



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>

Written by: Dr. Dorit Rubinstein, Gila Kazum
Ministry of Health, Geriatrics, national review

Edited By: Rinat Sfadia | Joint – Eshel

Production: Joint – Eshel

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 accordances 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 symboling 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?
-



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.
-



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

