

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

Some early uses of therapeutic communication include the introductions of everyone in the room and confirming that it's okay with the clients for Jamie, the student nurse, to stay and observe. The case worker, Darcy, is using therapeutic communication when she remembers to inquire about the Silver's daughter and then waits to start the meeting until she arrives. During stage three, we see some non-therapeutic techniques when the nurse is given the options of responding to the Silvers by being focused on herself (and using false reassurance).

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

The Silvers are Jewish and adhere to a strict kosher diet. This means that they cannot eat meat and dairy at the same meal, do not eat pig or shellfish, and may follow additional dietary restrictions during religious holidays. The religious holidays that they celebrate will be different from the majority faith as well.

- 3) How did the cultural variations impact communication?

The Silvers had a difficult time communicating the importance of eating a kosher diet. For them, it's not only a preference, but a religious adherence with which they strongly conform. As the case manager and many of the staff likely do not have strict dietary guidelines prescribed by religion, this is something they may easily overlook and deem less important. By asking the Silvers more about their dietary preferences, the case manager can also gain some insight as to why these dietary preferences are so important to them.

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

Clients with dementia, aphasia, or a vocal cord injury may have difficulties communicating their needs. For these patients, nurses need to be extra observant for non-verbal and other forms of communication. Some clients may benefit from use of a writing board.

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

When treating a patient that has an impaired ability to communicate, the nurse can seek novel ways to improve communication if there are difficulties. The nurse should speak slowly and clearly using short, direct sentences, A white board can be provided if the patient is able to write, but unable to speak. The nurse can also use pictures to communicate with a patient with aphasia that is having difficulty with words. Some patients may need extra time to form their thoughts and speak, so patience is vital. It may be necessary to set up a form of communication with a severely disabled client such as one blink or finger tap for yes and two for no.

- 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.

A recent study aimed to reduce unnecessary emergency department transfers of assisted living facility residents by providing training and communication tools as intervention strategies (Abate & VanGraafeiland, 2019). The study focused on using two communication strategies to standardize communication among the nurses and clinical providers and provided training for the nurses on geriatric syndromes (Abate & VanGraafeiland, 2019). The nurses reacted positively to the training and demonstrated an improved knowledge of geriatric syndromes (Abate & VanGraafeiland, 2019). Providing standards by which to improve communication among nurses and clinical providers improves interprofessional communication and supports client safety. It's more likely that pertinent information will not be omitted during a change of shift report and the client will get the care they need. By training the nurses to be more familiar with geriatric syndromes, they will be better able to assess their clients and ask the right questions of them to determine if they are having an issue. They can then intervene before an emergency transfer becomes necessary.

References:

Abate, B., & VanGraafeiland, B. (2019). Improving education and communication in an assisted living facility to reduce avoidable emergency department transfers: A quality improvement project. *Journal of Gerontological Nursing*, 45(5), 23-29. <https://doi.org/10.3928/00989134-20190404-01>

**Reflective Case Study Gerontology Assignment
Rubric**

STUDENT NAME _____

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 10 point	Points Received
Time within Case study	Less than 30 minutes	30 minutes or more	

Comments:

Reflective Activity

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

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
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-	Contributes valuable information	

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

	or mechanics errors.	grammatical, or mechanics errors.	
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4) Provide examples of clients with health alterations that affect their ability to communicate.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
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	Points Received
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, and APA	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, mechanics, or APA errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, mechanics, or APA 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	Points Received
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

The Communicator Video Interaction Aging Client

Kelsey Reed

Reflective _____/90 points

Total: _____/100 points

Instructor Signature: _____

Date: _____