



One day Caregiver Transferring

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

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
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