

# Improving Geriatric Care Through Empathy

## A NEW AVASYS® MONITOR STAFF E-LEARNING MODULE

This advanced online learning module is designed to change how caregivers think about and interact with older adult patients. One of many AvaSys® eLearning modules hosted by HealthStream®, it can be integrated with any hospital learning management system. The module includes:

### A LECTURE GIVEN BY A BOARD-CERTIFIED GERIATRIC NURSE

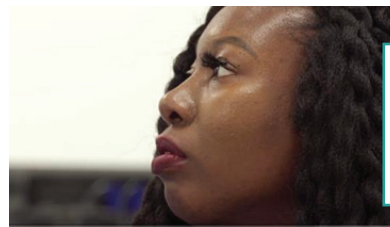
- Normal changes of aging
- Common types of confusion, such as delirium and dementia
- Effective communication techniques



“Adults feel the urge to void when their bladder is 50% full, but older adults may not feel the urge until their bladder is 85% full.”

### GERIATRIC SENSITIVITY SIMULATION AND GUIDED IMAGERY

Used to impact the “affective learning domain” – the way learners respond to content designed to change feelings, values and attitudes. The most important part of this segment is the self-reflection the caregivers discuss after the experience.



“‘Pleasantly confused’ isn’t necessarily pleasant, is it? I’ve never thought about it that way before.”

– Monitor staff

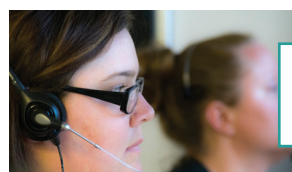
### VIDEO VIGNETTE

Demonstrating “elderspeak”— a term for inappropriate speech patterns that caregivers sometimes use with older adults.



#### INAPPROPRIATE ELDER SPEAK

“Hey big guy, get back in bed! You don’t want me to call your nurse and tell her you’ve been a bad boy.”



#### RESPECTFUL COMMUNICATION

“I’ll let your nurse know you need some help. She’s fast. She’s on her way.”

To find out about pricing and/or get a quote for this advanced AvaSys® educational module, contact your AvaSure® account manager or email [sales@avasure.com](mailto:sales@avasure.com).