

## Building Positive Rapport with Dementia Patients

### Scene 1, Slide 1: Mentor and Mission

Media: Vyond scene in which nurse waves to learner and delivers prompts 1-4 through speech bubbles, camera moves from close-up of nurse to wide view of room for prompt 5.

Prompt 1: Hey there, I'm Rita, the lead nurse here at Bayside Health.

Prompt 2: I'm going to assign you to one of our patients with dementia.

Prompt 3: She has a particularly difficult time remembering things.

Prompt 4: So, if you need any help on your shift today, just ask!

Prompt 5: Click on Rita's icon for help at any time. [Got it!]

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 5.

Design Notes: "Still" frame from Vyond sequence designed with empty space to overlay prompts. Nurse remains visible in the still frame along with the prompt. Color palette taken from scene and fonts consistent through Vyond.



### Scene 1, Slide 2: Gamification

Media: Vyond scene in which nurse delivers prompts 1-3 through speech bubbles.

Prompt 1: We are working extra hard to make our patients with dementia comfortable.

Prompt 2: Sometimes it can be difficult to know what's going on inside their mind.

Prompt 3: Confusion can lead to anger and make our jobs more difficult too.

Prompt 4: The patient's photo will come together each time you provide positive care. [Got it!]

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.

### Scene 2, Slide 1: Task 1

Media: Nurse's station vyond sequence, camera pan to nurse, who delivers prompts 1-3 in speech bubbles. Pan back out to nurse's station.

Prompt 1: Okay, let's get started!

Prompt 2: I need you in Mrs. Miller's room, room 23, to get her breakfast order.

Prompt 3: She's having an off day and is struggling to remember things.

Prompt 4: How should you address Mrs. Miller when you enter the room?

Choice A: Start by asking her how she is doing.

Choice B: Start by addressing her by name and telling her your name.

Choice C: Start by asking her for a breakfast order.

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 and choices that are actually buttons taking the learner to different results slides.



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

#### **Slide 2, Choices A, C:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). A speech bubble asking her how she's doing appears in the upper right. Mrs. Miller stares. Speech bubble appears again asking how she's doing. Mrs. Miller looks confused and then angry. She responds. Prompts 1-3 delivered as bubble speech.

Prompt 1: Hey there, how are you doing today?

Prompt 2: You having a good day?

Prompt 3: I don't know you, go get my husband!

Prompt 4: Mrs. Miller was having a difficult time with her memory this morning. She was having a hard time remembering who you were and why you were there. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

#### **Slide 3, Choice B:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). A speech bubble with prompt 1 appears in the upper right. Mrs. Miller responds with prompt 2. Mrs. Miller looks trusting.

Prompt 1: Hey there, Mrs. Miller, it's me, Mary.

Prompt 2: Oh, hey, Mary.

Prompt 3: By stating your name, you helped Mrs. Miller avoid having to remember who you were and by stating her name, you made it obvious you know her and you're not a stranger. [Continue]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Continue button takes learner to "moment of delight (1)" slide.

#### **Scene 2, Slide 4: Mentor Button Task 1**

Media: Nurse's station wide-view.

Prompt 1: Remember, you want to help a patient with dementia by anticipating things they may not remember, like who you are, and providing that information right away. [Continue]

Programming Notes: Continue button takes learner to slide 1 of the scene.

#### **Scene 2, Slide 5: Moment of Delight (1)**

Media: Patient's room, pan over to photo on the table and zoom in. A piece of the photo is revealed inside the frame.

Prompt 1: Thanks to your excellent care, Mrs. Miller's dementia didn't stop her from having a good morning! [Continue]

Programming Notes: Continue button takes learner to slide 1 of the next scene. Pan over is a Vyond video, when the timeline ends, a new layer appears with animations complete in storyline and a sound playback.

#### **Scene 3, Slide 1: Task 2**

Media: Patient's room, wide view, prompt and choices appear to the right.

Prompt 1: What's the best way to ask Mrs. Miller for her breakfast order?  
Choice A: Go over all the menu items with her.  
Choice B: Ask her what she might want to eat.  
Choice C: Give her a couple options to choose from.

Programming Notes: Each choice drives the learner to a different result slide.

#### **Scene 3, Slides 2, 3, 4: Choices A, B, C**

##### **Slide 2, Choice A:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). A speech bubble prompt 1 appears in the upper right. Mrs. Miller stares. Speech bubble appears again with prompt 2. Mrs. Miller looks overwhelmed and upset, she angrily replies with prompt 3.

Prompt 1: We have eggs, oatmeal, ham biscuit, or cereal.  
Prompt 2: Which one would you like?

Prompt 3: Oh, I can't decide, forget it!

Prompt 4: For a patient struggling with memory, trying to remember a long list of menu items isn't an easy task. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

### **Slide 3, Choice B:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). A speech bubble prompt 1 appears in the upper right. Mrs. Miller reacts with prompt 2. She's upset and makes movement with her hands, she angrily replies with prompt 3.

Prompt 1: What would you like for breakfast?

Prompt 2: I want, oh, what is it called...

Prompt 3: This is so frustrating, I know this...

Prompt 4: Asking open-ended questions can often lead to confusion when a patient struggles to remember the name of what they want. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

### **Slide 4, Choice C:**

Media: Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). A speech bubble prompt 1 appears in the upper right. Mrs. Miller reacts with prompt 2. She's upset and makes movement with her hands, she angrily replies with prompt 3.

Prompt 1: Would you like oatmeal or a ham biscuit?

Prompt 2: Biscuit will be fine, thank you.

Prompt 3: Alright, let me get that for you!

Prompt 4: Offering simple choices is the best way to give choice without overwhelming a patient struggling with dementia. [Continue]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Continue button takes learner to "moment of delight (2)" slide.

### **Scene 2, Slide 4: Mentor Button Task 2**

Media: Nurse's station wide-view.

Prompt 1: Remember, you want to help a patient with dementia by not overwhelming them with too many choices or open-ended questions. [Continue]

Programming Notes: Continue button takes learner to slide 1 of the scene.

### **Scene 2, Slide 5: Moment of Delight (2)**

Media: Patient's room, pan over to photo on the table and zoom in. A piece of the photo is revealed inside the frame, along with the piece earned prior.

Prompt 1: Thanks to your excellent care, Mrs. Miller's dementia didn't stop her from making a decision for herself! [Continue]

Programming Notes: Continue button takes learner to slide 1 of the next scene. Pan over is a Vyond video, when the timeline ends, a new layer appears with animations complete in storyline and a sound playback.

### **Scene 4, Slide 1: Task 3**

Media: Nurse's station Vyond video plays. Nurse speaks to learner, prompts

Prompt 1: Thanks for your help this morning.

Prompt 2: Mrs. Miller is confusing the past and the present.

Prompt 3: She needs to get changed, can you help her?

Prompt 4: Mrs. Miller is asking for her husband, who has passed, what do you do?

Choice A: Tell her the truth in order to stay completely honest.

Choice B: Tell her what she wants to hear, even if it's dishonest.

Choice C: Tell her something comforting that's close to the truth.

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Each choice drives the learner to a different result slide.

### **Scene 4, Slides 2, 3, 4: Choices A, B, C**

#### **Slide 2, Choice A:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person), prompts 1-2. Speech bubble appears in the top right corner. Mrs. Miller's faces changes to upset with prompts 4-5.

Prompt 1: Could you call my husband?

Prompt 2: It's getting late, he should be home by now.

Prompt 3: Your husband isn't coming, Mrs. Miller, remember?

Prompt 4: What do you mean? Of course, he is.

Prompt 5: Why are you saying this?!

Prompt 6: For a patient with dementia, hearing harsh truths is like hearing them for the first time, except they also may not entirely know who or where they are. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 6 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

#### **Slide 3, Choice B:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). Mrs. Miller asks the learner prompts 1-2. Speech bubble appears in top right with prompt 3. Mrs. Miller's face changes to anger and she says prompts 5-6.

Prompt 1: Could you call my husband?

Prompt 2: It's getting late, he should be home by now.

Prompt 3: Your husband isn't coming, Mrs. Miller, remember?

Prompt 4: He said he was running a bit late, Mrs. Miller.

Prompt 5: You said that this morning, he would have been here.

Prompt 6: What are you not telling me? Where is he?

Prompt 7: With dementia, patients can have moments of vividness during which they remember more than most days, this is one reason why you should never lie to your patients, even if you mean well. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 7 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

#### **Slide 4, Choice C:**

Media: Vyond video begins in patient's room and pans to a close-up of Mrs. Miller speaking to the learner (first person). Mrs. Miller asks the learner prompts 1-2. Speech bubble appears in top right with prompts 3-4. Mrs. Miller's face relaxes and she says prompts 5-6.

Prompt 1: Could you call my husband?

Prompt 2: It's getting late, he should be home by now.

Prompt 3: Your loved ones know you're here, Mrs. Miller.

Prompt 4: Your loved ones know you're safe with us.

Prompt 5: Okay, as long as he knows where to find me.

Prompt 6: He's always running late, isn't he?

Prompt 7: Well done, you didn't lie, but you also didn't put Mrs. Miller through the pain of losing her husband again. [Continue]

Programming Notes: When the timeline ends on the video, prompt 7 appears in a new layer. Continue button takes learner to "moment of delight (3)" slide.

#### **Scene 4, Slide 5: Mentor Button Task 3**

Media: Nurse's station wide-view.

Prompt 1: You never want to lie to your patients, but you also don't want to put them through heartache unnecessarily. [Continue]

Programming Notes: Continue button takes learner to slide 1 of the scene.

#### **Scene 4, Slide 6: Moment of Delight (3)**

Media: Patient's room, pan over to photo on the table and zoom in. A piece of the photo is revealed inside the frame, along with the pieces earned prior.

Prompt 1: Thanks to your care, Mrs. Miller feels safe and happy! [Continue]

Programming Notes: Continue button takes learner to slide 1 of the next scene. Pan over is a Vyond video, when the timeline ends, a new layer appears with animations complete in storyline and a sound playback.

#### **Scene 5, Slide 1: Task 4**

Media: Patient's room, zoomed in on Mrs. Miller. A speech bubble appears in the top right with prompt 1. Mrs. Miller looks at camera with a worried/blank expression.

Prompt 1: Mrs. Miller, let me help you get dressed for bed, ok?

Prompt 2: What's the best way to help Mrs. Miller get ready?

Choice A: Mime putting on a shirt to help her understand.

Choice B: Speak slowly to help her realize what you're asking.

Choice C: Raise your voice to make sure she can hear you.

Programming Notes: Each choice drives the learner to a different result slide.

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

##### **Slide 2, Choice A:**

Media: Patient's room, zoomed in on Mrs. Miller. A speech bubble appears in the top right with prompt 1. Mrs. Miller looks at camera with a worried/blank expression.

Prompt 1: Mrs. Miller, let me help you get dressed for bed, ok?

Prompt 2: You know, like this?

Prompt 3: Okay, yes, that's a good idea.

Prompt 4: Common gestures often communicate an idea much better when dementia has a patient at a loss for words. [Continue]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Continue button takes the learner to the "moment of delight (4)" slide.

##### **Slide 3, Choices B&C:**

Media: Patient's room, zoomed in on Mrs. Miller. A speech bubble appears in the top right with prompt 1. Mrs. Miller looks at camera with a worried/blank expression. A speech bubble appears in the top right with prompt 2. Mrs. Miller looks at camera with an annoyed expression and prompt 3.

Prompt 1: Mrs. Miller, let me help you get dressed for bed, ok?

Prompt 2: We need to get dressed.

Prompt 3: I'm not an imbecile!

Prompt 4: If a patient isn't able to recall the meaning of a certain word or phrase, changing your voice won't help. If you are speaking too softly or not clearly, they will most likely ask you to speak up or repeat yourself. [Try Again]

Programming Notes: When the timeline ends on the video, prompt 4 appears in a new layer. Try again button takes the learner back to the first slide in the scene.

#### **Scene 5, Slide 4: Mentor Button Task 4**

Media: Nurse's station wide-view.

Prompt 1: Dementia can sometimes make it difficult for patients to understand common words or phrases they should know. [Continue]

Programming Notes: Continue button takes learner to slide 1 of the scene.

#### **Scene 5, Slide 5: Moment of Delight (4)**

Media: Patient's room, pan over to photo on the table and zoom in. A piece of the photo is revealed inside the frame, along with the piece earned prior. An added animation shows the photo completed with an extra sound effect.

Prompt 1: Thanks to your excellent care, Mrs. Miller is settled in for the night and had a good day! [Continue]

Programming Notes: Continue button takes learner to slide 1 of the next scene. Pan over is a Vyond video, when the timeline ends, a new layer appears with animations complete in storyline and a sound playback.

#### **Scene 6, Slide 1: Congratulations**

Media: Vyond scene in which nurse waves to learner and delivers prompts 1-4 through speech bubbles, camera moves from close-up of nurse to wide view of room for prompt 5.

Prompt 1: Thank you so much for your help today!

Prompt 2: Because of your excellent care...

Prompt 3: Mrs. Miller's dementia didn't affect her as much as it usually does...

Prompt 4: ...and she had a good day!

Prompt 5: Please, type in your name here.

Prompt 6: And take a certificate as proof of your skills! [Download Certificate]

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 prompts 5-6.