

Webinar:

Hands-on Empathy Training: Tips & Tools For Fostering Geriatric Sensitivity

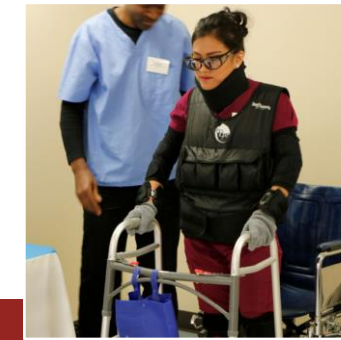
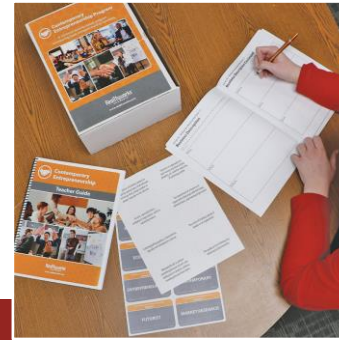
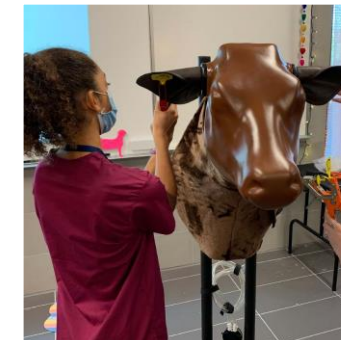
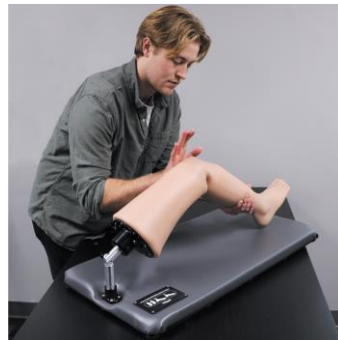
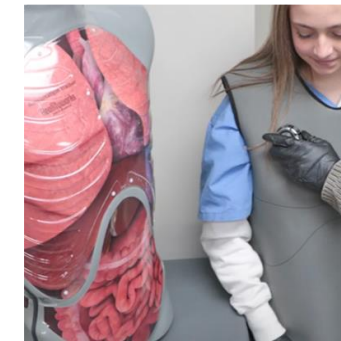


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Who is Realityworks?



We partner with educators, administrators and industry leaders to ensure our offerings meet their needs and make lessons truly meaningful.

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Presented by

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Today's agenda:

- Who are today's students and what makes them unique?
- What is geriatric sensitivity and why does it matter?
- Tips for teaching geriatric sensitivity
- Meet our favorite hands-on tools for fostering geriatric sensitivity
- Q&A



The Faces of CTE: Who Are Our Students?



Generation Z

- 20% of US population
- 51% are students
- Relevancy matters
- WHY are they learning what they are?
- HOW will they apply it to the real world?



Source: <https://explodingtopics.com/blog/gen-z-stats>

Different from Millennials

Compared to Millennials, Generation Z students have:

- ✓ Even **shorter** attention spans
- ✓ Even **better** technology skills
- ✓ Even **stronger** desire for real-world learning



Source: <https://greekreporter.com/2022/09/23/genz-vs-millennials/>

Understanding Generational Differences

Silents	Baby Boomers	Generation X	Generation Y	Generation Z
Born 1925-1945	Born 1946-1964	Born 1965-1981	Born 1982-1995	Born 1996-2009
a.k.a. Traditionalists Veterans Builders	a.k.a. Boomers Me Generation	a.k.a. Gen X Latch-Key Kids MTV Generation 13 th Generation	a.k.a. Gen Y Millennials Echo Boomers	a.k.a. iGeneration (iGen) Post-Millennials Centennials
Telephone	TV	PC	Internet	iPhone, Social Media
Largely disengaged from technology	Early IT adopters	Digital immigrants	Digital natives	Technoholics
Face-to-face	Face-to-face; telephone or email if required	Text messaging or email	Online/social media and text messaging	Visual communication using technology
Teach Me Prefer a structured "command and control" oriented learning, classroom lectures, books and on-the-job training	In Person Prefer classroom setting with in-class participation; will use technology and may prefer books to reading online	Learn by Doing Prefer self-directed learning and freedom to figure things out on own; computer before books	Short and Sweet Thrive on flexibility and space to explore; favor on- demand, highly personalized and interactive training	Get it Now. Do it Now. Learn it Now. Want to learn on their own terms; prefer visual and interactive, bite- sized and hands-on learning; use of technology and social media is a given

How Do You Teach Generation Z?



- Provide information across multiple modalities – activities, group work
- Focus on engagement
- Provide active learning opportunities



The Importance of Geriatric Sensitivity



The Number of Older Adults Is Increasing

- People worldwide are living longer
- By 2030, 1 in 6 people in the world will be aged 60 years or over
- The US population is older today than it ever has been



Source: <https://www.prb.org/resources/fact-sheet-aging-in-the-united-states/>

Demand for Healthcare Jobs Is Growing



- Employment in healthcare occupations is projected to grow 13 percent from 2022-2032
- This increase is expected to result in about 2 million new jobs over the decade
- About 1.9 million openings each year, on average, are projected to come from growth and replacement needs

Empathy and Sensitivity Are In-Demand

- Nearly **3 in 4 employers** say they have a hard time finding graduates with soft skills
- **Almost half of academic institutions** believe that recent graduates lack life skills
- Undeveloped soft skills can lead to medical errors, unhealthy/unproductive work environments, etc.

Sources:

- <https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/employers-say-students-arent-learning-soft-skills-in-college.aspx>
- <https://www.nursingcenter.com/ncblog/march-2019/top-10-soft-skills-for-nurses>

TOP 10 SKILLS YOU NEED FOR WORKING IN A NURSING HOME



Analysis of nursing home job postings,
12/01/2012-12/15/2013



“I want to be able to teach my students to be more understanding and empathetic with the aging process by the time they make it to their clinical rotation at the local nursing home... I want them to understand why the residents move so slowly, and I want them to learn to be patient and kind while working with them.”

- Miranda Kessler, RN-BSN, Nicholas County Career and Technical Education Center, WV

The Power of Wearable Simulators

- ✓ Wearable simulator systems offer more realism while protecting privacy
- ✓ Wearables focus students on both technical and communication skills
- ✓ Experiences with standardized patients with wearables leave students feeling better prepared to handle the real-life experiences of patient care.

Sources:

- Bradley, C. S., Bliss, D. Z., Becker, A., Olson, E. T., Flaten, C., Gurvich, O. V., Muehlbauer, M., Condon, J., and Bauer, J. (2023). Development and Evaluation of a Wearable Simulator System. *Clinical Simulation in Nursing*, (81).
- <https://www.healthysimulation.com/37193/avkin-wearable-simulators/>
- Brown, W. J., & Tortorella, R. A. (2020). Hybrid Medical Simulation – A Systematic Literature Review. *Smart Learning Environments*, 16.

The Power of Wearable Geriatric Simulation Experiences

“When used properly, empathy suits can give important insight into patients’ experiences for the wearer and allow the participants to share their experiences and frustrations with learners in the caregiver role.”

“The aging-simulation experience is an effective educational tool to raise awareness among health professionals of age-related difficulties. This sensory activity allows health professionals to put themselves in the shoes of older patients and to feel age-related difficulties.”

Sources:

- Bradley, C. S., Bliss, D. Z., Becker, A., Olson, E. T., Flaten, C., Gurvich, O. V., Muehlbauer, M., Condon, J., and Bauer, J. (2023). Development and Evaluation of a Wearable Simulator System. *Clinical Simulation in Nursing*, (81).
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Tips for Teaching Geriatric Sensitivity



Tip #1: Ask What Works



- Ask students directly
- Use a questionnaire
- Encourage honesty

Free Quiz Options

“What’s Your learning Style?”

<http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml>

“What Kind Of Learner Are You?”

<https://www.quizony.com/what-kind-of-learner-are-you/index.html>

“The VARK Questionnaire: How Do You Learn Best?”

<https://vark-learn.com/the-vark-questionnaire/>

Tip #2: Set the Stage With a Pre-Activity



Idea 1: Take an Empathy Self-Assessment

Completing a self-assessment helps learners reflect on how empathetic they are and identify areas of improvement. After completing other activities from this guide or your own lesson plans, have students complete the self-assessment again to see if they gained additional empathy skills.

Take this self-assessment and decide for yourself if you need to improve.

- | | | |
|------------------------------|-----------------------------|--|
| Yes ☐ | No ☐ | I have a general interest in the welfare of other people. |
| Yes ☐ | No ☐ | I have a warm personality. |
| Yes ☐ | No ☐ | I am flexible when dealing with situations. |
| Yes ☐ | No ☐ | I am alert and can pick up on how others are feeling. |
| Yes ☐ | No ☐ | I am able to listen objectively to other people. |
| Yes ☐ | No ☐ | I am able to cope with egocentric personalities. |
| Yes ☐ | No ☐ | I am sought after by other people to listen to anxieties and fears. |
| Yes ☐ | No ☐ | My friends would not call me self-absorbed. |
| Yes ☐ | No ☐ | I am able to focus on the person who I am speaking with without getting distracted. |
| Yes ☐ | No ☐ | I understand the difference between sympathy and empathy. |
| Yes ☐ | No ☐ | I have a variety of life experiences that help me have a broad understanding of people. |
| Yes ☐ | No ☐ | Others see me as adaptable, flexible, and spontaneous. |
| Yes ☐ | No ☐ | I am able to maintain my own health and don't get wrapped up in other people's problems. |
| Yes ☐ | No ☐ | I am patient and kind. |
| Yes ☐ | No ☐ | Others would describe me as humble, not conceited. |

Classroom Ideas to Help Learners Develop Empathy Toward Older Adults

A guide to engaging today's students in developing geriatric sensitivity



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- Grab attention
- Activate prior knowledge
- Build background information

Try it yourself:

<https://www.realityworks.com/geriatric-training-tools/>

Tip #3: Add Relevancy With Real Examples



“My high school students may have jobs at Pizza Hut, McDonald’s or the local hospital, but empathy and soft skills are needed everywhere. As I teach students about their future professions, we discuss how soft skills are used in their current jobs... I ask them to provide me with specific instances where they emphasized with a customer, and how it impacted that exchange.”

- Jennifer Hebert, CTE teacher, LA

Tip #4: Bring In Subject Matter Experts



- Demonstrates relevancy
- Enables real-world connections
- Promotes engaging discussion

Tip #5: Incorporate Hands-on Learning Aids





Our Top Geriatric Training Tools



RealCare™ Geriatric Simulator



- Users experience:
 - ✓ Physical challenges like restricted range of motion and decreased mobility
 - ✓ Visual impairments like cataracts and glaucoma
- Curriculum included!

Learn more:

<https://www.realityworks.com/blog/use-this-aging-simulator-to-develop-healthcare-students-empathy/>

Geriatric Medication Management Simulation Kit

- Manage multiple medications while experiencing loss of tactile sensation and visual challenges
- Lessons, student activities and assessments included

Learn more:

<https://www.realityworks.com/product/geriatric-medication-management-simulation-kit/>



Geriatric Sensory Impairment Kit



- Includes a Hearing Impairment Simulator, Geriatric Arthritis Simulator, Geriatric Tremor Simulator
- Curriculum included

Learn more:

https://www.realityworks.com/product/real-care_sensory_impairment_kit/

COPD and Mobility Challenges Simulation

- 2 simulation kits:
 - COPD Simulation
 - Mobility Challenge Simulation
- Curriculum included

Learn more:

https://www.realityworks.com/product/real_care_sensory_impairment_kit/



Let's take a closer look!



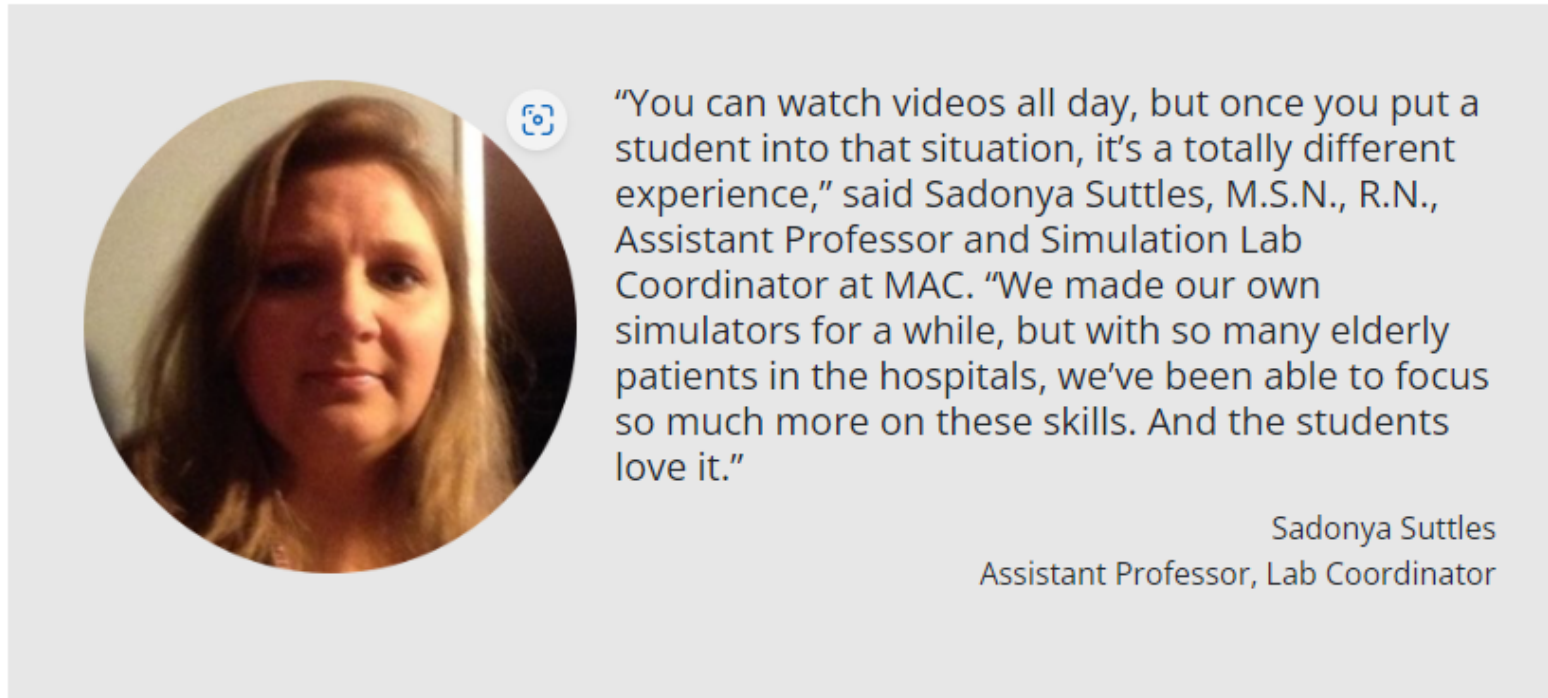
Featuring Molly Kellgren, PhD, RN, Health Science Education Product Manager for Realityworks

Best practices for using wearable simulators



- Encourage group interactions whenever possible
- Take time to reflect
- Consider different roles: patient versus caregiver, etc.
- Set up stations to rotate through

Bonus tip: Create a Geriatric Sensitivity Workshop



Read Sadonya's story: <https://www.realityworks.com/stories/mo-college-creates-geriatric-sensory-workshop-to-prepare-students-for-health-care-careers/>

Now What?

- **Download a free poster on Healthcare Soft Skills:**

<https://www.realityworks.com/resources/realityworks-interactive-posters/>

- **Download a free guide on teaching empathy toward older adults:**

<https://www.realityworks.com/geriatric-training-tools/>

- **Connect with us!**

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HEALTHCARE SOFT SKILLS

How Do Soft Skills Apply to Healthcare?

Soft skills are reflective of an individual's personality and disposition. They can be applied in a workplace setting to contribute to overall professional success. In an inherently personal field like healthcare, soft skills can carry just as much weight as the technical skills required for the role.¹

Top Healthcare Soft Skills

Communication¹

Communication, particularly among patients, nurses, and doctors, is key to improved safety and quality in healthcare facilities. Explaining clearly and concisely what a diagnosis means or which treatment options to consider is crucial and can mean the difference between life and death.

Teamwork²

Healthcare professionals are almost always part of a team, making good teamwork skills vital. Good teamwork skills can increase efficiency and improve staff and patient satisfaction.

Problem Solving³

Healthcare is an ever-changing field, making problem solving a frequently used skill for healthcare professionals. From patient care to staff satisfaction, healthcare workers often face problems that require ingenuity and quick thinking to resolve.

Adaptability⁴

Irregular hours are typical in the healthcare field. Being flexible by picking up shifts on short notice and working extra hours adds to team members' dependability, as does the ability to adapt to evolving healthcare environments.

Professionalism⁴

Professionalism inspires trust and gives patients and coworkers confidence. In addition, maintaining professional relationships with patients can prevent healthcare professionals from becoming too involved, reducing emotional burnout.

Compassion⁴

Patients can become overwhelmed in unfamiliar, emotionally stressful environments like hospitals. They might experience anxiety over a pending diagnosis, frustration about their recovery, or anger over unmet needs. Compassion is essential for understanding patients' emotional needs, providing comfort and fostering a therapeutic relationship.

Work Ethic⁵

A strong work ethic is crucial for remaining focused on goals and effectively managing the unpredictable nature of healthcare, where each day presents new challenges.

1. https://www.realityworks.com/resources/geriatric-training-tools/ 2. https://www.realityworks.com/resources/geriatric-training-tools/ 3. https://www.realityworks.com/resources/geriatric-training-tools/ 4. https://www.realityworks.com/resources/geriatric-training-tools/ 5. https://www.realityworks.com/resources/geriatric-training-tools/

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Questions?

