



Feeding

Transferring

## One day Caregiver Feeding

An outline for instructing and for a Discussion  
after Viewing the Video

**נוה הורים**  
מושב זקנים המאוחד

**משרד  
הבריאות**  
בונים גוויים יחד



**ג'וינט ישראל אשל**  
יחד בעשייה חברתית למען הזקנים



Family

To directly view the video in English:

<https://www.eshelnet.org.il/MetapelEnglish>

To select a different language to view the video:

<https://www.eshelnet.org.il/Metapel3Parts>

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## Minutes

## Subject

00:10 – 04:07	Nursing practitioner's communication with the patients and staff
01:40 – 04:07	Professional Guidelines
02:17 – 04:07	Eating Environment
04:08 – 07:09	Rules for feeding the patient - prior to the meal
07:44 – 10:00	Rules for feeding the patient - during the meal
10:01 – 11:00	Rules for feeding the patient - after the meal

## The instructing outline in four parts:

1. General guidelines
2. Detailed instructing outline
3. Summary of the tutorial and the discussion
4. Abbreviated instructing outline

## General Guidelines:

- target Audience: patients in the community and in institutions
- Number of participants: approx. 15
- Duration of the video: 13:10 minutes
- Instruction time: 45-60 minutes
- Required aids:
  - o Version of a movie that is suitable for the spoken language of the participants: Hebrew, English, Arabic or Russian;
  - o Quiet room;
  - o Chairs organized in a semi-circle facing the screen;
  - o Printed observation pages (appendix A) and writing tools for the participants
  - o White Board and writing tools for the host;
  - o Screening equipment: computer, projector, screen, internet connection.

## Layout of Extended Guidelines

The layout includes background, case study description, guidelines for before and during the video screening, topics and questions for discussion after the video viewing.

### Background

Yossi is a nursing caregiver. He is a young, married father of one.

In the beginning of the video, there is a scene of him having breakfast with his family. During which, he is distracted looking at his cell phone while eating and when pouring milk to his coffee, it spilled.

It is obvious that he is distracted and nervous/stressed.

He is rushing to get to his new job in the geriatric home.

It seems that his wife is not happy with his behavior and she reminds him to call the plumber.

In the entrance of the old age home, Yossi notices an elderly man dressed in a white suit, sitting and smoking.

Yossi entered the Home and meets, Shula, a nurse who demands an explanation for his tardiness and wheather he remembers the guidelines for care giving.



Shula expresses her concern whether he was fit for the job and then rushing him to begin work.

The case scenario takes place in the dining room of the geriatric department.

Two patients were sitting at the table waiting for breakfast to be served. Yossi was holding two trays of food, one for each and placed both trays at



## Introduction:

1. Describe to the participants the reason for viewing. Explain that they are about to see a video that is 13:10 minutes that focuses on feeding the patient.
2. Read the background and the case described above.
3. Pass out to the participants a viewing page (which is attached as Appendix A) and provide writing tools.  
Direct them to the three subjects expressed on the page and ask them to take notes for each subject while watching the video. They can also note thoughts, feelings and questions that arise which will be discussed in the group after they finish watching the video.
4. Play the video in an area that enables viewing and learning. Turn off the lights and ask the participants to mute their cell phones. Make sure that there is a quiet atmosphere with no talking.

## **After watching the entire video:**

### **Talk about everybody's emotions**

Gather the participants' feelings and thoughts and assess the subjects that are important to them. It is important that each participant express their opinion.

1. What feelings did you experience from watching the video?
2. What thoughts did you have while watching the video?

Write their answers on the board.

## **Subjects and Questions for the Discussion**

### **A. Communicating with the Patients and Staff**

Time: 0:10-4:07

Inform the participants that they will watch a section of the video that is about 4 minutes long and ask them to focus on the behavior and communication of Yossi, the caregiver, towards the patients and the attitude from the other members of the staff toward Yossi.

## **After viewing the clip**

### **Description of Facts**

1. Which patients are introduced in the clip?
2. How would you describe Yossi's body language, tone, listening skills and choice of words to the patients?
3. How would you describe the tone, choice of words, body language and eye contact by the professional staff to Yossi?
4. Was an explanation provided to the patients as to what was going to happen?
5. Did the professional staff explain to Yossi his role and what is expected of him?

### **Understanding the Reasons for Actions**

1. What do you think was important to the patients?
2. What do you think was important to the staff?
3. What do you think was important to Yossi?

## **The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast**

1. Was Yossi's behavior to the patients respectful with regard to eye contact, tone, choice of words and attention when feeding?
2. Was an explanation provided to the patients before each action?
3. Did they treat the patient as a person? Did they call him by his name? Did they ask about his well-being and ask if he was hungry/full during the meal?
4. How did the staff treat Yossi?
5. How was the communication between Yossi and the staff members?

## **learning from the individual case to the general role**

1. How do you think disrespectful communications affect the patient and the way he is eating?
2. Based on your experience, can you give any examples?
3. Based on your experience, what could be the effect of disrespectful communication by the professional staff to a caregiver?
4. Did you experience a similar situation? How did it affect you?

## **B. Professional Guidelines**

Time: 1:40-4:07 minutes

Tell the participants that they will be watching a video clip about 3 minutes long and ask them to focus on the professional guidelines and on the question how does the auxiliary staff: Yossi and the other staff members are applying them.

## **After watching the video:**

### **Description of Facts**

1. Did Yossi ask what were the professional guidelines?
2. Did Yossi follow the professional guidelines?
3. Did Yossi report to the staff about the patient's eating difficulties?

## **The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast**

1. What are the main problems that you noticed during breakfast?
2. Was Yossi provided with specific guidelines to perform his job?
3. Does Yossi know what is the correct consistency of the food?
4. Did Yossi know the guidelines for the patient: what he can and cannot eat and drink?
5. Do you think that Yossi addressed the restrictions and needs of the patients?
6. Were the rules of hygiene followed?

## **learning from the individual case to the general role**

1. Based on your experience, share how you are provided with nutrition guidelines, for example, the consistency of food and drink, pace of eating, sensitivity to foods and providing food supplements and how do you apply them?
2. Based on your experience, have you noticed any problems when the patient chews and swallows, for example, does the patient cough, does he eat too little, does he eat too fast?
3. Do you notice if the patient has certain food preferences? How is this handled in the department?
4. In your departments, do you generally provide as much independence as possible when eating to the patients?
5. Based on your experience, please share when a patient's preference for a place to sit and food choices were ignored.
6. Based on your experience, please shares when a patient's needs were ignored, i.e., aid equipment?
7. Please share the guidelines and knowledge you received regarding hygiene and avoiding infection when eating.



## **C. Eating Environment**

Time: 2:17-4:07

Tell the participants that they will see a video clip about 2 minutes long and ask them to focus on the attitude of the auxiliary staff: Yossi and the other members of the staff concerning the eating environment.

### **After viewing the clip**

#### **Description of Facts**

1. Was there enough light in the dining room?
2. Was the dining room a pleasant place to eat in?
3. Was the food served aesthetically?
4. Did the surroundings enabled the patient to eat independently?

#### **The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast**

1. What are the main problems that you noticed during breakfast?
2. Discuss each of the following topics:
  - The height of the table
  - Position and distance of the patient from the table
  - Design of the room and the look and feel of the table
  - Aesthetics and the way the food was served to the patient
  - The patient's eating experience
  - Lighting and noise during the meal
  - Aiding tools that enable the patient to eat independently, i.e., adapted cutlery.

#### **learning from the individual case to the general role**

1. According to your opinion, what do you think should be done to make the dining room a comfortable and respectful place for eating? Do you have any ideas how to improve the eating experience in your own department?
2. Note two practical things that you will apply in the next meal that will improve the patient's eating experience in your own department?

## Summary:

### Yossi's Breakfast with his Family

1. Is there any similarity between the pattern of communication during breakfast between Yossi and his family and the communication that he had with his patients?
2. What are the differences in the eating environment at Yossi's home and the dining room in the department?



# Concise outline



## Minutes in the video

0:01 – 13:10



## Subjects for Discussion

Discussing Feelings



## Relevant Questions

1. What thoughts did you have while watching?
  2. What feelings did you have while watching?
- 



## Minutes in the video

0:10 – 4:07



## Subjects for Discussion

Communication with the Patients and the Staff



## Relevant Questions

### Focus:

Pay attention to Yossi's attitude and communication with the patient, other patients and between him and the staff.

### After watching the video:

1. Was the attitude to the patients respectful concerning eye contact, tone, choice of words, attention during feeding?
2. Was an explanation given to the patients as to what would happen prior to each activity?
3. Were the patients treated as individuals: were they referred to by name and where they asked about their well-being? Did they check how hungry/ full they were?
4. How did the staff treat Yossi?
5. How was the communication between Yossi and the staff?

## Main Messages

1. Feeding is a process involving interaction and communication and is not only technical.
2. Importance of the persons' name: treating the patient as a person, personal treatment.
3. Respectful attitude: referring to each person separately, speaking respectfully, kind tone, choice of words.
4. Importance of providing an explanation to the patient about every aspect of feeding, i.e., type of food on the plate, placing an apron, what will happen and why.
5. Importance of providing an explanation to the patient and providing an update concerning changes, needs, and patient's condition.
6. Importance of respectful and informative communication between the members of the staff.



## Minutes in the video

1:40-4:07



## Subjects for Discussion

Professional Guidelines



## Relevant Questions

### Focus:

Pay attention to the professional guidelines.

### After watching the video:

1. Did Yossi, the nursing practitioner, act according to their guidelines?
2. Does Yossi know what was the proper consistency of the food?
3. Was Yossi familiar with the guidelines regarding the patient, i.e., what the patient can/cannot eat or drink?
4. Did Yossi address the patients' needs and disabilities?
5. Was hygiene being addressed and followed?

## Main Messages

Reference to the following aspects:

1. Consistency of food and drink.
2. Red flags when feeding, i.e., problems chewing and swallowing, coughing, pace of eating and feeding, patient safety.
3. Nutrition guidelines: i.e., food sensitivity, supplements that the patient takes.
4. Patient's ability to function when eating and to strive for independence.
5. Disabilities, i.e., blindness, use of aids, i.e., dentures, hearing aids, plate border and spoon.
6. The patient's preferences, for example, choice of food and choice of seat.
7. Hygiene and preventing infections.
8. Cleanliness and aesthetics for the patient and his surroundings.
9. Report to tending nurse.



## Minutes in the video

2:17-4:07



## Subjects for Discussion

Surroundings



## Relevant Questions

### Focus:

Pay attention to the look of the dining room.

### After watching the video:

1. Was the dining room lighted?
2. Was the room respectful?
3. Was the room pleasant to eat in?
4. Would you eat there?
5. Was there a homey feeling in the dining room?
6. Was the food served aesthetically?
7. Does the environment enable the patient to be independent while eating?

## Main Messages

Reference to the following aspects:

1. Height of the table in comparison to the patient.
2. Placement and distance of the patient from the table.
3. Design of the room and look of the table.
4. Aesthetics and serving of food to the patient.
5. The patient's eating experience.
6. Lighting and noise during the meal.
7. Accessories that enable the patient to eat independently.



### Minutes in the video

4:08-11:14



### Subjects for Discussion

Rules for Feeding

Before the meal (collecting information)

During the meal



After the meal

### Relevant Questions

#### Focus:

What is the information that needs to be gathered at the beginning of the meal?

4:08-7:42 minutes

What are the primary actions and references during the meal?

7:45-10:00

What is the information that must be reported to the staff after the meal?

10:01-11:00

## Summary of the Discussion and Guidelines:

1. Reflect the feelings that arose during the conversation.
2. Summarize the messages that can be seen from the movie:
  - Respectful and personal communication between the caregiver and the patient and between the nursing staff and the caregiver.
  - Applying professional guidelines.
  - strictly maintaining an hygienic, pleasant and appropriate eating environment.
  - Applying eating regulations before, during and after the meal.
  - Treating the patient in a personal, responsible and professional manner.











**One day Caregiver**  
3 videos to watch live:  
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# One day Caregiver Transferring

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## Minutes

00:10-03:35

## Subject

Background

Communication of the caregiver with the patients and staff.

Incorrect transferring - technique and communication.

03:36-05:54

Meeting between Yossi and Eliyahu

05:55-08:35

Transferring of the patient by one caregiver

08:36-10:16

Transferring of the patient by two caregivers

10:20-14:10

Transferring of the patient by two caregivers and a lift (crane)

## The instructing outline in four parts:

1. General guidelines
2. Detailed instructing outline
3. Summary of the tutorial and the discussion
4. Abbreviated instructing outline

## General Guidelines:

- Target Audience: caregivers in the community and in institutions
- Number of participants: approx. 15
- Duration of the video: 16:06 minutes
- Duration of the Guidelines: 45-60 minutes
- Required aids:
  - o Version of a movie that is suitable for the spoken language of the participants: Hebrew, English, Arabic or Russian;
  - o A quiet room;
  - o Chairs organized in a semi-circle facing the screen;
  - o Paper and writing tools for the participants;
  - o Board and writing materials for the host;
  - o Screening equipment: computer, projector, screen, internet connection.

## Layout of Extended Guidelines

The layout includes background, describing the case at hand, guidelines for the training before and during the video, subject and questions for discussion after viewing the video.

### Background

Yossi is a caregiver. He is young, married and a father of one.

At the beginning of the video, after saying goodbye to his family, he leaves for work - which is relatively new – he has been working about one month as a caregiver for nursing patients in the geriatric ward.

Yossi arrives at work with Neejam – another caregiver. When entering the institution, Yossi noticed an elderly man dress in a white suit, sitting and smiling. Neejam does not notice him.



**The case scenario** takes place in the geriatric ward after lunch.

The nurse asked Yossi to move the patients to their beds. In response to her question, if he is familiar with rules of transferring, he responded affirmatively, smiles and says that he knows his work and it will be fine.

The transferring takes place in a room of three patients in the nursing ward.

## **Introduction**

1. Describe to the participants the aim for viewing. Explain that they are about to see a video that is 16:06 minutes long that focuses on transferring the patient.
2. Read the background and the case described above.
3. Hand out to the participants paper and writing tools and tell them to take notes, professional issues, thoughts, questions and feelings that arise while watching the video which will be discussed by the group after watching the video.
4. Play the video in an area that enables viewing and learning. Turn off the lights and ask the participants to mute their cell phones. Make sure that there is no talking and that everyone is quiet.

## **After watching the entire video:**

### **Talk about everybody's emotions**

Gather the participants' feelings and thoughts and assess the subjects that are important to them. It is important that all the participants express their opinion.

1. What feelings does the video give rise to?
2. What feelings did you have while watching the video?

Write their answers on the board.

## Topics and Questions for Discussion

### A. Gathering the relevant information before moving the patient

Time: 00:55-3:35 minutes

Tell the participants that they will watch a section of the video that is about 2.5 minutes long that will describe three transferring that Yossi, the caregiver, will do for the patients. Ask the participants to examine what information Yossi is lacking so he can perform the transferring.

### After viewing the clip

#### Description of Facts

1. What did we see?
2. What are the main problems that you noticed when collecting information before the transferring?

### Knowledge about the patient before the transferring

1. Did Yossi, the caregiver, know the patient and his name?
2. Did he check the patient's functional, medical and emotional status that day?
3. Did he receive precise guidelines from the physical therapist about the patient he needs to move?
4. Does he know the patient's abilities and disabilities during transferring?
5. Does he know how much help the patient needs?
6. Does he know if the patient requires aids such as a patient lift a sliding board?
7. Does he know what the patient can do on his own?



## **Preparing the patient's surroundings**

1. Did Yossi, the caregiver, check if the patient's bed is ready?
2. Did he check if the floor is clean and dry?
3. Did he close the door to the room to ensure the patient's privacy?
4. Did he know what should be the height ratio and location for the bed and chair?
5. Prior to the transferring, did he know how to help the patient during the transferring?

## **Learning from the specific to the general**

1. Why do you think that Yossi, the caregiver, acted in this manner?
2. At work, do you also encounter a situation where you lack information about the patient?
3. What do you do when this happens?
4. How do you prevent it?
5. How do you ensure the patient's privacy during trasferings?
6. What are the difficulties that arise when you are missing information?
7. How do you cope with these difficulties?



## **B. Communicating with the patient and members of the staff**

Focus:

1:25-2:12 Yossi and the patient, Zahava

00:20-00:27 Yossi and his son

3:50-4:05 Yossi and his son

Tell the participants that they will be watching a video clip about 1 minute long describing the transferring conducted by Yossi to the patient, Zahava. Ask the participants to focus on the communication between Yossi and the patient and the communication between Yossi and members of the staff.

Afterwards, show the two short segments between Yossi and his son.

Ask the participants to examine how Yossi says goodbye to his son and if he told him that he will put him down after holding him.

### **After watching the video:**

#### **Description of Facts**

1. Who are the patients and caregivers presented?
2. How would you describe Yossi's body language, tone, listening skills, eye contact and choice of words to the patients?
3. How would you describe Yossi's tone, choice of words, body language and eye contact to the professional staff?
4. Was an explanation provided to the patients before the transferring?
5. Did the professional staff explain to Yossi his role and what is expected of him?

#### **Understanding the Reasons for the Actions**

1. What do you think is important to the patients in the contact with Yossi, the caregiver?
2. What do you think is important to Yossi in the contact with the patients?

3. What do you think is important to the staff in connection with Yossi?

**The main problems regarding communication during the meeting between Yossi, the caregiver, with the patients**

1. What do you think is a respectful attitude towards the patients?  
For example, eye contact, reaction to pain, aggressive/ respectful touch, non-verbal communication, demonstration, intuition, choice of words.
2. Was the attitude to the patients respectful?
3. What do you think the caregiver need to explain to the patients and why?
4. For example, to explain to the patient before each transferring
5. Did Yossi say goodbye to the patients when he left their room after a transferring?
6. Did the patient receive a respectful attitude, as a person?  
For example, did the caregiver refer to the patient by name? Did he ask how he was feeling? Did he know which language to speak to him? Did he know if the patient hears well, sees well, understands the instructions?



## **The main problems regarding communication during the meeting between Yossi, the caregiver, and the members of staff**

1. How did the staff: the nurse and the other caregiver act towards Yossi?
2. How do you think Yossi felt?
3. How was the communication between Yossi and the members of staff?  
For example, verbal and non-verbal communication, eye contact, attentive / non-attentive, positive feedback/criticism, cooperation between the two caregivers.
4. Did the caregivers cooperate? What is the preferable way to act? What are the advantages and disadvantages for each method?

## **Learning from the specific to the general**

1. Did you have to deal with similar issues of communication at your job?
2. What additional creative ways can you communicate with patients?
3. What are the implications for proper and respectful communication in contrast to improper communication for transfers ?
4. Share from your own experience situations with improper communication. How did this impact the treatment and did it influence in other areas that are not directly related to transferring ?
5. Share from your own experience situations with good communication. How did this impact the treatment and did it impact any other areas that are not directly related to transferring ?
6. Emphasize to the participants two important activities that are essential for good communication;
  - Maintaining eye contact
  - Explanation before and during the performance of the action.

Suggestion for role play between the two different caregivers on: providing messages through non-verbal communication.



Ask two participants from the group to volunteer to act out the roles of the caregivers.

Explain to them the instructions of the game, in writing or verbally, in a way that the other participants will not hear.

Instruction: each of them will be a caregiver who speaks a different language, and each will need to provide information to the other caregiver about the patient Haim.

1. Haim needs to be moved to his bed.
2. Caution is necessary because Haim's right shoulder hurts him.
3. Wait 5 minutes, I need to bring the cot for the lift.

**Rules of the game:**

- The actors do not speak the same language, and therefore verbal communication is only permitted in a foreign language.
- Non-verbal communication is permitted.

## **C. Professional aspects and patient safety**

Focus:

2:48-3:35 transferring in an unprofessional manner

8:35-14:10 transferring in a professional manner

Tell the participants that they will be watching two segments from the film:

1. The first segment will be about one minute describing the transferring that were done in an unprofessional, disrespectful and unsafe manner.
2. The second segment is about 6 minutes long that will describe transferring that were done in a professional, respectful and safe manner.

Ask the participants to focus on the transferring techniques and the communication between Yossi and the patients and Yossi and the other caregivers and to examine the differences in the techniques of the transferring between these two segments.

### **After watching the video:**

#### **Description of Facts**

1. To what extent did the patients need help in the transferring instances that were presented?
2. Was the transferring carried out safely?
3. Describe the performance of each of the transferring presented.
4. Describe and provide examples for the transferring performed in a correct and safe manner.

#### **The main problems in the performance of the transferring**

1. Was Yossi, the caregiver, provided with precise guidelines to perform his task?
2. Did Yossi gather the relevant information concerning the physical ability of the patients and the technique that are usually used for transferring these patients?

3. Did the staff cooperate with one another? How did Yossi react to Neejam's offer of assistance?
4. How was the communication between Yossi and the patients?
5. Did they prepare the surroundings before the transferring?
6. Did Yossi know how to adapt the transferring to the patients' abilities?
7. Did Yossi give the patients an opportunity to assist in the act of transferring?
8. What do you think are the main factors of a safe transferring?
9. Did Yossi ensure that when performing the transferring, it would be safe for him and for the patients?

### **Learning from the specific to the general**

1. When you need to assist a patient to move from a chair to a bed, what do you do to ensure that the move will be safe for you and the patient?
2. Do you when working provide the patient with an opportunity to assist in the transferring, according to his ability?
3. Do you ensure that the sequence of correct transferring is maintained, for example: standing < sitting on the bed < lying down?
4. What do you think could happen to you and to your patient if the transferring is not safe?
5. Based on your experience, what happens to you and your patients when the transferring is performed in the correct technique?
6. How do you position the patient in the bed or chair after the transferring? What do you strictly adhere to?
7. How do you say goodbye to the patient?

## **Conclusion**

### **The communication and transition between Yossi and his son**

1. Did Yossi communicate with his son and with his patients in the same manner?
2. Did Yossi say goodbye to his son in the same manner he did his patients?
3. Did Yossi explain to his patients what would transpire in the transferring, as he did with his son.

## **Summary of the Discussion and Guidelines**

1. Reflect the feelings that came up in the conversation.
2. Summarize the messages that arise from the film:
  - Performing the transferring safely for the caregiver and the patient.
  - Communication before, during and after the actual transferring.
  - Treating the patient in humane, responsible and professional manner.



# Concise outline



## Minutes in the video

0:01 – 16:06



## Topics for Discussion

1. Professional Issues
2. Airing out feelings



## Relevant Questions

1. What thoughts did you have when watching the video?
2. What feelings arose watching the video?

## Main Messages

1. Transferring the patient will be done safely for both the patient and the caregiver.
2. Communication between the patient and the caregiver and between the caregivers.



## Minutes in the video

00:55-3:35



## Topics for Discussion

Gathering relevant information



## Relevant Questions

### Focus:

1. Performing the transferring.
2. What did Yossi, the caregiver, know about the patient before transferring them?

## After watching the video:

Did you experience a situation where you were missing information about the patient?

## Main Messages

1. Before performing a correct and safe transferring, the caregiver must examine:
2. Does he know the patient?
3. Did he receive guidelines about how to move the patient?
4. Does he know the patient's abilities and disabilities for transferring on that day?
5. Preparing the surroundings for the transferring.
6. How can we prevent a situation for missing relevant information when moving a patient?
7. What do we do when that happens?



## Minutes in the video

00:55-2:10

5:55-6:45



## Topics for Discussion

Communication between the caregiver and patients and other members of the staff



## Relevant Questions

### Focus:

Communication between:

1. The caregiver and the patient
2. The new caregiver and senior caregiver
3. The caregiver and the nurse
4. Yossi and his son

### After watching the video:

1. What can be said about the communication between Yossi, the caregiver, and the patient?
2. What can be said about the communication between the caregivers?
3. Did you deal with similar situations in the past?
4. What were the creative ways you used to communicate with the patients?
5. What is the impact of improper communication?

**Game:**

Two participants will act as a caregiver and each will speak a different language (see an explanation in the extended guidelines).

**Main Messages**

1. Importance of creating eye contact.
2. Importance of providing a verbal explanation before the transferring.
3. Importance of demonstration when caregiver speaks different languages.
4. Acknowledging the patient's disabilities, i.e. sight/hearing/pain problems.
5. Verbal communication at the end of the transferring.
6. Listening
7. Receiving feedback/criticism from members of the staff.
8. Verbal communication before, during and after transferring.
9. Working in cooperation.

**Minutes in the video**

8:35-14:10

**Topics for Discussion**

1. Aspects for professional techniques for transferring
2. patient caregiver safety

**Relevant Questions****Focus:**

1. To what extent did the patients need assistance in the transferring?
2. Did the patients use their physical abilities during the transition?

**Main Messages**

1. During transferring, the patient needs assistance suitable for his abilities and disabilities.
2. For safe transferring, the caregiver must:
  - Recognize the patient and gather the relevant information concerning his ability that day.

- Prepare the surroundings for the transferring.
- To know the safe transition technique for the specific patient.
- To ask another caregiver for help when the patient needs the help from two caregivers for the transferring.

## **Summary of the Discussion and Guidelines:**

1. Reflect the feelings that arose during the conversation.
2. Summarize the messages that can be seen from the movie:
  - Respectful and personal communication between the caregiver and the patient and between the nursing staff and the caregiver.
  - Applying professional guidelines.
  - Treating the patient in a personal, responsible and professional manner.



**One day Caregiver**  
3 videos to watch live:  
**Feeding | Transferring | Family**





# One day Caregiver Family

An outline for instructing and for a Discussion  
after Viewing the Video



To directly view the video in English:

<https://www.eshelnet.org.il/MetapelEnglish>

To select a different language to view the video:

<https://www.eshelnet.org.il/Metapel3Parts>

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## Minutes

## Subject

0:10-1:05	Interpersonal communication and relationship between the caregiver and the family
1:20-2:30	A daughter visit her mother in the assisted nursing ward
2:35-3:44	Family visiting a patient in the assisted nursing ward
3:44-4:10	Daughter visiting her father, in the assisted nursing ward

## The instructing outline in four parts:

1. General guidelines
2. Detailed instructing outline
3. Summary of the tutorial and the discussion
4. Abbreviated instructing outline

## General Guidelines:

- Target Audience: caregivers in the community and in institutions
- Number of participants: approx. 15
- Duration of the tutorial: 45-60 minutes
- Duration of the video: 13:07 minutes
- Required aids:
  - o Version of a movie that is suitable for the spoken language of the participants: Hebrew, English, Arabic or Russian;
  - o A quiet room;
  - o Chairs organized in a semi-circle facing the screen;
  - o Paper and writing tools for the participants;
  - o Board and writing materials for the host;
  - o Screening equipment: computer, projector, screen, internet connection.



## Layout of Extended Guidelines

The layout includes background, describing the case at hand, guidelines for the training before and during the video, topics and questions for discussion after viewing the video.

### Background

Yossi is a caregiver. He is a young, married and a father of one. He is un attentive to his wife. She asked him to speak with her mother who is visiting them. In response, he turned his back on his mother-in-law saying that he does not have time and he is rushing to leave the house for work.

When entering the old age home, where Yossi works, Yossi meets Eliyahu, a resident who is waiting for his family's visit. Yossi does not understand why Eliyahu is waiting for them near the door and does not go inside. Eliyahu says he is waiting outside as a gesture of respect to them.

**The case scenario** takes place in the dining room of the geriatric ward after lunch during which there are three situations that take place between Yossi, his patients and their families.



## Introduction

1. Describe to the participants the purpose for viewing. Explain that they are about to see a video that is about 13 minutes long that focuses on four short stories dealing with communication between Yossi, the caregiver in a geriatric ward and his family, his patients and their families.
2. Read out loud the background and the case scenario described above.
3. Pass out to the participants paper, writing tools and scissors and ask them to note while watching the video the communication and cultural elements they notice during the encounters Yossi, the caregiver has with his own family and with the patients and their families, and they should also identify sources of disagreement that exist among the parties involved.
4. You can suggest they also write down thoughts, feelings and questions that arise while watching the video which will be discussed by the group after watching the video.
5. Play the video in an area that enables viewing and learning. Turn off the lights and ask the participants to mute their cell phones. Make sure that the room is quite without distractions.



## **After watching the entire video:**

### **Talk about everybody's emotions**

Collect the participants' feelings and thoughts and assess the subjects that are important to them. It is important that each participant express their opinion.

1. What feelings did the video instigated in you?
2. What thoughts did you have while watching the video?

Write their answers on the board.

## **Subjects and Questions for Discussion**

### **A. The story where Yossi, the caregiver, ignores his mother-in-law**

#### **A.1. Inter -personal communication and reciprocal relationship between Yossi and his family**

**Focus:** 00:20 -1:05 minutes

Tell the participants that they will watch a segment of the video that is about one minute long that will focus on the behavior of Yossi, the caregiver, toward his family.

## **After watching the video:**

### **Description of Facts**

1. which of Yossi's family member appear in the segment?
2. Note when Yossi's wife asked him to pay attention to her mother and speak to her and his reaction ignoring her request.

### **Understanding the Reasons for Actions**

1. What do you think is important to Yossi's wife?
2. Ask the participants to describe at length the communication channels in Yossi's family?

3. How is the communication in the segment described, verbally and non-verbally, for example, body language, listening, time?
4. What body language is used by Yossi to express his annoyance from his wife's request?
5. Discuss with the participants, the gestures and the elements for maintaining communication:  
Environment that enables conversation in contrast to one that does not: open conversation versus closed conversation when Yossi speaks quietly so that the mothers-in-law will not hear; reference to tone of speech – anger and impatience.

### **Main problems with the encounter between Yossi and his wife**

1. What is Yossi's awareness about the means of communication in his nuclear family with his wife and son?
2. What does he know about the means of communication in his extended family?
3. Was he attentive to his different family members: his wife, son, mother-in-law?
4. To what extent was he aware of the importance of providing a suitable reply within his nuclear family?

### **Learning from the specific to the general**

- Did you experience similar situations?
- How did you handle such a situation?

### **A.2. Clarifying the source of the objection**

**Focus:** 00:20 -0:035 minutes

Tell the participants that they will watch a segment of the video that is about 15 seconds long and ask them to focus on Yossi, the caregiver, and his unwillingness to speak with his mother-in-law.

## **After watching the video:**

### **Description of Facts**

What is Yossi's wife's body language and what is she expressing?

For example: impatient, disregarding, Yossi's disrespect to an older person.

### **Understanding the reasons for actions**

1. What did Yossi's wife do at this stage?
2. How did Yossi respond to her request?

### **Learning from the specific to the general**

Based on your experience, what could be the reasons that Yossi objects to speak with his mother-in-law?

Discuss with the participants the subject of turning your back to a person in a traditional society where respecting your elders is a social value.

## **A.3. Sensitivity to cultural components**

**Focus:** 00:20 -0:035 minutes

Tell the participants that they will watch a segment of the video that is about one minute long and ask them to focus on the relationship between Yossi, the caregiver, with his wife and mother-in-law and in the question how this relationship is duplicated in the relationship between him and the people in the nursing ward where he works?

## **After watching the video:**

### **Description of Facts**

How did Yossi behave?

Note again before the participants Yossi's inappropriate and improper behavior to older people in his family unit and his impatience toward his wife and mother-in-law by completely ignoring his mother-in-law.

## **Learning from the specific to the general**

1. Based on your experience, what could be the reasons for Yossi's disrespectful behaviour to his mother-in-law?
2. Discuss with the participants the issue of disrespect of an adult and to the elderly and the problematic of turning one's back to the elderly thus completely ignoring the social value of respect to the elderly in a traditional society.
3. Share a story at your job/ community/ family that relates to the elderly in general and specifically to elderly parents.

### **B. Daughter visiting her mother who is a patient in the nursing ward**

The segment features a random encounter between Yossi, the caregiver, and the daughter of a patient in the nursing ward, who came to see her mother.

The case scenario occurs in the dining room of the nursing ward in the old age home.

Zahava, who is a patient residing in the institute, is visited by her daughter. The daughter turns to Yossi and asks him why her mother is sleepy.

Yossi ignored the question instead uses a critical difaying tone which causes objections. He remarks that he does not know her and that her sister visits her mother more than she does. He responds in an unsuitable manner to the daughter's question about her mother's state.

He tells the daughter that the mother has a fever and gives medical information he is not authorized to provide. The daughter is angry that she was not informed of her mother situation however it later became apparent that the information provided by Yossi was incorrect when one of the other caregivers on the staff corrects him that the patient does not have a fever.

## **B.1. Elements of Communication**

**Focus:** 1:20 -2:30 minutes

Tell the participants that they will watch a segment of the video that is about one minute long that will focus on the encounter between Yossi, the caregiver, and Zahava, a patient in the nursing ward, daughter.

### **After watching the video:**

#### **Description of Facts**

Point out to the participants the characters and the facts presented in the segment:

- The daughter of Zahava, a patient resident, came to visit.
- Zahava, the patient resident is sleepy and sitting in a wheelchair.
- Yossi, the caregiver, told the daughter that he does not know her.
- Yossi told the daughter that her sister visits her mother more than she does.

#### **Understanding the reasons for the actions**

1. What do you think is important for Zahava's daughter to know?
2. Discuss with the participants the elements of communication including verbal communication, for example, choice of words, tone and note of speech and non-verbal communication, for example, the ability to listen, ability to understand and contain, avoid judgmental, body language and tolerance.
3. Is the setting where the conversation took place – the dining room of the ward, which is a public place, an area that allows for good communication?
4. What did the tone and note of each participant express?  
The daughter – being defensive, insecure, angry.  
Yossi – judgmental, angry, impatient.

## **The main problems during the encounter between Yossi, the caregiver, and Zahava's daughter**

Was Yossi, the caregiver, attentive to Zahava's daughter, when she asked him a question?

1. What did he know about Zahava?
2. What does he know about Zahava's family?
3. Was he aware of the nature of relationship and accordance's in Zahava's family?
4. To what extent was he aware of the importance of providing an answer that is appropriate and suitable to the question that was asked by Zahava's daughter?

### **Learning from the specific to the general**

- Did you experience any similar situations?
- How did you handle that situation?

## **B.2. Clarifying the source of resistance**

**Focus:** 1:46 – 2:10 minutes

Tell the participants that they will watch a segment of the video that is about a minute and a half long and ask them to focus on Yossi's the caregiver behavior and words.

### **After watching the video:**

#### **Description of Facts**

As presented in section B.1.

#### **Understanding the reasons for actions**

1. What do you think is important for Zahava's daughter to know?
2. In the presented segment, did the behavior and actions of Yossi, the caregiver, comply with the behavioral boundaries of a caregiver?



3. Discuss with the participants the communication components that appear in the segment which ecco the communication components between Yossi and his nuclear family: Yossi ignoring the daughter's request which is similar to ignoring his wife's request.

You can discuss again components of verbal communication and non-verbal communication presented in the segment and to what extent the surrounding in which the conversation takes place can impact good communication, which appears at length in section B.1., in the part that deals with understanding the causes for action.

### **The main problems with the behavior of Yossi, the caregiver, when he met with Zahava's daughter**

1. What does Yossi, the caregiver, know about Zahava?
2. What does he know is permitted or forbidden to say about the patient's condition?
3. To what extent was he aware of the importance of providing an answer that is appropriate and suitable to the question that was asked by Zahava's daughter?

### **Learning from the specific to the General**

1. Did you experience any similar situations?
2. How did you handle that situation?

### **B.3. Sensitivity to cultural components**

**Focus:** 2:11– 2:30 minutes

Tell the participants that they will watch a segment of the video that is about 20 seconds long and ask them to focus on the relationship and interaction between Yossi, the caregiver, and Zahava's daughter and how this relationship is duplicated with the people surrounding him in the ward where he works.

## **After watching the video:**

### **Description of Facts**

**Point out to the participants the characters and the facts presented in the segment:**

- Yossi, the caregiver, provided information that he was not authorized to provide.
- He got Zahava's daughter angry because she was not provided with an update on her mother's condition.
- He gave incorrect information to the daughter.
- One of the other caregivers on the team confronts Yossi about his claim and tell him that the patient does not have a fever.

### **Understanding the reasons for the actions**

1. Why do you think that Yossi provided incorrect information?
2. What did he feel that caused him to act this way?
3. Summarize for the participants the reason for the actions: Yossi felt attacked and that is why he provided information that was not necessarily true.

### **The main problems with the behavior of Yossi, the caregiver**

1. How did Yossi act to avoid a confrontation with Zahava's daughter?
2. Was Yossi authorized to provide medical information to the patient resident's daughter?
3. Was the information provided to the daughter about her mother's condition correct?
4. Was the information conveyed to the tending nurse on duty or to the tending nurse in the department?

### **Learning from the specific to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

## **C. The story of a visit from a family of a patient resident in the nursing ward**

### **Background**

In the segment presented an encounter between Yossi, the caregiver, when he was serving food to a patient resident in the ward, and with the patient's wife when she visited him and brought him food from home.

The case scenario takes place in the dining room of the geriatric ward.

When food is being served to the patients, Yossi, the caregiver, places the tray of food (which is of a soft consistency) to the patient resident who is sitting at the table with his wife and son. The patient's wife is angry because of the type of food served to her husband and says that she would rather give him food that she brought from home. Yossi ignores her turns his back on her and does not explain why her husband received food that is of a soft consistency.

### **C.1. Communication components**

**Focus:** 2:35– 3:08 minutes

Tell the participants that they will watch a short segment of the video that is about a minute and a half long and ask them to focus on the relationship and interaction between Yossi, the caregiver, and the patient resident's wife and son when they are sitting at the table.

### **After watching the video:**

#### **Description of Facts**

Point out to the participants the characters and the facts presented in the segment:

- Yossi, the caregiver, is serving food to a patient in the nursing ward who is sitting at the table.
- The patient's wife brought him food from home.
- Yossi served the patient food in a different consistency from the consistency of the food that the patient's wife brought from home.

## **Understanding the reasons for the proceedings**

1. Note that the patient's wife prefers to give her husband food from home while Yossi, the caregiver, is giving him food that he was told is better and more suitable for him.
2. Discuss with the participants the elements of communication including verbal communication, for example, choice of words, tone and note of speech and non-verbal communication, for example, the ability to listen, ability to understand and accept, not being judgmental, body language and patience.
3. Discuss the impacts that the Western culture provided to food as a way of communicating and representing love, giving, compassion, caring and closeness.
4. Is the environment where the conversation took place – the dining room of the ward, which is a public place, is an area which permits good communication?
5. What did the tone and note of each participant express?  
The wife – anger and being judgmental.  
The son – anger and verbal abuse  
Yossi – impatience and apathy

## **The main problems during the encounter between Yossi, the caregiver and the patient's wife**

1. Why was the wife so angry?
2. How attentive was Yossi to the patient's wife?
3. To what extent was he aware of the importance of providing an appropriate answer to the patient's family?
4. To what extent was he aware of the importance of food as an element symbolising giving, connection, love, compassion?
5. Was an explanation provided to the patient's wife regarding the importance of the appropriate consistence of the food to ensure her husband's safety?

## **Learning from the specific to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

### **C.2. Clarifying the source of resistance**

**Focus:** 2:35– 2:57 minutes

Tell the participants that they will watch a short segment of the video that is about a minute and a half long and ask them to focus on the concern expressed by the wife to her husband, the patient, in reaction to Yossi, the caregiver, who objected to the food the family served to the patient.

### **After watching the video:**

#### **Description of Facts**

1. Point out to the participants the characters and the facts presented in the segment:  
The patient's family is objecting to the food that Yossi, the caregiver, is serving the patient.
2. The family is angry at Yossi who does not understand why the family is objecting.
3. Yossi fails to identify the family's reaction.
4. What does the patient's wife's body language indicate?
5. What does Yossi's body language indicate?

Summarize that Yossi's body language indicated defense and apathy, the wife is angry and being judgmental and the son is angry and aggressive.

#### **Understanding the reasons behind the actions**

1. Why is the patient's family objecting to the food that Yossi, the caregiver, served their family member, the patient?
2. Why did Yossi prevent the patient's wife from giving her husband the food she brought from home?

3. Why is the patient's wife demanding that she give her husband the food she brought from home?
4. Why is the son taking his mother's side who is trying to feed his father?

### **The main problems during the encounter between Yossi, the caregiver, and the patient's family**

1. Why is the patient's family angry at Yossi, the caregiver?
2. What does Yossi's impatient and inappropriate response give rise to in the patient's family?
3. What do you think caused the wife and son to be angry regarding the food that Yossi was serving?

### **Learning from the particular to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

### **C.3. Sensitivity to cultural elements**

**Focus:** 2:54– 3:21 minutes

Tell the participants that they will watch a segment of the video that is about a minute and a half long and ask them to focus on the following questions: how does the relationship between Yossi and the patient's family affect their feelings and what is the importance of bringing food from home for the wife and son.

### **After watching the video:**

#### **Description of Facts**

#### **Point out to the participants the facts presented in the segment:**

- It is important for the patient's wife and son that the patient eat the food that was brought from home.
- Yossi, the caregiver, does not understand the wife's and son's desire that the father will eat food from home.

- Yossi is not aware of the importance that the patient's family place on food.

### **Understanding the reasons for the actions**

What is the importance of food for the patient's wife and son?

Discuss with the participants the importance that the patient's family attributes to food, maintaining eating habits from the past as an expression of familial ties and the wife wish to maintain her status and traditional role within the family.

### **The main problems of encounter between of Yossi, the caregiver, and the patient's family**

1. Does Yossi show empathy and understanding to the family's difficulty?
2. To what extent is Yossi aware of the importance the family places and attributes to food?
3. Does Yossi also think that food is an element that reflects a relationship of care, concern and giving in the way the patient's family does?
4. How does Yossi's lack of attention affect the wife's desire to maintain her status and traditional role within the family?

### **Learning from the specific to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

## **D. Daughter visiting her father, who is a patient in the assisted nursing ward**

### **Background**

The segment presents an encounter with Yossi, the caregiver, and the daughter of a patient who is in the nursing ward.

The case scenario occurs in the dining room of the nursing ward in the geriatric institute.

The patient's daughter asks Yossi why her father is in bed with pants that are wet from urine and why he is not being appropriately tended to. Yossi gets defensive and said that he already changed her father's pants once. Yossi did not explain to the daughter that her father is lying down because he is not feeling well, that he wet his pants a second time after his pants were already changed.

When the daughter asked where her father's watch was, Yossi was again defensive and noted that he did not steal it and he does not provide any solution for finding it.

### **D.1. Elements of Communication**

**Focus:** 3:44-4:10 minutes

Tell the participants that they will watch a segment of the video that is about a half a minute long and ask them to focus on the relationship between Yossi, the caregiver, and the patient's daughter who came to visit her father.

### **After watching the video:**

#### **Description of Facts**

**Point out to the participants the characters and the facts presented in the segment:**

- The daughter is complaining that her father's pants were not changed.
- The daughter is complaining that her father is in bed.
- The daughter is complaining that her father's watch is missing.
- The daughter is not attentive to the answer provided by Yossi, the caregiver.
- The daughter is not updated about her father's treatment plan and the changes in his health state.



## **Understanding the reasons for actions**

1. What feelings arise with the daughter following Yossi, the caregiver attitude to her complaint?
2. How did the daughter feel when she was not updated about her father's treatment plan?

## **The main problems during the encounter between Yossi, the caregiver and the patient's daughter**

1. Was Yossi attentive to the patient's daughter's questions?
2. Did he relay the information to the daughter in the way he is suppose to?
3. In what way was information given to the daughter?
4. How did Yossi respond to the daughter's reaction and how did the daughter accepts Yossi's reaction?

## **Learning from the particular to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

## **D.2. Clarifying the source of the daughter's resistance**

**Focus:** 3:44 – 4:10 minutes

Tell the participants that they will watch a segment of the video that is about half a minute long and ask them to focus on the question concerning the feelings of the patient's daughter's and of Yossi's, the caregiver, regarding the daughter's question.

### **After watching the video:**

#### **Description of Facts**

**Point out to the participants the characters and the facts presented in the segment:**

- The patient's daughter is worried.

- Yossi, the caregiver, provides the daughter with a superficial answer which is missing important details concerning the treatment her father received.
- Yossi's response makes the daughter incredibly angry.
- Yossi becomes defensive when the daughter asks about her father's watch.

### **Understanding the reasons for the actions**

Point out to the participants that superficial answer that was provided by Yossi, the caregiver, which is missing important details concerning the treatment her father received, made the daughter incredibly angry.

1. Why is the daughter concerned?
2. What does the patient's daughter's body language express?
3. What is Yossi's body language? What does it express?

The main problems with the reaction of Yossi, the caregiver, to the patient's daughter's questions

Is there a connection between the way Yossi reacted to the patient's daughter's questions to the anger that the daughter felt?

### **Learning from the specific to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

### **D.3. Sensitivity to cultural elements**

**Focus:** 4:00– 4:10 minutes

Tell the participants that they will watch a segment of the video that is about 10 seconds long and ask them to focus on the relationship and interaction between Yossi, the caregiver, and the patient's daughter and how the way they conducted the conversation affected the daughter and her attitude toward Yossi.

## **After watching the video:**

### **Description of Facts**

#### **Point out to the participants the characters and the facts presented in the segment**

- The insensitive behavior of Yossi, the caregiver, to the daughter of a patient in the ward.
- Yossi is not conscience of where the interpretations and concern of the daughter's stems from.
- The daughter thinks that Yossi was not attentive enough to his work to move her father from his bed and provide him with the appropriate treatment.
- The daughter insinuates that Yossi is responsible for her father's missing watch which only further reinforces her lack of trust.

The main problems of the communication between Yossi, the caregiver, and the patient's daughter

Does a sense of trust between the patient's daughter and Yossi, the caregiver exist?

### **Learning from the specific to the general**

1. Did you experience any similar situations?
2. How did you handle that situation?

### **Conclusion:**

#### **Additional matters that could be addressed in the discussion:**

1. Measures to build communication and provide information.
2. Measures to convey messages through non-verbal communication.
3. Ways to report and provide information to superiors on all unusual events.
4. Ways to manage conflicts.

## **The morning with Yossi and his family**

Is there a similar pattern in the communication between Yossi and his family to the communication with the families of the patients he cares for?

### **Summary of the Discussion and Guidelines:**

1. Reflect the feelings that arose during the conversation.
2. Summarize the messages that arise from the movie:
  - The importance of verbal and non-verbal communication.
  - The importance of providing information concerning actions taken with the patient.
  - The importance of treating the patient and his family with respect.
  - Building an open trust based communication that expresses patience, interest, listening, empathy, care, inclusion and understanding to the patient and his family.
  - Treatment of the patient and the relationship with the family must be humane, responsible and professional.

## Recommendations for Simulation Games

It is optional to play simulations games concerning communication to illustrate the problems that can arise when trying to communicate: for example, broken telephone, use of faces/mimicking to transfer messages:

**Broken telephone:** the group is sitting in a circle. One of the participants whispers a word into the ear of the person sitting next to him, who in turn whispers the word to the person sitting next to him. This continues until the last participant says the word that he heard out loud and a comparison is made between the first word said to the last word heard.

**Facial expressions (mimicking) and pantomime:** defining a sentence, describing a movie and providing a message only through hand gestures and facial expressions.



# Layout of Concise Guidelines



## Movie Time

0:01 – 13:06



## Subjects for Discussion

Discussing Feelings



## Relevant Questions

1. What thoughts do you have while watching?
2. What feelings did you have while watching?

## Main Messages

1. Interpersonal communication
2. Communication with different family members



## Movie Time

00:20 – 1:05



## Subjects for Discussion

The relationship between Yossi and his family: elements of communication



## Relevant Questions

### Focus:

Pay attention to the communicative relationship that Yossi, the caregiver, has with his wife before he leaves for work.

### After watching:

1. Is Yossi attentive to his family?
2. Is he aware of the importance of providing an appropriate response to his nuclear family?

## Main Messages

1. Reference to the elements of communication in Yossi, the caregiver's nuclear family:
  - Verbal and non-verbal communication
  - Body language
  - Listening
  - Time
2. Cultural gestures for communication:
  - Surroundings that enable or does not enable communication, for example, the dining room in the geriatric ward in contrast to Yossi, the caregiver's home.
  - Open conversation in contrast to a closed conversation, for example, Yossi does not want his mother-in-law to hear his conversation with his wife.
  - Angry tone of speech and impatience.



## Subjects for Discussion

Clarifying the source of objection from Yossi, the caregiver, to speak with his mother-in-law.



## Relevant Questions

### Focus:

Pay attention to the request and explanation from Yossi, the caregiver's wife.

### After watching:

1. What did Yossi's wife do at this stage?
2. How did Yossi respond to her request?

## Main Messages

1. Clarifying the source objection from Yossi, the caregiver, to speak with his mother-in-law.  
00:20 -0:035 minutes
2. Yossi's wife's body language
3. Yossi's body language
4. Yossi's impatient response.



## Subjects for Discussion

Sensitivity to cultural elements



## Relevant Questions

### Focus:

Pay attention to the relationship between Yossi, the caregiver, and his wife and mother-in-law and how this relationship is duplicated with the relationship between him and those in the nursing ward where he works?

### After watching:

Yossi's inappropriate and improper behavior to older people in his family unit.

## Main Messages

1. Expressions of impatience, ignoring, disrespect to an older and elderly person.
2. Ignoring cultural values of respecting the elderly in a traditional society.



## Movie Time

1:20-2:30



## Subjects for Discussion

Zahava's infrequent visits to her mother.



## Relevant Questions

### Focus:

Pay attention to the relationship between Yossi, the caregiver, and the daughter of the patient Zahava, who came to visit her mother.

### After watching:

1. Why do you think Yossi, the caregiver, reacted that way to the daughter?
2. What do you think is an appropriate response by Yossi during his first encounter with the daughter?
3. What do you think are the reasons for the daughter's reaction to Yossi?



4. What do you think were the daughter's needs that Yossi ignored?

### **Main Messages**

1. The reaction of Yossi, the caregiver, to the daughter's needs to receive information about her mother?
2. Expressions of insensitivity, ignoring, being judgmental, not listening.



### **Subjects for Discussion**

Clarifying the source of the daughter's objection



### **Relevant Questions**

#### **Focus:**

Pay attention to the daughter's question and the reaction from Yossi, the caregiver, to her distress.

#### **After watching:**

1. What does the patient's daughter do at this stage?
2. How did Yossi react to her questions?

### **Main Messages**

1. Clarifying the source of the patient's daughter's objection to the statements made by Yossi, the caregiver.
2. The daughter's body language.
3. Yossi's body language.
4. An impatient answer which is not consistent and raises concern with the patient's daughter.



## Subjects for Discussion

Sensitive reaction to cultural elements



## Relevant Questions

### Focus:

Pay attention to the relationship and interaction between Yossi, the caregiver, and Zahava's daughter and how this relationship raised anger, objection (antagonism) with the sense of the visit with the daughter.

### After watching:

Judgmental and insensitive behavior by Yossi to familial relationships.

## Main Messages

1. Yossi, the caregiver, is not aware of the familial relationship that could be complicated and may have internal disputes, lack of consent, visiting arrangements that are determined by other family members.
2. Expressions of being judgmental and not listening



## Movie Time

2:35 – 3:43



## Subjects for Discussion

The patient, Yaakov's family brings him regular food from home when he needs to eat food that has a soft consistency.



## Relevant Questions

### Focus:

Pay attention to the communicative relationship that Yossi, the caregiver, has with the patient, Yaakov's wife and son when they are sitting with him at the table.

### After watching:

1. Why do you think Yossi reacted that way to the patient's wife?
2. What do you think is an appropriate response from Yossi during his encounter with the patient's wife?

3. What do you think were the reasons for the patient's wife reaction to Yossi's statements?
  4. What do you think were the patient's wife's needs that Yossi ignored?
  5. What do you think were the reasons for the son's reaction to Yossi's statements?
  6. What do you think were the patient's son's needs that Yossi ignored?
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### **Subjects for Discussion**

Clarifying the source of the patient's wife's objection



### **Relevant Questions**

#### **Focus:**

Pay attention to the concern expressed by the patient's wife and the response to Yossi, the caregiver, to the objection that the family serve food to the patient food in ward:

#### **After watching:**

1. How did the patient's wife react at this stage?
2. How did the patient's son react?
3. How did Yossi react to discovering the family's objection?

### **Main Messages**

1. Clarifying the source of the family's objection to the food that Yossi, the caregiver, gave to the patient, Yaakov.
  2. Reference to the body language of the patient's wife's, the patient's son and Yossi.
  3. Lack of Yossi's understanding concerning the family's objection.
  4. The patient's wife and son feeling angry and guilty.
  5. Yossi providing the family an inpatient response which gives rise to violence, anger and objection from the patient's wife and son.
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## Subjects for Discussion

Sensitivity to cultural elements



## Relevant Questions

### Focus:

Pay attention to the relationship between Yossi, the caregiver, and the patient's family and how the relationship led to anger, objection (antagonism) and criticism with the family.

### After watching:

Yossi's misunderstanding to the family's 'wishes.

## Main Messages

1. Yossi, the caregiver, is not aware of the significance the patient's family sees in food as being a symbol of concern, care and giving, a measure to maintain prior eating habits in the family relationship.
2. Ignoring the patient's wife's desire to maintain her status and traditional role in the family.



## Movie Time

3:44 – 4:10



## Subjects for Discussion

The patient's daughter is complaining that her father's diaper was not changed, that he is still in bed and that his watch is missing.



## Relevant Questions

### Focus:

Pay attention to the communicative relationship that Yossi, the caregiver, has with the patient's daughter, who came to visit her father in the ward.

### After watching:

1. Why did Yossi react to the daughter's questions this way?

2. What do you think is an appropriate response by Yossi during his first encounter with the daughter?
3. What do you think are the reasons for the daughter's reaction to Yossi?
4. What do you think were the daughter's needs that Yossi ignored?

### **Main Messages**

1. Yossi, the caregiver, ignoring the patient's daughter's feelings and concerns.
2. The daughter was not updated about her father's treatment plan and the changes in his health.
3. Yossi reacts with misunderstanding, anger, he did not listen or contain.
4. Yossi lacks information, is providing information that is not consistent and gives rise to anger and objections from the daughter.
5. The daughter needs to be listened to and contained



### **Subjects for Discussion**

Clarifying the source of the patient's daughter's objection



### **Relevant Questions**

#### **Focus:**

Pay attention to the question and the sense of the daughter's uncertainty and the reaction from Yossi, the caregiver, to her question.

#### **After watching:**

1. How did the patient's daughter react at this stage?
2. How did Yossi react to her questions?

## Main Messages

1. Clarifying the source of concern of the daughter which arises from not getting information about her father's treatment plan.
2. The patient's daughter's body language.
3. The body language of Yossi, the caregiver.
4. Superficial answer which is missing important details concerning the treatment her father received that was provided by Yossi to the patient's daughter which caused her to be incredibly angry.



## Subjects for Discussion

Sensitivity to cultural elements



## Relevant Questions

### Focus:

Pay attention to the relationship between Yossi, the caregiver, and the patient's daughter and how the conversation created concern and lack of trust by the daughter to Yossi.

### After watching:

Insensitive behavior by Yossi to the patient's daughter.

## Main Messages

1. Yossi, the caregiver, is not aware of the patient's history, the extra interpretation and concern expressed by the patient's daughter.
2. The daughter insinuates that Yossi is responsible for her father's missing watch which only further reinforces her lack of trust.



## Subjects for Discussion

Additional Matters for Discussion

## Main Messages

1. Measures to build communication and provide information.
2. Measures to provide messages through non-verbal communication.
3. Ways to report and provide information to superiors about extraordinary events.
4. Ways to manage conflicts.

## Summary of the Discussion and Guidelines:

1. Reflect the feelings that arose during the conversation.
2. Summarize the messages that can be seen from the movie:
  - Importance of verbal and non-verbal communication.
  - Importance of providing information concerning actions (feeding, transferring , etc.) taken at every stage (before, during and after the action) with the patient.
  - Importance of treating the patient and his family with respect.
  - Building open lines of communication that are built on trust and express patience, interest, listening, empathy, care and inclusion and understanding to the patient and his family.
  - Treatment of the patient and the relationship with the family must be personal, responsible and professional.

## Games

See the recommendation for games concerning communication in the layout of the extended guidelines.



**One day Caregiver**  
3 videos to watch live:  
**Feeding | Transferring | Family**

