

PCW - Extensions

April 2022

Communication Case Scenarios



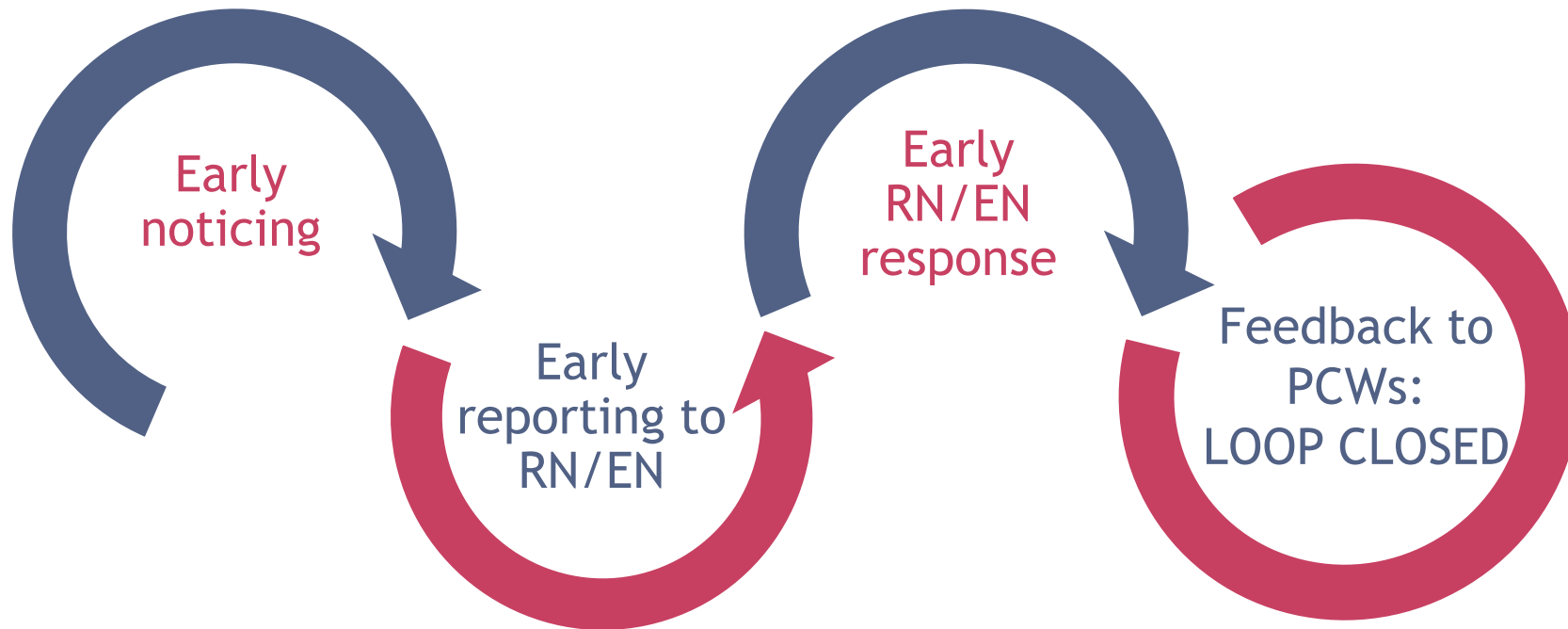
This material was originally developed by Queensland University of Technology as part of the Researching Early Detection of Deterioration in Elderly residents (EDDIE+) project, which was funded by the NHMRC MRFF 2019-2023. It can be used in line with the associated Creative Commons license.



Learning Objectives

- Review communication processes to report signs of deterioration
- Identify early signs of scenario deterioration for reporting to the RN/EN
- Demonstrate use of CUS in a scenario activity
- Recall actions to take after reporting a resident issue and if no RN/EN feedback received

Communication feedback loop



CUS communication tool

CUS

I am Concerned about...

I feel Uncomfortable because...

This is a Serious/Safety issue, can you please...

Deteriorating resident case study



Edgar is 75 years old with a history of angina, high blood pressure and type 2 diabetes, managed with diet and medication. He has dementia, walks by himself and is known to wander.

He has been lashing out and is agitated. He has been dribbling small amounts of urine, which isn't normal for him. He has been doubled over in a chair, rubbing his stomach. He looks clammy and pale.

- What signs of deterioration is Edgar showing?
- How would you report this using *CUS*?
- What next?

Deteriorating resident case study

Eden is 85 years old with a history of osteoarthritis, cardiac failure and mild stroke. She wears glasses and a hearing aid. Eden is cognitive but forgetful at times. She uses a wheelchair and needs help to go to the toilet. She is frail and thin.

Over the last few days, Eden has not been eating or drinking. She seems more tired than usual and is not interested in her normal activities. Eden won't get out of bed by herself as she usually does. She is slurring some words and the right side of her body is moving less. She says she is in pain and can't get comfortable.

- What signs of deterioration is Eden showing?
- Using CUS, how would you report this?
- What next?



Deteriorating resident case study

Edwin is 77 years old with a history of angina, high blood pressure and type 2 diabetes which is managed with diet and medication. He has dementia, walks without help and is known to wander.

This morning Edwin has coughed up green sputum. His chest is noisy when he breathes, and he is agitated. He cannot walk far before needing to stop and catch his breath.

- What signs of deterioration is Edwin showing?
- Using CUS, how would you report this?
- What next?



Deteriorating resident case study

Edna is 82 years old with a history of osteoarthritis, cardiac failure and type 1 diabetes. She wears glasses, uses a wheelie walker and needs help to go to the toilet. She is usually very social, participating in many activities.

Over the last few days, Edna has not felt like eating or drinking. She seems more tired than usual and is not interested in her normal activities. She's talking to herself and says she sees ants which are not there. This morning, Edna won't get out of bed.

- What signs of deterioration is Edna showing?
- Using CUS, how would you report?
- What next?



Deteriorating resident case study

Edwina is 85 years old with a history of osteoarthritis, cardiac failure and mild stroke. She wears glasses and hearing aids, walks with a wheelie walker and requires help to go to the toilet. She returned from hospital yesterday where she had a colonoscopy.

You notice Edwina is unsteady on her feet and keeps getting up to go to the toilet without her wheelie walker or asking for help. She seems restless and anxious about getting to the toilet.



- What signs of deterioration is Edwina showing?
- How would you report this?
- What next?

What will you do after reporting?

EDDIE⁺

QUESTIONS?

What was covered today ?

- Early detection of deterioration
- Use of *CUS* when reporting
- What you do after reporting