

Health Occupations  
10.5 Worksheet

Name \_\_\_\_\_

Briefly describe/explain/give examples of each of the following special diets:

Liquid Diet -

Soft Diet -

Diabetic Diet -

Low-Cholesterol Diet -

Fat-Restricted Diet -

Bland Diet -

Low-Residue Diet -

Identify 1 dietary restriction for each of the following religious groups:

Strict Baptist -

Buddhist -

Roman Catholic -

Christian Scientist -

Greek Orthodox -

Hindu -

Islamic; Muslim -

Jewish (Orthodox) -

Mormon -

Seventh Day Adventist -

## Practicing Communication Skills

1. A coworker complains, "This is such a lousy place to work . . ."

Helpful question –

Paraphrase –

2. A patient dying of cancer states, "It would be better for everyone if I just took a bunch of sleeping pills and ended it all."

Helpful question –

Paraphrase –

3. An angry patient confronts you as you enter the room, "I've been pressing this call button for the last hour, but I guess since I'm not rich or important you don't really care about me?"

Helpful question –

Paraphrase –

4. A 15 year old girl has just tested positive for HIV. You would like to discuss the issues and implications with her, but her mother states, "Don't tell her. I don't want her to know. I'll handle it."

Helpful question –

Paraphrase –

I-Statement -

5. After a hectic week your spouse complains, "You spend all your time at the hospital. You care more about your patients than you do your own family. I guess I'll have to break my leg or something to get any help or attention."

Helpful question –

Paraphrase –

I-Statement -

# Health Occupations Role Plays

A young woman comes into the emergency room with a black eye and what appear to be bruises on her throat. She tells you that she had a minor car accident, but you suspect abuse. How would you go about obtaining more information from her?

You are a veterinarian. An elderly man brings his sick dog to the clinic. The dog is examined and it is clear that he is dying. How would you break the news to the man and suggest that the dog be euthanized.

Your patient is an assertive, obnoxious woman who comes from an influential family in town. She has numerous requests for non-nursing issues. (Bring her a newspaper from the gift shop, shampoo her hair, brew special tea for her every day at lunchtime etc.) You are too busy to cater to her every whim. How would you go about explaining this to her?

A patient's wife asks to read her husband's chart without his knowledge. The patient's chart is a confidential record that can only be reviewed with his consent. She becomes angry when you tell her this. The supervisor is unavailable. How would you handle this situation?

A patient's husband complains that his wife is not getting enough pain medication. She has received a large dose an hour before, and you know it would be unsafe to give her more so soon. He is insistent. What could you say to him that might reassure him?

You are at the patient's bedside and a physician asks you to do something that is clearly not within your scope of practice. (Such as a procedure that you have never done or should only be done by a physician.) He/she is insistent and threatens your job if you do not do it. How would you extricate your self from this situation without alarming the patient?

A co-worker clearly needs to be more careful with his/her personal hygiene. He/she has bad breath and body odor. You would like to call it to his/her attention without being judgmental or causing hurt feelings

You overhear a patient talking on the phone and giving information about his/her unconscious roommate. How would you explain that this is a breach of confidentiality?

You are working in the business office and a former patient accuses the hospital of billing for items that were not used during his stay in the hospital. He is loud and others in the office are listening. How would you handle this situation and calm him down?

You work in a nursing home and see a coworker shove a patient into a chair and then slap the patient in the face.

## Defense Mechanisms

Defense mechanisms protect us from being consciously aware of a thought or feeling which we cannot tolerate. The defense only allows the unconscious thought or feeling to be expressed indirectly in a disguised form. Defense mechanisms are our way of distancing our selves from a full awareness of unpleasant thoughts, feelings and desires. By altering and distorting one's awareness of the original impulse, one makes it more tolerable. However defense mechanisms are used in an attempt to protect one from unpleasant emotions, they often result in equally harmful problems by distorting reality instead of dealing directly with the problem. Each of us uses defense mechanisms to some extent yet they are considered maladaptive when they become the predominant means of coping with stress. They are mainly learned and operate on relatively automatic and habitual levels. Below are some of the more common defense mechanisms

**Compartmentalization** is a process of separating parts of the self from awareness of other parts and behaving as if one had separate sets of values. An example might be an honest person who cheats on their income tax return and keeps their two value systems distinct and unintegrated while remaining unconscious of the cognitive dissonance.

**Compensation** is a process of psychologically counterbalancing perceived weakness by emphasizing strength in other areas. More commonly, there is an attempt to substitute for the defect in some way or to draw attention away from it.

**Denial** is the refusal to accept reality and to act as if a painful event, thought or feeling did not exist. An attempt to "screen out" disagreeable realities by ignoring or refusing to acknowledge them. It is considered one of the most primitive of the defense mechanisms because it is characteristic of very early childhood development.

**Displacement** is the redirecting of thoughts feelings and impulses from a object that gives a rise to anxiety to a safer, more acceptable one. Often involves difficult emotions, such as hostility and anxiety. Being angry with the boss and kicking the dog can be an example of displacement.

**Emotional Insulation** In this defense mechanism, the individual reduces his emotional involvement in the situations that are viewed as disappointing and hurtful.

**Identification** This is a defense mechanism whereby feelings of worth are enhanced and the individual is protected against self-devaluation by the identification with a person or institution of distinguished standing.

**Intellectualization** In this defense mechanism, the emotional reaction that would normally accompany a painful event is avoided to be replaced by a rational explanation that divests the event of personal significance and painful feeling. An example might be an individual who when told they had a life threatening disease focuses exclusively on the statistical percentages of recovery and is unable to cope with their fear and sadness.

**Isolation of affect** You “think” the feeling but don’t really feel it. “I guess I’m angry with him, sort of.”

**Projection** is the attribution of one’s undesired impulse onto another. You think someone else has your thought or feeling. For example, an angry spouse accuses their partner of hostility.

**Rationalization** You come up with various explanations to justify the situation (while denying your feelings)

**Reaction Formation** is the converting of wishes or impulses that are perceived to be dangerous into their opposites. A woman who is furious at her child and wishes them harm might become overly concerned and protective of the child’s health.

**Regression** is the reversion to an earlier stage of development in the face of unacceptable impulses. You revert to an old, usually immature behavior to ventilate your feeling. “Lets shoot spitballs at people.”

**Repression** This defense mechanism exists when threatening or painful thoughts or desires are excluded from consciousness. It affords protection from, sudden traumatic experiences. It may also help the individual to control dangerous and unacceptable desires, and at the same time alleviate the anxiety associated with such desires.

**Sublimation** You redirect the feeling into a socially productive activity. “I’m going to write a poem about anger.”