

# Student Guide | Role Play on Effective Communication with Older Adults | Group 1



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**Course:** Clinical Practice in Geriatric Physiotherapy

Student Guide | Role Play on Effective Communication with Older Adults



**Topic:** Effective communication with older adults: Overcoming hearing, cognitive, and speech barriers

**Duration:** 2 hours

**Session Type:** Group Activity

## Introduction

Effective communication can help build satisfying relationships with older patients to best manage their care. It can strengthen the patient-provider relationship, lead to improved health outcomes, help prevent medical errors, and make the most of limited interaction time.

## Learning Objectives

By the end of this session you should be able to,

- ✓ Identify the characteristics of an environment suitable for productive information gathering.
- ✓ Identify the techniques of beginning a consultation effectively with older adults.
- ✓ Be sensitive to the special needs of the older adults when communicating with them.
- ✓ Formulate appropriate questions to gather information, identify problems, diagnose and decide on a management plan concerning older adults with hearing, cognitive and speech barriers.

## Group Work Instructions

- You will be assigned a **case scenario** regarding geriatric rehabilitation.
- You will have **1 hour** to preparation.
- Use the printed resources and online references as needed.
- **Two students** are to role play the following scenario. (Assign yourselves to their roles at the start of the session: physiotherapist and patient)
- Distribute the feedback forms. The students should make observations about the role play and comment on the consultation and give feedback to the students who did the role play using the given feedback form.
- Also pay attention to the time taken, number of questions, the quality of information obtained.

## Case Scenario

You are a physiotherapist working in a government hospital. Mr. Perera, 65 years old man with a moderate hearing loss with aging was admitted in the hospital following a stroke, which has



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paralyzed his right side of the body. His cognition and speech are also impaired due to stroke. His right arm and the leg are both weak and he is unable to walk at present. You are meeting Mr. Perera for the first time for a physiotherapy session.