Communication Coaching

A case study of family caregiver burden

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BACKGROUND: Problematic communication among providers, patients, and their family members can affect the quality of patient care, causing stress to all parties involved and decreased opportunities for collaborative decision making.

OBJECTIVES: The purpose of this article is to present one case from a pilot study of a family caregiver intervention focused on communication.

METHODS: The nurse-delivered communication intervention includes a written communication guide for family caregivers, as well as a one-time nurse communication coaching call. The call is aimed at identifying caregiver communication concerns, providing communication education, and role playing problematic communication.

FINDINGS: Psychological distress and caregiver confidence in communication were improved for the caregiver. Data presented from the case study demonstrate the need for family caregiver communication support and training and the potential benefits of such training.

KEYWORDS
family caregiver; caregiver burden; communication

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