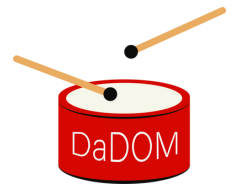


# Lesson 5 | Working Systematically



## Assignment 1 Case study "Henry Johnson"

### Case study

Henry Johnson lives on your ward and is 90 years old. He suffers from vascular dementia and this makes him unaware of time and place.

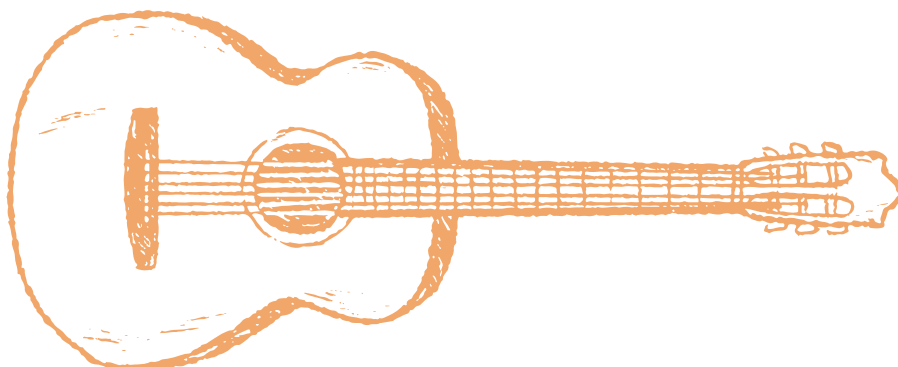
Henry has played in a rock band all his life as a guitarist, enjoying fame for years. He never had another job besides music. He made a good living from music and he saw the whole world.

All but one of his bandmates have passed away. Henry's bandmate is 75 and still vital and regularly stops by to keep his mate company.

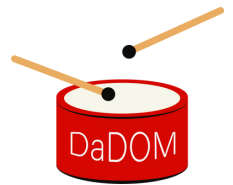
Henry has difficulty organizing his daily routine due to vascular dementia. Additionally, he suffers from pain in his right arm (probably due to overuse from his career as a guitarist). He cannot move it well, making it difficult for him to wash and dress himself independently.

Due to his dementia, Henry is quite restless. Every morning, he needs help with all his activities of daily living (ADL) and medication.

During this care, Henry often resists; it is far from pleasant, as he becomes grumpy and frequently snaps at the caregivers. After the ADL, Henry has few activities. He mostly sits in his room on his chair, staring into space.



# Lesson 5 | Working Systematically



Questions:

1. What do you think of this case study?
2. Have you ever experienced a similar situation in healthcare?
  - If yes, describe how you dealt with this?
  - Discuss with each other how you would feel about the atmosphere during caregiving and how you could deal with it

## Assignment 2 Planned care provision

### Case study

Care situation that can be reported on.

In the morning (7.30 am), you arrive at Henry's place and start assisting with ADL. Henry is still in bed and has little desire to get up. You decide to help another caregiver first and indicate that you will come back later.

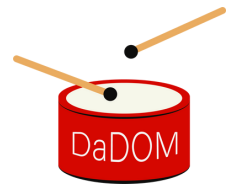
Once back, you wish Henry a good morning. His mood is much improved. You get everything ready to get Henry out of bed and dressed.

While putting on his socks, Henry gets angry. He speaks in a loud voice and says he doesn't want to continue. As Henry becomes angry, you notice a red spot on his heel that you hadn't seen before. Could this be the reason for his anger? You assure him that you'll be careful and continue with the care. You prepare his medication and make a sandwich.

Have a good morning, Henry. See you soon. In healthcare, it is important to work purposefully. It should be clear what the goal is and what you are all working towards together.



# Lesson 5 | Working Systematically



## a. Reporting

### Information

When a change in health status is observed in the physical or psychosocial domain, it should be reported in the care plan of the client. It is important to make a professional, neat, and fact-based note of the observed behavior.

In healthcare, you can write a report using different methods. For this assignment, we focus on the SOAP method, which is useful in rapidly changing circumstances, unclear situations, and complex care scenarios.

**Subjective:** Describes what the client says about their own experiences.

**Objective:** Outlines the direct observation of the situation by the caregiver.

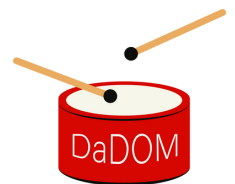
**Analysis:** A conclusion is drawn from the subjective and objective data collected by the caregiver.

**Plan:** Describes what the caregiver plans to do.

### 5 rules for reporting:

1. Avoid using jargon.
2. Describe the date/time and sign with your name.
3. Do not skip steps. If you get stuck on a step, at least describe the need.
4. Explain why you acted the way you did (in the analysis section).
5. Report as soon as possible after the situation has occurred.

# Lesson 5 | Working Systematically



## S ubjective

The resident says that he is very angry with the team.

## A nalysis

Seems to feel more threatened by female employees than by male employees.

## O bjective

He hit Ria in the face during tea time after she asked him to help clear the tables after dinner.

## P lan

1. Have a male employee talk to him.
2. Assign a male employee to take care of him.

## S ubjective

The resident refuses to participate in group activities and says they are ridiculous.

## A nalysis

He still finds it difficult to respond to his feelings in an acceptable manner, especially in situations he finds threatening.

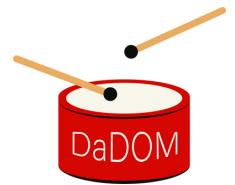
## O bjective

At 11 AM, he walker out of the living room, shouting and getsiculating wildly. He returned 10 minutes later and refused to speak.

## P lan

1. Continue with the care plan.
2. Encourage him to participate in this afternoon's group meeting.

# Lesson 5 | Working Systematically



## Questions

a. Write a report for your colleagues using the SOAP method based on the above case study

Report on Henry

## Care issue

During the care for Henry, you have observed various things that need to be addressed. For the health and well-being of Henry, it is important to identify care issues. Assignments:

- b. Discuss the case with your classmate. What care issues do you recognize?
- c. Describe the care issues you can identify from the case study.

Care issues Henry

## Care goal information

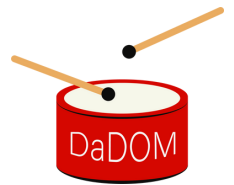
In the previous assignment, you discussed and described various care issues. When you identify a care issue with your client, you want to resolve it. This is done by setting a goal, something to work towards and evaluate after a certain period.

Care goals are described in various ways in practice, and now we will practice with a different method than the SOAP method. We will practice with the SMART method.

According to the SMART method, you write goals together with the client. These goals are Specific, Measurable, Achievable, Realistic, and Time-bound.

- **S** Use clear language. It should involve observable actions, factually seen or discussed. No assumptions.
- **M** Everyone should be able to determine that the goal has been achieved (it must be measurable or clearly visible behavior must be observed).
- **A** The goal must be attainable, and the client must also find it meaningful. If possible, create the goal together. For example, "Mr. washes himself from the waist up at the sink."
- **R** The goals set must be achievable for your client.
- **T** Clearly indicate within what time you want to achieve the goal. The time set in your goal is the moment to evaluate your goal.

# Lesson 5 | Working Systematically



a. Based on the care issues you previously described, write the goals using the SMART method.

Goal according to the SMART method

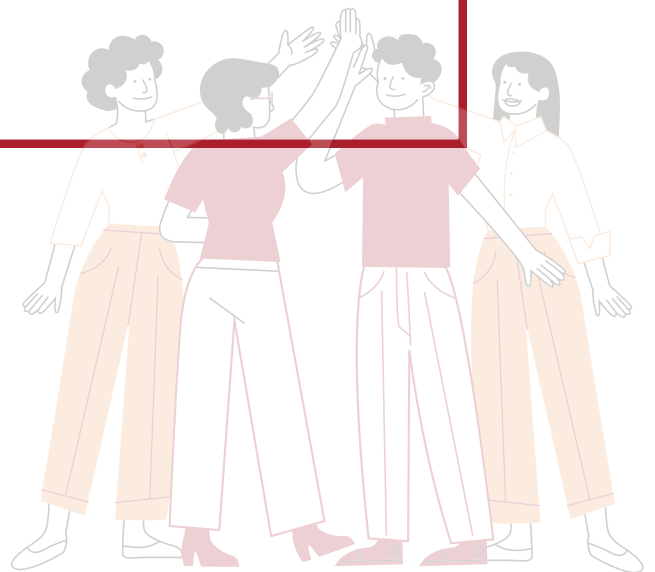
## Actions

Now that you have described the care goals, you know what you want to work towards with your team. You have also specified the timeframe within which you want to measure whether these goals have been achieved.

b. Describe what you plan to do to achieve these goals. What does your team need to do, and are other disciplines needed to achieve this goal?

## Evaluation

c. Describe what you want to see, what should be achieved?



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