



English for Nurses: Communication, Listening & Speaking

- ❖ **Elderly**
- ❖ **Palliative Care**
- ❖ **Death & Dying**



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Learning Objectives



Elderly Patient Strategies

Identify communication strategies for elderly patients in English.



Sensitive Phrases

Explore sensitive English phrases for discussing Palliative and End-of-Life care.



Empathetic Speaking

Develop skills for empathetic speaking in difficult conversations.



Palliative Care Goals

Define Palliative Care and its communication goals.



Active Listening

Practice active listening for emotional and spiritual needs.



Cultural Considerations

Discuss cultural considerations in end-of-life care.

Why These Conversations Matter

Builds Trust

Essential when patients are vulnerable.

Ensures Dignity

Respects patient autonomy and wishes.

Alleviates Suffering

Addresses not just physical but emotional and spiritual pain.

Supports Families

Helps families navigate difficult times.

Ethical Imperative

A core part of compassionate nursing.

Connecting with Older Adults



Sensory Changes Pace Yourself

Speak clearly, face the patient, reduce noise. Use large print and good lighting.



Allow extra time; do not rush the conversation.



Show Respect

Use preferred names. Acknowledge their life experience.



Simplicity

Avoid jargon, use simple English sentences.

Hearing More Than Words: Active Listening



Pay Full Attention

Put away distractions and make eye contact.



Show You're Listening

Nod and use verbal cues like "Uh-huh."



Reflect Feelings

"It sounds like you're feeling frustrated."



Paraphrase

"So, if I understand correctly, you mean..."



Ask Open-Ended Questions

"Can you tell me more about that?"



Wait for Answers

Embrace silence; do not interrupt.

Speaking with Clarity & Respect

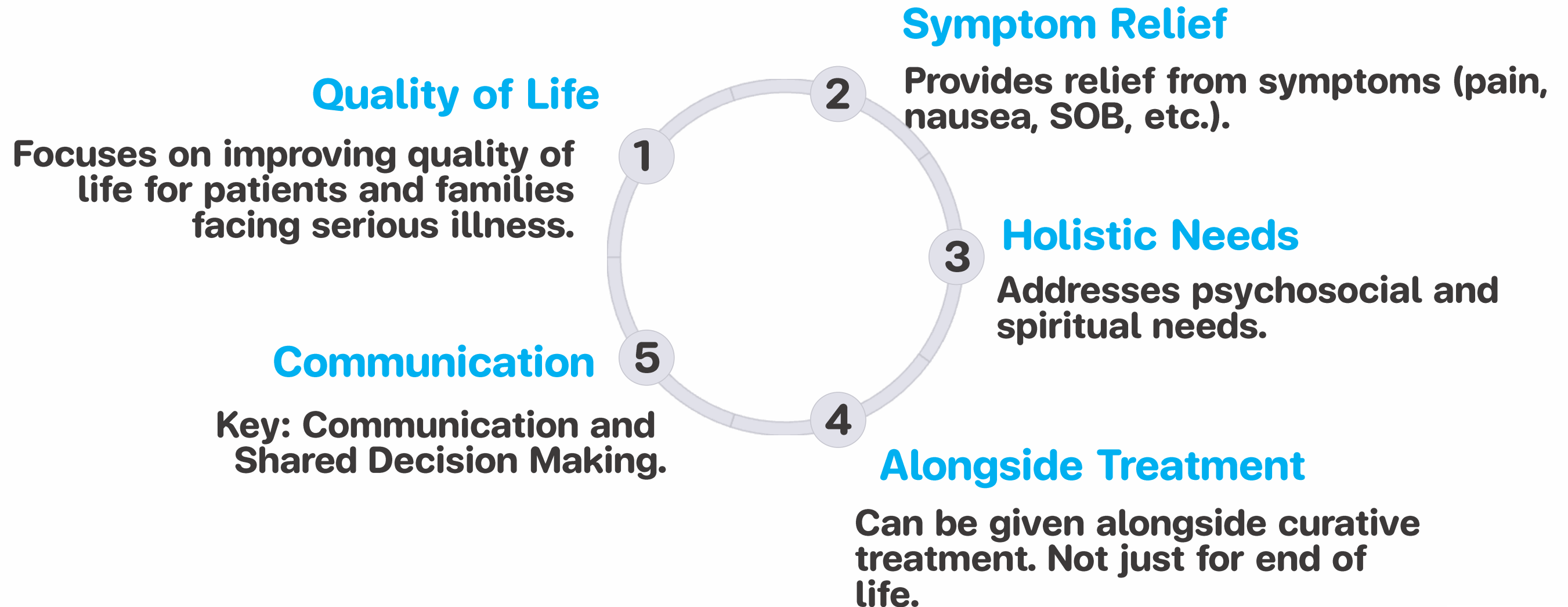
- **Introduce Yourself Clearly:** "Hello, Mr. Jones. I'm [Name], and I'll be your nurse today."
- **Explain Clearly:** "I need to give you this medication now. It's for your blood pressure."
- **Offer Choices:** "Would you prefer to sit in the chair now or a little later?"
- **Check Understanding:** "Does that make sense?" or "Can you tell me what we just discussed?"
- **Use a Calm, Gentle Tone.**

Activity 1: Listening to Mrs. Davies

Task: Listen. What are Mrs. Davies' main concerns (physical, emotional, social)? What empathetic response could you give in English?

Answer Key: Concerns: Insomnia, loneliness/grief, pain/mobility issues, feeling like a burden. Response: "It sounds like the nights are very difficult, Mrs. Davies, and you're dealing with a lot right now – both physical pain and missing your husband. Thank you for sharing that with me. Let's talk about how we can help with your hip pain and perhaps make you feel more comfortable."

Understanding Palliative Care





Hearing What Matters Most

Patients may have hopes, fears, and specific goals.

Meaning & Value

What gives their life meaning?



Hopes

Comfort, time with family, peace?



Biggest Worries

Pain, burden, loss of control?



Involved in Decisions

Who do they want involved in decisions?



Use open-ended questions:

"What is most important to you right now?"

"What are you hoping for?"

"What worries you most?"

Discussing Options & Managing Symptoms

Explaining Options

"There are different ways we can manage your [symptom]."

Symptom Management

"How is your [pain/nausea] now?"
"Would you like some medication for that?"

Advance Care Planning

"Have you thought about what kind of care you would want if you became very unwell?"

Focus on Comfort & Quality

"Our goal is to keep you as comfortable as possible."

Activity 2: Palliative Care Terms

Match the Term to its Definition:

- **Comfort Care**
- **Symptom Management**
- **Advance Directive**
- **Quality of Life**

Definitions:

- **A legal document stating future healthcare wishes.**
- **Focusing on relieving pain and other distressing symptoms.**
- **An individual's perception of their position in life.**
- **Care focused primarily on relieving suffering, not curing.**

Culture, Death, and Dying

Cultural Nuances

Views on death, grief, and mourning vary widely. Understanding cultural context is vital.

Key Considerations

Who makes decisions? How is truth told? What is religion's role? What rituals are observed?

Thai Context

Strong family involvement, Buddhist traditions like making merit, and dying at home are common.

Golden Rule

Always be aware, be respectful, and ask questions. Never make assumptions.



Listening for the Unspoken



Spiritual Distress

Listen for hints like "Why me?" or "Am I being punished?"



Existential Questions

Patients may ask, "Did my life matter?" or question their purpose.



Fear of the Unknown

Listen for fear of being alone or experiencing pain.



Desire for Closure

Patients may express a desire for reconciliation or final goodbyes.

Listen with your heart. Observe non-verbal cues. They often reveal more than words.



Navigating Difficult Conversations



Prepare Thoroughly

Know the facts. Plan exactly what to say.



Choose the Setting

Find a private, quiet place. Sit down.



Assess Understanding

Ask, "What do you understand so far?"



Deliver Information

Speak clearly, simply, in small chunks.



Show Empathy

Say, "This must be very difficult."



Allow Silence

Don't rush. Let emotions unfold.



Plan Next Steps

Discuss actions. Offer support.

Words of Comfort & Support

"I'm here for you."

A simple, powerful statement of presence and support.

"It sounds like this is very difficult."

Acknowledge their feelings directly and with empathy.

"We will keep you comfortable."

Reassure them about pain and symptom management.

"What is most important now?"

Empower them by focusing on their priorities.

"Is there anyone to call?"

Offer practical help with connecting with loved ones.

"It's okay to feel."

Normalize their emotional reactions and experiences.

"I'm sorry you are going through this."

Express compassion for their suffering.

Case Study 1: Mr. Tanaka

Patient Profile:

Mr. Tanaka, 75, Japanese, advanced lung cancer. Curative treatments are no longer effective.

He speaks English well.
Doctor suggested Palliative Care.

How would you address Mr. Tanaka's specific concerns?

Mr. Tanaka's Concerns:

"Palliative care... does that mean I'm dying? I don't want to be in pain, but I don't want to just give up. I want to see my granddaughter graduate next month."

Activity 3: Talking with Mr. Tanaka

Practice these steps in a role-play scenario with a partner.

Listen Actively

Hear Mr. Tanaka's concerns with full attention.

Explain Palliative Care

Focus on comfort and quality of life. Emphasize it's not "giving up."

Acknowledge Goal

Validate his desire to see his granddaughter graduate.

Connect Care to Goal

Explain how palliative care helps achieve this, e.g., pain control for attendance.

Case Study 2: The Boonmee Family

Patient Situation:

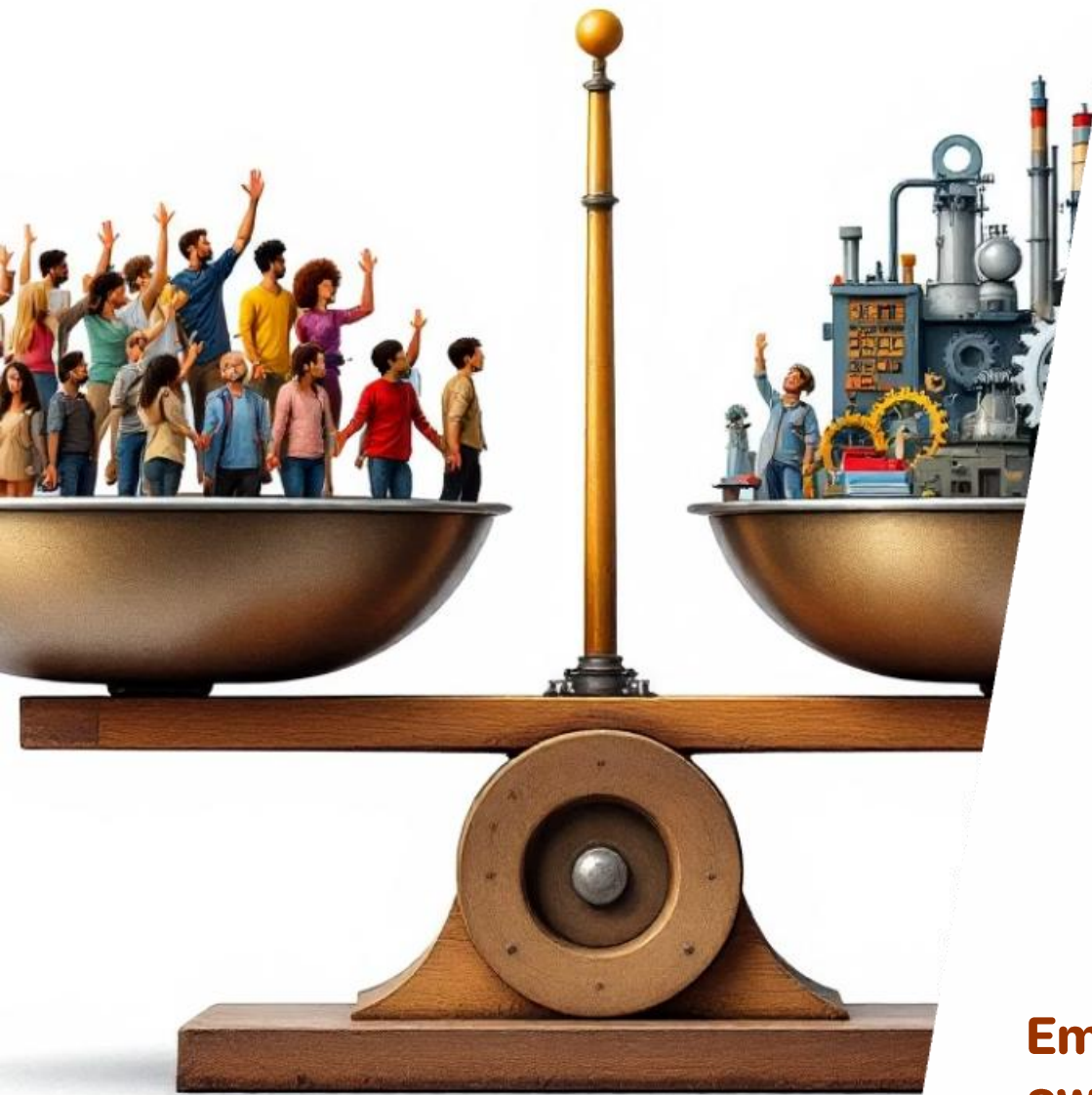
Mrs. Boonmee, 85, Thai, is actively dying. She has an advance directive in Thai.

It states no heroic measures.

Family Dynamics:

Her eldest son (English speaker) understands and agrees.

Her daughter (English speaker) is distressed: "We must do everything! It's our duty!"



Activity 4: Navigating Family Dynamics



Understand Perspectives

Listen to both son and daughter to grasp their views.



Communicate with Daughter

Acknowledge feelings. Respect patient wishes.
Use empathetic phrases.



Utilize Key Phrases

Refer to supportive phrases from earlier. They offer comfort.



Involve the Team

Consider doctor, social worker, or spiritual leader for support.

Empathetic listening and speaking are learnable skills. Cultural awareness is crucial. Remember self-care. These conversations are demanding. Thank you for your thoughtful participation!

Compassionate Communication & You

- **Empathetic Listening & Speaking are *skills* that can be learned and practiced.**
- **Cultural awareness is vital.**
- **Self-Care is Crucial: These conversations are emotionally demanding. Acknowledge your feelings, debrief with colleagues, seek support.**

Thank you for your thoughtful participation.