

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

Therapeutic communication was used when the Silver's were asked open-ended questions. They could choose to answer the question or not as well as how they wanted to answer it. Sympathizing with the the Silver's with how they felt also showed the use of therapeutic communication. One way non-therapeutic communication was used was if a question from the Silver's were met with "why?" This may cause tension in the trust that was built between the care team and the Silver family.

**Discuss the cultural variations of clients in the case study.**

Mr. and Mrs. Silver are Jewish, so their lifestyle revolves around Jewish practices. They were upset when they were given food that was not Kosher. Their need was met when Tim responded in a therapeutic way of correcting the mistake with their breakfast. Allowing Mr. Silver to tell us more about the appropriate diets gave a sense of understanding and an example of therapeutic communication.

**How did the cultural variations impact communication?**

When Mr. and Mrs. Silver were given a meal for breakfast that did not meet the Kosher diet's needs, this caused Mr. Silver to become a little upset. The cultural variation of the Silvers being Jewish and aide Tim not unnecessarily being informed about the Kosher diet and assuming the breakfast he brought would be a great gesture. Communication between the care team would have avoided this minor issue.

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

Mrs. Silver has dementia, so her communication was very affected. She was not able to contribute to the conversations and the decisions that were being made. She was not able to form complete sentences.

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

For Mr. Silver, allowing him to express his concerns and ensuring that he is actively involved with his care and his wife's is necessary. He needs to be informed of any changes that are put into place for their care, ensuring that patient teaching is accurate and understandable for him. We have to encourage as much self-care and independence as possible and assist him with ADLs that he may need.

For Mrs. Silver, being knowledgeable about the disease process is very necessary. Giving her enough everyday items in her surroundings will enable her to feel comfortable in her new surroundings. Maintaining her quality of life is a priority.

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

The article, *Team Communication: It's About Patient Safety*, was written by Susan B. Childress in 2015. She talks about the importance of effective and appropriate communication skills that the interprofessional care team needs to improve patient safety. Childress states that "power and conflict influenced communication styles, and they recommended training interventions to help teams improve collaboration" (Childress, 2015). The difference in authority affects

communication between team members. Susan then stated that "intensive care unit data reveals that nurses find it difficult to speak up, disagreements are not appropriately resolved, and nursing input is not well received" (Childress, 2015). This supports the claim that nurses are well educated about patient care, but their judgments are overlooked due to the title.

The article allows me to be more aware that communication in the interprofessional care team is not as perfect as I deemed it to be. The whole time I have been in nursing school, with the emphasis on proper grammar, proper tools, how to call, and how to use SBAR, I have believed that communication is 100% reliable. Now that I am more aware that that is not the case, it allows me to grow more as a nurse so that I have to trust others' decisions and trust my knowledge and be the advocate for my patients. I have to fight for what I believe is right, but I also need to know how to pick my battles.

## **References**

Childress, S. B. (2015). Team Communication: It's About Patient Safety. *Journal of Oncology Practice, 11*(1), 23-25. doi:10.1200/jop.2014.002477