and try their best to help this family. The nurses listening attentively, and use silence as a therapeutic form of communication, ask open-ended questions as stated above. The nurse restated the daughter's words for clarification and acknowledgment. The nurses also gave the family the time and comfort they needed to help make this difficult decision.

2) Discuss the cultural variations of clients in the case study.  
This family requests a kosher diet.

This diet is directly related to a Jewish religion based on the books of Leviticus and Deuteronomy, which means that the foods that they eat are not as widely based as other religions because they have certain restrictions. This diet does not allow the pairing of dairy and meat together. This diet also only enable certain types of animal meat to be consumed.

3) How did the cultural various impact communication?

There was a slight impact on the gentleman who was bringing the Silvers food. Mr. Silver was visibly upset when the food tray was brought by stating, "Again! They brought us food we can't eat." This added frustration to Mr. Silver and overall seemed to have an impact on his process of the transfer. The client's age is also a cultural boundary to communication. The client is experiencing dementia, which has an impact on effective communication between the staff and the family. Dementia is a disease that progresses slowly over time and is irreversible. This disease affects the body's mind and function, making the client's judgments and attitude impaired.

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

Mrs. Silver has a type of dementia or Alzheimer's disease that is becoming more progressive. This disease is causing stress for everyone involved in her plan of care. The pressure is affecting everyone involved with Mrs. Silver in some way or another. The nurse student states that they will have to continue to remind Mrs. Silver of the move.

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

The patient is experiencing a disturbed sleeping pattern, which is related to dementia. The evidence of disordered sleeping patterns is that she is roaming the halls in the middle of the night and being guided back by the staff. Some things that the nurses should do is have a way to remind her that it is bedtime and administer medications to help Mrs. Silver sleep. Many studies show helping maintain a healthy sleeping pattern has a direct effect on communication effectiveness.

Impaired verbal communication may be related to Alzheimer's disease or dementia. The dementia is evident by Mrs. Silver's inability to speak correctly. Mrs. Silver has difficulty getting her word out and in the correct order, as shown in the video. Some interventions as a nurse are to assess the effects of the communication deficit, monitor nonverbal communication, and attempt to anticipate the client's needs. The desired outcome is to have a more effective speech or understanding of communication. Medicine for dementia should help manage the symptoms of dementia.

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.

In all aspects of nursing, there is fear. Fear can lead the most righteous people to commit heinous acts. In an article written by M. Darawad, M. Mansour, and T. Al-Niarat, these researchers show how speaking up for what is right for the client can improve the quality of care and give empowerment to the workers. There are many times in the healthcare field, where people do not report incidents or miscalculations due to fear of job safety or lack of support from peers and administration. This article takes all healthcare workers and encourages them to be more assertive on the floor. This study takes newly qualified nurses (NQNs) to structural empowerment and willingness to challenge unsafe practices in their work and clinical settings.

The data was collected by first using a questionnaire given to the NQNs, which asked clinical based questions. The writers state, "Moreover, NQNs need the resources and support of their employers to facilitate safe nursing practices (Odland et al., 2014)." In the third paragraph under discussion. The results just from the questions show that NQNs need practical training on how to speak up and how a positive work environment and Peer support help with assertive communication. Assertive communication in a positive manner can lead to increased confidence and focusing on one's values. Using these assertive communication techniques can overall promote patient care and lead to a more comfortable work environment. Many NQNs have a fear of speaking out because they do not have the same experience that an experienced nurse has. Helping new nurses overcome their fear of seeing or doing something wrong can increase their chances of not speaking out about it. Learning how to properly communicate about the error and seeing others make errors can enhance the quality of patient care.

Reference

Darawad, M. W., Mansour, M., & Al-Niarat, T. (2020). Organisational empowerment and assertive communication behaviours: a survey of Jordanian newly qualified nurses. *British Journal of Nursing (Mark Allen Publishing)*, 29(7), 419–425.  
<https://ezproxy.lakeviewcol.edu:2097/10.12968/bjon.2020.29.7.419>

**STUDENT NAME: Rece Doggett** \_\_\_\_\_

**RUBRIC FOR THERAPUTIC COMMUNICATION GERONTOLOGY ASSIGNMENT**

**Case Study**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 10 point</b>	<b>Grade</b>
<b>Time within Case study</b>	Less than 30 minutes	30 minutes or more	

<b>Threshold Score</b>			
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**Comments:**

**Case Study**  
**POINTS: \_\_\_\_\_/10**

**Reflective Activity**

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

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Points</b>
<b>Therapeutic and non-therapeutic communication during the case study.</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Points</b>
<b>Cultural</b>	Description adequate with	Description well	

<b>variations of clients in the case study.</b>	superficial thought and preparation; doesn't address all aspects of the task	developed assignment that fully addresses and develops all aspects of the task.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Cultural impact communication</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Examples of clients with health alterations that affect their ability to communicate.</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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?)

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Plan of care that addresses the patient communication</b>	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	

<b>needs. (How would you change your nursing care for this patient?)</b>		the task.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Evidence Based Practice</b>	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.	

<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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:\_\_\_\_\_**