

Care CEUs

Talking With Your Older Patients

Effective Communication for Effective Care

1. Which of the following is a research-proven benefit of effective communication with the patient?

- A. Patients are more likely to adhere to treatment and have better outcomes.
 - B. Patients express greater satisfaction with their treatment.
 - C. Patients are less likely to file malpractice suits.
 - D. All of the above.
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Considering Healthcare Perceptions

2. It is important for the nursing home administrator to realize that most health problems are caused by normal aging.

- A. True
 - B. False
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Understanding Older Patients

3. All of the following are respectful and effective ways for a nursing home administrator to communicate with older patients, except for:

- A. Use familiar terms, like "dear" and "hon" when addressing patients.
 - B. Introduce yourself clearly, do not speak too quickly, and explain your role or refresh the patient's memory of it.
 - C. Face the patient, maintain eye contact, and when he or she is talking, use frequent, brief responses, such as "okay," "I see," and "uh-huh."
 - D. Be aware of the possibility of generational or cultural / ethic differences in language and use simple, common language.
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4. All of the following are tips to make it easier to communicate with a person who has lost some hearing, except for:

- A. Avoid using a high-pitched voice.
- B. Talk slowly and clearly in a raised voice.
- C. Face the person directly, at eye level, so that he or she can lip-read or pick up visual clues.

D. Keep your hands away from your face while talking.

5. The "teach-back method" is a good way to ensure that the patient understands what is being said.

- A. True
 - B. False
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Obtaining the Medical History

6. A nursing home administrator should try to use open-ended questions that encourage a more comprehensive response, however, if the patient has trouble with responding, they should be prepared with yes-or-no or simple choice questions.

- A. True
 - B. False
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7. It can be therapeutic and can build trust for a nursing home administrator to give a patient the chance to express concerns to an interested person.

- A. True
 - B. False
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Encouraging Wellness

8. Which of the following is a way to encourage older patients to exercise?

- A. Let them know that regular physical activity, including endurance, muscle-strengthening, balance, and flexibility exercises, is essential for healthy aging.
 - B. Help patients set realistic goals and develop an exercise plan.
 - C. Refer patients to resources, such as walking groups and fitness classes.
 - D. All of the above.
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9. Which of the following is a strategy for a nursing home administrator to encourage healthy diets?

- A. Emphasize that good nutrition can have an impact on well-being and independence.
 - B. If needed, suggest liquid nutrition supplements, but emphasize the benefits of solid foods.
 - C. If needed, suggest multivitamins that fulfill 100% of the recommended daily amounts of vitamins and minerals for older people, but not megadoses.
 - D. All of the above.
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Talking about Sensitive Subjects

10. When discussing end of life and advanced directives, a nursing home administrator should do each of the following, except for:

- A. Let their patient know that advance care planning is a part of good health care.
 - B. Let their patient know that these plans can be revised and updated over time or as the patient's health changes.
 - C. Encourage the patient to share the type of care they don't want to have at the end of life, rather than what they do want.
 - D. Suggest the patient discuss end-of-life decisions with family members and other important people in their lives.
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Breaking Bad News

11. If having to deliver bad news to a patient, communications experts suggest starting by saying, 'I'm sorry . . .'

- A. True
 - B. False
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Including Families and Caregivers

12. Without another member legally being named the healthcare agent or proxy, the patient is responsible for making his or her own choices.

- A. True
 - B. False
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