

## APPROACH WITHOUT COACHING-BASED STAFF COMMUNICATION SKILLS

*Narrator: Jill's mother is a resident at We Care Nursing Center. Jill visits several times weekly after work and has just arrived on the unit where her mother lives. It is after dinner and Jill finds her mother in bed and with her call bell light pressed and sounding.*

Jill the Family Member: "Hi, Mom. I see your light is on. What do you need?"

Mrs. Stevens the Resident: "I have had that light on for 10 minutes already. I need to go to the bathroom! I don't think I can hold it much longer. It has been like this all week. I don't know why we are given these things no one pays attention to them."

Jill the Family Member: "I will see if I can find someone."

*Narrator: "Mrs. Stevens, Jill's mother, has control of her bowels as long as she has help to the bathroom. This situation happened the last time Jill visited her mother. Jill sees Suzie a direct-care worker talking with another resident and walks over to her."*

Jill the Family Member: "Excuse me. I need you to help my mother, Mrs. Stevens to the bathroom. Her light has been on a long time and no one has come."

Suzie the Direct Care Worker: "I can't go right now. I am helping my resident."

Jill the Family Member: "My mother needs help now. How would you feel if you had to go to the bathroom and couldn't get there on your own?"

Suzie the Family Member: "Ms. Smith, I understand your concern, but I can't leave my resident right now."

Jill the Family Member: "Where is the nurse? She needs to know about this."

*Narrator: Jill sees the Paula the Charge Nurse at her med-cart and approaches her.*

Jill the Family Member: "Are you in charge tonight?"

Paula the Charge Nurse: "Yes, I am Paula Jones, the Charge Nurse tonight."

Jill: "My mother's, Mrs. Steven's call bell has been going off for the last 15 minutes now and no one seems to be able to take the time to help her. It has been like this all week. I am really getting tired of this and my mother is upset. I need my mother helped to the bathroom and I need you to address this issue with your staff. I am beginning to think no one really cares here."

Paula the Charge Nurse: "I can help her for you and will talk with her aide."

When Jill and Paula arrive at Jill's mother's room they find that the call bell has been turned off and her mother is in the bathroom with her caregiver.

Paula the Charge Nurse: "Well it looks like the situation has been handled for now. Jill, I really have to get back. I'll talk with the aide later."

Jill: "OK. I hope that works."

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Jill the Family Member: "Hi, Mom. I see your light is on. What do you need?"

Mrs. Stevens the Resident: "I have had that light on for 10 minutes already. I need to go to the bathroom! I don't think I can hold it much longer. It has been like this all week. I don't know why we are given these things no one pays attention to them."

Jill the Concerned Family Member: "I will see if I can find someone."

*Narrator: "Mrs. Stevens, Jill's mother, has control of her bowels as long as she has help to the bathroom. This situation happened the last time Jill visited her mother. Jill recognizes that this is situation is an emotional trigger for her and that she needs to pullback and gain control of herself before she approaches a worker on the floor. Jill takes a deep breath and slowly lets it out before she steps out of the room. Jill sees Suzie a direct-care worker talking with another resident and walks over to her."*

Jill the Family Member: "Hi Suzie, Hi, Mrs. Johnson. Suzie are you busy right now?"

Suzie the Direct Care Worker: "Hi, Ms. Smith. I am working with Mrs. Johnson right now."

Jill the Family Member: "Is there anyone that can help my mother, Mrs. Stevens right now?"

Suzie the Direct Care Worker: "I can help her in about 15 seconds after I take Mrs. Johnson down to the TV room to watch Wheel of Fortune."

Jill the Family Member: "Thank you, my mom is in her room."

*Narrator: Jill returns to her mother's room*

Jill the Family Member: "Mom, Suzie says she is coming."

Mrs. Stevens the Resident: "Hope I can hold it until she gets here. I don't know why we always have to chase someone down to help me."

*Narrator: Within a short time, Suzie comes into the room, turns off the call bell light and assists Jill's mother to the bathroom. Jill takes this opportunity to take another deep breath in order to maintain control of her emotions and to think about how she should present the problem to Suzie, the direct-care worker. Suzie steps outside the bathroom door in order for Jill's mom to have privacy.*

Jill the Family Member: "Suzie, I appreciate you coming to help my mother. I know that she is not your resident today. It really helps to know that I can approach you when something needs to be addressed. I was wondering if I could talk with you for a moment while we wait for mom to finish?"

Suzie the Direct Care Worker: "Sure, what's up?"

Jill the Family Member: “I know everyone is very busy here and trying to do the best job possible. Normally when I visit my Mom after work she is very comfortable and her needs are met. The last two times I have visited I have found her with her call bell light going off and needing to go to the bathroom. Can you tell me what is going on for this to be happening?”

Suzie the Direct Care Worker: “I am sorry to hear that about your Mom. I have to say I have been so busy with my residents that I haven’t even noticed. It has been a little crazy around here. Your Mom’s normal caregiver has been out sick this last week and we have had someone taking care of her that doesn’t know her as well. The worker is also new, so she a bit slower than the rest of us.”

Jill the Family Member: “So, my mother’s usual caregiver hasn’t been here and a new worker is filling in?”

Suzie the Direct Care Worker: “Yes.”

Jill the Family Member: “Well this is good information to have and I wonder if there is a way for us to address the issue of my mother having to wait for what seems to her as extended period of time to have a response to a call bell while her usual caregiver is out sick? I think the main time is right after dinner when she has to go to the bathroom.”

Suzie the Direct Care Worker: “Well, your mom is pretty routine. I should let the new caregiver, Rosa know that your Mom usually has to go to the bathroom right after she eats. I think because Mrs. Stevens likes to have dinner in her room it is easy to focus on the residents in the dining room more.”

Jill the Family Member: “Well, that sounds like a good idea. Do you have any other suggestions that might work too?”

Suzie the Direct Care Worker: “I will make a point of checking on your Mom after dinner myself just to make sure she isn’t waiting. She really shouldn’t have to be using her call bell for this. We all kinda know her routine. I guess we just need to pay a little more attention right now.”

Jill the Family Member: “Suzie, both of those suggestions sound great and I appreciate the level of concern and care you are showing about this situation and my mother. It helps me to feel better about having her here. Can you tell me when you expect her usual caregiver to return to work?”

Suzie the Direct Care Worker: “Well, I think she hurt her back and may be out another week.”

Jill the Family Member: “I am planning on coming in not tomorrow, but the next day would it be okay for me to find you to see how things are going with my mom’s fill in?”

Suzie the Direct Care Worker: “Sure, I will most likely be in the dining room.”

Jill the Family Member: “Thank you for your help Suzie.”

Suzie: “You’re Welcome.”