

Unit Three - Shakers and Movers

Interpersonal Communication

Role-play the following scenarios with a partner. Remember to practice the following effective communication skills: Be straightforward, understandable, and accurate, listen attentively, verify accuracy, exhibit respectful and empathetic behavior, interact appropriately and respectfully among diversity, and collaborate with team for best result for the client.

1. You come to work and realize there have been many sick calls and the facility is short staffed. Patient loads are high and your assignment is heavy. You are on a team with two other health care providers. Discuss how you will manage the patient load and prioritize care.
2. You are assigned a patient that calls all of the time, most of the time for nothing. You are in the middle of caring for another patient. What do you do? How do you respond? Discuss all options.
3. You have a client that is blind. Your supervisor has asked you to assist the client to the physical therapy room. Discuss and role-play how you would accomplish this assignment.
4. A family member approaches you and is angry about the care or “lack of” care they feel their mother has been receiving. What is your reaction and response? Role-play and discuss.
5. You are having a difficult time working with a co-worker. You can not seem to get along with him/her. Constant contention is felt and teamwork can not be accomplished. How do you respond to this situation? Who do you discuss the problem with? Role-play and discuss.
6. A patient complains of care given by another health care provider. The patient accuses the other caregiver of a wrongful action taken against them. What would be your initial reaction? What should or should not be done? Role-play and discuss.
7. You have been asked to give a patient of the opposite gender an enema. How will you approach the patient? Role-play the approach and discuss privacy and comfort issues.
8. You have been assigned to give a deaf client a bath. Discuss and role-play the approach and challenges you may have.

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9. You have a confused client who you need to take a set of vital signs on. The client refuses to let you perform the task and they begin yelling and become combative. How do you respond? Role-play and discuss.
10. You are admitting a non-English speaking client to the hospital. You do not speak the language of the client. What options do you have to make communication effective? Role-play and discuss.
11. You do not agree with the assignment you have been given. How do you approach the supervisor who made the assignment? Role-play and discuss alternative solution to the situation.
12. You are in a person's room and the person is in the restroom. The telephone rings and you answer. Role-play and discuss how you would proceed with this telephone conversation.
13. Your mother's best friend is a patient at the facility you work. Your mother asks you how the friend is doing. How would you respond? Role-play and discuss.
14. You are assigned to a patient that has AIDS. Discuss and role-play your interaction and fears in working with an infectious patient. Should extra precautions be used?
15. You are working and see a co-worker shove a client into a chair. Role-play and discuss your initial reaction and what actions would be appropriate to do. Also discuss your feelings of abuse among those receiving health care.