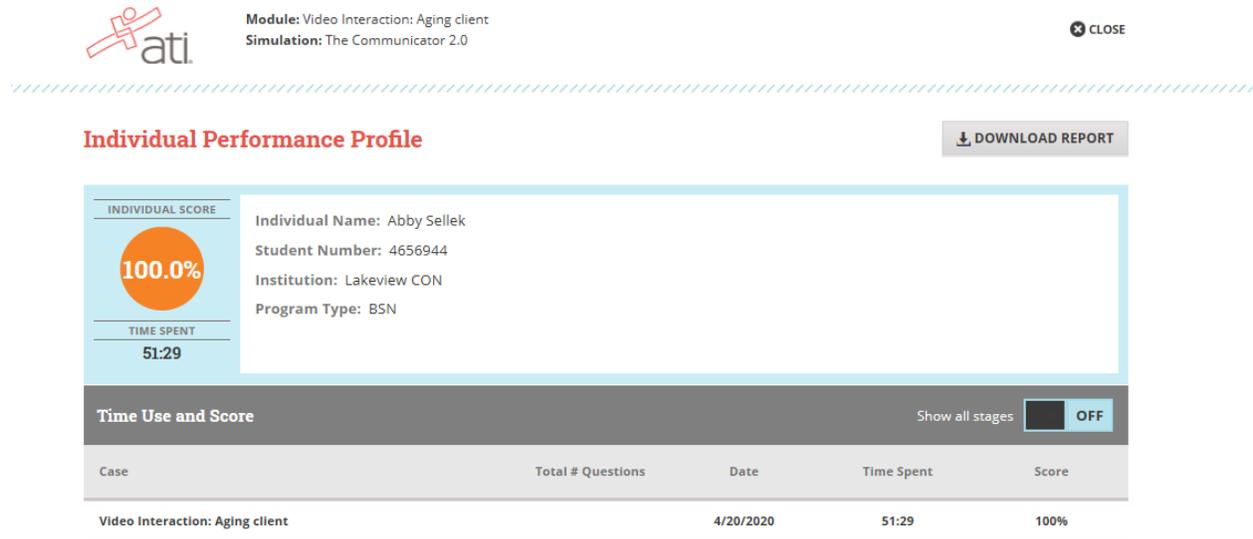


Abby Sellek

Step one: Complete Case study

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



Module: Video Interaction: Aging client
Simulation: The Communicator 2.0

CLOSE

Individual Performance Profile

DOWNLOAD REPORT

INDIVIDUAL SCORE
100.0%

TIME SPENT
51:29

Individual Name: Abby Sellek
Student Number: 4656944
Institution: Lakeview CON
Program Type: BSN

Time Use and Score Show all stages OFF

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Aging client		4/20/2020	51:29	100%

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.

Focused questions, rephrasing, and paraphrasing were three commonly used therapeutic communication techniques throughout the case study. These techniques encouraged open communication, helped clarify thoughts and ideas and eliminated misunderstanding between the nurses and the clients. Giving advice and false reassurances were two non-therapeutic responses used in the case study. Giving advice is not therapeutic because it creates doubt for clients in their ability to make decisions. False reassurances are also non-therapeutic because the outcome is unknown, and there is a possibility that the situation will not turn out well. False reassurance gives people false hope and blocks emotional expression.

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

In this case study, the two older adult clients are Jewish and follow a kosher diet. This diet requires specific preparations and does not allow the consumption of certain foods. In the case study, the couple was given sausage for breakfast. Due to their beliefs and kosher diet, they are not able to consume pork. The facility should make changes to incorporate cultural considerations related to diet and lifestyle into the clients' care.

3) How did the various cultures impact communication?

Dietary made a mistake with the patient's menu, and the client became frustrated that he continually kept receiving food that he could not eat. The employee was unable to recognize the reason the client became upset and did not understand his frustration about receiving the wrong food. The nurse was able to validate his feelings by stating that she would speak with the dietitian and used acceptance of their differences in culture to facilitate effective communication.

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

Many conditions can cause difficulties with communication. Two common health alterations include hearing loss and vision impairment. Hearing loss makes verbal communication more complicated and often causes ineffective communication. Vision impairment can also cause difficulties in communication due to the inability to visualize nonverbal cues such as body language and facial expressions.

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

A nurse caring for a client with hearing loss should stand in front of the client while talking so that the client can see their mouth and utilize lip reading (Eliopoulos, 2018). Nurses should avoid yelling and talk slow, distinctly, and in a low tone. Nurses can also utilize whiteboards or writing pads to communicate.

A nurse caring for a patient with vision impairment should approach and stand in front of the client and used exaggerated facial expressions and gestures (Eliopoulos, 2018). Nurses should integrate stimulation of the other functioning senses such as smell, taste, and sound. Nurses should orientate patients to the food on their plate using a clock-face and provide large-print games, reading materials, and TV remotes.

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 five years.
- b. The article must be nursing focused.
- c. Write a summary of how the article can be used to improve your nursing practice.

Many healthcare errors related to communication occur due to inefficient nurse handoff reporting. Vital patient information necessary for high quality, safe care can be left out during this time. A productive and organized handoff report is essential for proper communication with the oncoming nurse. According to the article, utilization of SBAR reports for nurse-to-nurse shift handoffs has proven to decrease report times, increase reporting consistency, and improve communication (Burgener, 2017). As a nurse, it will be beneficial to utilize this tool to ensure that communication of all necessary information occurs during the report. Proper communication will increase patient safety and decrease medical errors. The article also emphasizes the importance of explaining a bed-side report and its purpose to the client before beginning the nurse-to-nurse handoff. Explaining the process allows the patient to be more involved in their care and has shown to improve quality and patient satisfaction.

References:

Burgener, A. (2017). Enhancing Communication to Improve Patient Safety and to Increase Patient Satisfaction. *The Health Care Manager*, 36 (3), 238-243.
<http://doi.org/10.1097/HCM.0000000000000165>

Eliopoulos, C. (2018). *Gerontological nursing* (9th ed.). Wolters Kluwer.