

## **Building Positive Rapport with Dementia Patients**

### **Scene 1: Slide 1, Task and Question Prompt 1**

Media: Nurse's station vyond sequence- nurse welcomes learner, a nurse named Ricky, and asks him to check on Ms. Janie, a patient with Dementia.

Prompt 1: How should Ricky address Ms. Janie when he enters the room?

Choice A: Ricky should start by asking how the patient is doing.

Choice B: Ricky should start with his name as well as Ms. Janie's.

Programming Notes: Vyond sequence plays automatically. When the timeline ends, a layer with a still from the nurse's station as the background is revealed along with prompt 1. Selecting a choice drives the learner forward to a new slide in Scene 1.

Design Notes: "Still" frame from vyond sequence designed with empty space to overlay prompt and choices. Nurse remains visible in the still frame along with the prompt.

### **Scene 1: Slides 2-3, Choices A and B**

#### Choice A, Slide 2:

Vyond sequence plays- Ricky enters the room and asks her how she's doing, the patient gives a blank look and we can see in her thought bubble that she's trying to think of something. Then, the patient's expression turns angry and she tells Ricky she wants him to leave and get her husband.

When the timeline ends, a layer is revealed with a still frame from the Vyond video showing Ms. Janie was confused. A text box appears which reads, "Remember, patients may not remember your name. When it's hard for them to remember, they can become embarrassed and then agitated." A "try again" button is then revealed.

#### Choice B, Slide 3:

Vyond sequence plays- Ricky enters the room, mentioning his name as well as Ms. Janie's, and he lets her know why he's there. Ms. Janie responds by saying she knows who he is.

When the timeline ends, a layer is revealed with a still frame showing Ms. Janie with a pleasant expression. A text box appears with feedback, "Well done! By mentioning your name and why you're there, Ms. Janie doesn't have to struggle to remember who you are." A continue button accompanies the text box.

Programming Notes: "Try Again" buttons take the learner back to the prompt, while "continue" buttons move the learner forward to a new scene.

Design Notes: We are moved into a scene with a hospital bed and a couch setup. The "still" frame from Vyond will have white space with no characters on the left side to accommodate the text box.

### **Scene 2: Slide 1, Question Prompt 2**

Media: Nurse's station Vyond sequence- nurse thanks Ricky for checking in on Ms. Janie, and she asks if he could get her breakfast order since they're getting along so well.

Prompt 2: What's the best way for Ricky to ask for Ms. Janie's breakfast order?

Choice A: Ricky should pick two items from their breakfast menu and offer them to Ms. Janie.

Choice B: Ricky should ask her what she would like for breakfast since they have so many options.

Programming Notes: Vyond sequence plays automatically. When the timeline ends, a layer with a still from the nurse's station as the background is revealed along with prompt 2. Selecting a choice drives the learner forward to a new slide in Scene 2.

Design Notes: "Still" frame from vyond sequence designed with empty space to overlay prompt and choices. Nurse remains visible in the still frame along with the prompt.

## Scene 2: Slides 2-3, Choices A and B

### Choice A, Slide 2:

Vyond sequence plays- Ricky enters the room, and he asks Ms. Janie if she would like oatmeal or eggs. Ms. Janie responds with a choice.

When the timeline ends, a layer is revealed with a still frame showing Ms. Janie with a pleasant expression. A text box appears with feedback, "Well done! Limiting the choices made it easy for Ms. Janie to decide without getting frustrated." A continue button accompanies the text box.

### Choice B, Slide 3:

Vyond sequence plays- Ricky enters the room and asks Ms. Janie what she would like for breakfast. Ms. Janie tries to answer, but is having trouble describing what she is thinking of. Trying to remember makes her agitated.

When the timeline ends, a layer is revealed with a still frame from the Vyond video showing Ms. Janie was agitated. A text box appears which reads, "Too many choices can be overwhelming, always try to limit choices to two." A "try again" button is then revealed.

Programming Notes: "Try Again" buttons take the learner back to the prompt, while "continue" buttons move the learner forward to a new scene.

Design Notes: We are moved into a scene with a hospital bed and a couch setup. The "still" frame from Vyond will have white space with no characters on the left side to accommodate the text box.

## Scene 3: Slide 1, Question Prompt 3

Media: Nurse's station Vyond sequence- nurse calls Ricky over. She mentions that Ms. Janie needs to get dressed, but she's struggling with her memory. She wants to see her husband, but her husband passed away several years ago. She asks Ricky if he can get her ready.

Prompt 3: What's the best way for Ricky to help Ms. Janie with her reality so the nurses can get her dressed?

Choice A: Ricky should gently remind Ms. Janie about her husband so she's not confused any more.

Choice B: Ricky should tell Ms. Janie that her husband is running late, even though he knows the truth.

Choice C: Ricky should calm Ms. Janie with a blanket statement like, "your family knows you're here".

Programming Notes: Vyond sequence plays automatically. When the timeline ends, a layer with a still from the nurse's station as the background is revealed along with prompt 3. Selecting a choice drives the learner forward to a new slide in Scene 3.

Design Notes: "Still" frame from vyond sequence designed with empty space to overlay prompt and choices. Nurse remains visible in the still frame along with the prompt.

### Scene 3: Slides 2-4, Choices A and B

#### Choice A, Slide 2:

Vyond sequence plays- Ricky enters the room and tells her that he's there to help her get ready. Ms. Janie responds by saying she can't get ready yet because she's waiting for her husband. Ricky reminds Ms. Janie that her husband passed away and isn't coming. Ms. Janie's expression changes to sorrow and she tells Ricky he's wrong. Then, her expression changes to anger and she states she's leaving.

When the timeline ends, a layer is revealed with a still frame from the Vyond video showing Ms. Janie as she's standing and threatening to leave. A text box appears which reads, "If you can, it's best to go along with a patient's reality rather than reminding them that they're confused." A "try again" button is then revealed.

#### Choice B: Slide 3:

Vyond sequence plays- Ricky enters the room and tells her that he's there to help her get ready. Ms. Janie responds by saying she can't get ready yet because she's waiting for her husband. Ricky tells Janie that her husband called and said he was running a bit late, so they have time to get ready while they wait. Janie responds with anger, you said that this morning, so where is he? Does he even know where I am?"

When the timeline ends, a layer is revealed with a still frame from the Vyond video showing Ms. Janie is angry. A text box appears which reads, "Not every day is the same with dementia, be careful not to lie to patients even if your intentions are good." A "try again" button is then revealed.

#### Choice C, Slide 4:

Vyond sequence plays- Ricky enters the room and tells her that he's there to help her get ready. Ms. Janie responds by saying she can't get ready yet because she's waiting for her husband. Ricky tells Janie that her family knows where she is, so they have time to get ready while they wait. Janie responds neutrally, "Okay, if they know where I am, we might as well while we wait."

When the timeline ends, a layer is revealed with a still frame showing Ms. Janie with a pleasant expression. A text box appears with feedback, "Well done! If you can, it's always best to go along with a patient's version of reality if you can do so without lying." A continue button accompanies the text box.

Programming Notes: "Try Again" buttons take the learner back to the prompt, while "continue" buttons move the learner forward to a new scene.

Design Notes: We are moved into a scene with a hospital bed and a couch setup. The "still" frame from Vyond will have white space with no characters on the left side to accommodate the text box.

### Scene 4: Slide 1, Credits

Media: Nurse's station Vyond sequence- nurse let's Ricky know how well he's done with Ms. Janie today. She thanks him for making choices that helped Ms. Janie have a better day. "You always stated your name and hers and what you were doing when you entered the room. You made sure to give her choices, but limited them to two to make it easier. And you went along with her version of reality whenever possible."

Prompt 1: You did a great job today, see you tomorrow!

Programming Notes: Vyond sequence plays automatically. When the timeline ends, a layer with a still from the nurse's station as the background is revealed along with prompt 4. A button accompanies the text with "print certificate" that takes them to a certificate for completion of the course.

Design Notes: "Still" frame from vyond sequence designed with empty space to overlay prompt and choices.

