

# Integrated Literature Review of Communication Methods of Patients with Dementia

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## Review Article

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# Integrated Literature Review of Communication Methods of Patients with Dementia

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### Abstract

This study reviewed systematic and meta-analysis research on the methods of communication in patients with dementia. This study aimed to identify the interventions that can improve communication between these patients and the health care professionals who care for them. The results showed that communication training programs have been developed for healthcare professionals and paraprofessionals to help them learn how to engage with patients with dementia through various communication strategies. For example, patient-centered communication strategies focus on target behaviors, encourage life-story telling, encourage activities that promote empathy toward patients' illness, and introduce ways of engagement that can overcome the obstacle of patients' being understood and helps them accept their condition and who they are. Additionally, through these communication training programs, healthcare professionals can change their own characteristics, values, beliefs, attitudes, and skills for communicating with patients with dementia. Thus, they are more likely to listen to their patients' subjective experiences and feelings and are able to develop the skills to help patients cope with difficult issues in their daily lives. The authors recommend that healthcare professionals should record their communication with patients with dementia on audio tape or video. Subsequently, qualitative studies of the recorded data should be conducted to identify the verbal and nonverbal language used. Dementia experts can then analyze these qualitative study results and encourage healthcare professionals to reflect on the clinical process of communication. In turn, healthcare professionals can modify their ways of engagement, behaviors, and thoughts toward dementia care. In the long run, communication training programs will enable the communication gap between healthcare professionals and patients with dementia to become smaller. Consequently, they might understand each other more effectively. This more effective understanding might reduce the behavioral and psychological symptoms of dementia of patients with dementia and improve their quality of life.

# Abstract

## Aimed

- To identify the **interventions** that can **improve communication** between the dementia patients and the health care professionals who care for them.

## Method

- This study **reviewed systematic** and **meta-analysis** research on the methods of communication in patients with dementia.

## Results

- **Communication training programs have been developed** for healthcare professionals and paraprofessionals to help them **learn how to engage with patients with dementia** through various communication strategies.





# Abstract

## Results

- Through these **communication training programs**, healthcare professionals **can change their own characteristics, values, beliefs, attitudes, and skills for communicating** with the dementia patients.
- Therefore, they are **more likely to listen** to the dementia patients' subjective experiences and **feelings and are able to develop the skills** to help dementia patients cope with difficult issues in their daily lives.





# Abstract

## Recommend

- Healthcare professionals should **record their communication** with patients with dementia on audio tape or video.
- Dementia experts can then analyze these qualitative study results and encourage healthcare professionals to **reflect on the clinical process of communication**.



# Abstract

## Recommend

- communication training programs will enable the **communication gap** between healthcare professionals and patients with dementia to **become smaller**.
- They might **understand each other** more effectively.
- This more effective understanding might **reduce the behavioral and psychological symptoms of dementia patients** and improve their quality of life.





# Introduction

- Because of increasing aging population worldwide, **mild cognitive impairment (MCI)**, has become **a critical public health problem**.
  - elderly people with a low education level and those with hypertension have a high risk.
  - the prevalence of MCI in elderly people in China is **12.7%**

( Luck, Luppa , Briel, & Riedel-Heller , 2010; Nie et al. , 2011)







# Introduction

- When **elderly people with MCI** experience gradual reduction in their cognitive functions that **develops into dementia, communication becomes difficult** for them.
- Nurses have proposed that there is an urgent need to enhance the communication ability of patients with dementia (Machiels et al., 2017)







# Introduction

- **The effective communication**
  - as one of top 10 elements for nursing care (Traynor, Inoue, & Crookes, 2011) .
- **The effective communication training**
  - can actively **improve patients' participation** in healthcare interventions (D'Agostinoa, et al., 2017).
  - can **improve the quality of life and well-being of patients with dementia** and can enhance positive interactions (Eggenberger et al., 2013)





# Literature Review

- Brownie, Horstmanshof, and Garbutt (2014):
  - **effective communication** between elderly people and healthcare professionals **is crucial for ensuring the successful relocation of elderly people** prepared to be transferred to long-term care facilities.





# Literature Review

- Small et al. (2003) identified 10 frequently used communication strategies for caregivers who interact with dementia patients.
  - Of these strategies, only two strategies of the **eliminated distraction** and used the **recreational materials**, such **as books, pictures, magazines, and games, could improve the caregivers' communication** with their patients significantly after they received training with these strategies (Mason-Baughman & Lander, 2012 )





# Literature Review

- Finally, Soderlund et al. (2016) conducted **videotaped interviews** with **four nurses and patients** with dementia by applying the validation method of facilitating communication skills, such as **accepting their real experiences with verbal and nonverbal responsive behaviors through empathetic and confirming strategies**.
- Their results identified four categories of patients: **not interested or inability to respond to the questions, talking on more than one topic, focusing on their thoughts in their own mind, and speaking more freely when concentrating on their own thoughts**.





# Literature Review

- Mansah et al. (2014) conducted a qualitative and exploratory study by using dementia care mapping and feedback from nursing assistants.
  - They identified **empathetic communication** as one of three themes that, when applied, **is specifically useful for patients with dementia who are aggressive, agitated, or anxious.**





# Literature Review

- Machiels et al. (2017) proposed that
  - **changing behavior** can improve communication between nurses and patients with dementia and this change can be enabled by the identification of **target behaviors**
  - The results indicated that healthcare professionals used the **person-centered** and **nonverbal communication**, such as **eye contact**, **pictograms**, **objects**, and **touch**, as the optimal methods.







# Literature Review

- Von Kutzleben et al. (2012) systematically reviewed the subjective experiences of **patients with dementia** and identified their **needs and demands** as follows:
  - Self identity, acceptance of the illness, being cared for, not being stigmatized, maintaining normalcy, and the availability of support resources.
- Based on those findings, **effective communication between healthcare professionals and patients with dementia has become even more crucial** to understanding what the patients' needs are.







# Literature Review

- Dawn Brooker proposed **four elements of person-centered communication** for patients with dementia: (VIPS)
  - valuing people
  - individualized care
  - personal perspectives
  - social environment
- VIPS training workshops
  - reduced depersonalization
  - increased empathy and hope for patients with dementia
  - **increased the use of particular communication strategies among caregivers** (Passalacqua & Harwood, 2012 ).





# Literature Review

- SteinParbury et al. (2012) also proposed that
  - **patient-centered intervention** training can initially engage the emotions of patients with dementia and subsequently **encourage the patients to tell their life stories** as a method to enhance their social interaction with healthcare professionals.
- Again, De Vries (2013) identified **life-story telling** as one of the most effective communication interventions that facilitate reminiscing about memories and patients' life story.





# Literature Review

- Dugmorea, Orrellb, and Spector (2015) identified three common themes:
  - story-telling
  - enabling opening and acceptance
  - peer support
- as a way for healthcare professionals to deliver interventions to **improve their communication** with patients. These workshops are also designed to change the characteristics, attitudes, and beliefs of caregivers.





# Literature Review

- Machiels et al. (2017) identified that
  - communication training programs for nurses that broadly differed in their frequency, duration, content, and measures for verbal and nonverbal behaviors.
  - The majority of studies have indicated the communication training programs result in positive effects.
  - The nursing staff's knowledge, awareness, and skills; the efficiency with which the care team functions
  - family members' expectations also had an effect on the quality of communication.





# Conclusion

- The authors found that
  - **communication training programs have been developed** for healthcare professionals

For example

- **patient-centered communication** strategies focus on target behaviors
- encourage **life-story telling**
- encourage activities that **promote empathy** toward patients' illness
- **introduce ways of engagement** that can overcome the obstacle of patients' being understood and helps them accept their condition and who they are.





# Conclusion

- Through the **communication training programs**, the healthcare professionals can change their own characteristics, values, beliefs, attitudes, and skills for communicating with patients with dementia.
- Thus, they are more likely to **listen** to their patients' subjective experiences and **feelings** and **help** them to cope with difficult issues in their daily lives.







# Recommendation

- The authors recommend that
  - healthcare professionals should communicate with patients with dementia by using the **communication strategies** identified through the literature review
    - ✓ such as **applying the VIPS model** of valuing, individualized, perspective, socialized process into dementia care
    - ✓ **developing the communication principles** of being patient-centered and focused on target behaviors, **life-story telling**, encouraging activities that **promote empathy** toward patients' illness; and using the skills of **listening, empathy, touching**, and **visualized materials** to gain insight into the inner world of patients with dementia.







# Recommendation

- healthcare professionals should **record** their communication with patients with dementia **on audio tape or video**.
  - ✓ Subsequently, qualitative studies of the recorded data should be conducted **to identify the verbal and nonverbal language used**.
  - ✓ Dementia experts can then analyze the qualitative study results and encourage healthcare professionals to **reflect on the clinical process of communication**.
  - ◆ In turn, **healthcare professionals can modify their ways of engagement, behaviors, and thoughts toward dementia care**.





# Recommendation

- In the long run, **communication training programs** will enable the **communication gap** between healthcare professionals and patients with dementia to **become smaller**.
- Consequently, they might **understand each other** more effectively.
- This more effective understanding might **reduce the behavioral and psychological symptoms** of dementia of patients with dementia and improve their quality of life.





# Thank You for Your Attention

