

Student Guide | Role Play on Effective Communication with Older Adults | Group 2



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Topic: Effective communication with older adults: Educating families/caregivers on physiotherapy goals and prognosis

Duration: 2 hours

Session Type: Group Activity

Introduction

Communication is a fundamental skill in healthcare, recognized as essential in national policies, professional standards, and clinical guidelines. In physiotherapy, effective communication with older adults, families/caregivers is crucial for delivering patient-centered care. It underpins therapeutic interactions, enabling patients to feel informed, involved, and valued—key factors in enhancing engagement, adherence, and treatment outcomes.

Learning Objectives

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

- ✓ Demonstrate effective communication strategies when engaging with older adults and their families/caregivers in a clinical setting.
- ✓ Explain physiotherapy goals and prognosis in a manner that is accessible, respectful, and tailored to the needs and understanding of older adults and their caregivers.
- ✓ Recognize and adapt to common communication barriers experienced by older adults, such as cognitive impairment, hearing loss, or emotional distress.
- ✓ Apply empathetic listening and person-centered communication techniques during role-play scenarios to build trust and promote patient and caregiver involvement in care planning.

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

Mr. Kamal is a 78-year-old man recently discharged from the hospital following a fall at home that resulted in a left hip fracture. He has undergone surgical repair and has been referred for community physiotherapy to support his recovery and prevent further decline.

He has a history of early-stage vascular dementia and mild hearing loss. He lives with his daughter, Clara, who is his main caregiver. Clara is very concerned about his safety and is unsure about his rehabilitation potential. She is feeling overwhelmed and uncertain about what to expect from physiotherapy.