



# Geriatric Scenarios

## Student Workbook



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## Problem-solving

# Scenario

**Scenario:** Mr. Khan is a new patient and his family is very involved with his daily activities. Today, Mr. Khan's daughter Farah is present. Lucas is the nursing assistant on the day shift and has not worked with him yet. When he comes in to get Mr. Khan ready for breakfast, Farah says, "We told the nurse last night that today is the first day of Ramadan. He needed to eat before dawn since he will be fasting all day. I believe we even put it on the forms when he came here." Mr. Khan nods in agreement. Lucas has no idea what Ramadan is and does not know what to say to Farah.

### Points of view to consider:

Mr. Khan

Farah, the daughter

Lucas, the nursing assistant

### Answer the following key questions:

1. What should Lucas say to Mr. Khan and Farah?
2. How do you think Mr. Khan and Farah feel about the miscommunication?
3. How can Lucas learn about Ramadan?
4. How can future problems be avoided?

Problem-solving

Organizer

Use the 7 steps to problem-solving to solve the problem in the scenario.

|                                         |                                                                              |
|-----------------------------------------|------------------------------------------------------------------------------|
| <div>1. Problem</div>                   | <div>4. Evaluate the options</div> <div><div>Pros</div><div>Cons</div></div> |
| <div>2. Other points of view</div>      |                                                                              |
| <div>3. Options</div>                   |                                                                              |
|                                         | <div>5. Solution</div>                                                       |
|                                         | <div>6. Documentation and steps to implementation</div>                      |
| <div>7. Evaluation and monitoring</div> |                                                                              |

## Teamwork

# Scenario

**Scenario:** Bella and Angie are good friends and coworkers. They always work together. Rachel is a new aide and is working with Bella and Angie today. As the shift begins, it is obvious to Rachel that they are unwilling to help her. When Rachel complains to the charge nurse, she is told to talk to Bella and Angie first. If the problem still exists afterwards, then the charge nurse will talk with them.

### Points of view to consider:

Bella and Angie, colleagues

Rachel, an aide

Charge nurse

### Answer the following key questions:

1. How does lack of teamwork impact patient care?
2. Why won't Bella and Angie help Rachel?
3. Why does the charge nurse ask Rachel to talk with Bella and Angie?
4. How would you get Rachel, Bella and Angie to work as a team?

## Teamwork

# Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. In our scenario, all of the employees on the shift are a team. Here are eight characteristics of effective teams to consider. For each of the eight, identify what the team members should do to demonstrate this characteristic.

1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.

## **Teamwork**

# **Characteristics of Effective Teams**

5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

## Communication

# Scenario

**Scenario:** While Juanita is taking care of Mr. Lopez, he falls. Juanita quickly calls for help. Helen, a nurse, arrives and assesses Mr. Lopez. He says he got dizzy when he stood up. Helen says to Juanita, “Didn’t you have him sit for awhile before getting up? He has problems with his blood pressure. I told you that in the report!” Juanita realizes she did not do that and made a mistake.

### Points of view to consider:

Juanita

Helen, a nurse

Mr. Lopez

### Answer the following key questions:

1. Should Helen have confronted Juanita in front of Mr. Lopez? Why or why not?
2. How should Juanita respond to Helen?
3. Why should Juanita report her mistake?
4. Why would Juanita not tell Helen the truth?

## Communication

# Nonverbal Communication Activity

The scenario primarily focused on the impact of personality on communication in the workplace. Consider how you can use nonverbal communication with coworkers to convey how you are feeling. What messages could you be sending with your body language?

Write a brief statement of how each of the following could be used in this scenario to communicate with the coworker, including a supervisor. (Example: Clenched fists may show anger or minimal eye contact may signal lack of confidence)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone:



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