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**Communication skills to elicit daily life behaviors among elderly people with dementia (4th report):  
Focusing on role-behavior**

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The purpose of this study was to elucidate the communication skills required to elicit role-behavior by comparing situations in which role-behavior was elicited and those in which such behavior was not elicited. A group home for elderly people with dementia was selected for the field study, and activities of study participants in the dining room/living room were video-recorded. Study participants were eight women with dementia and seven care staff. The recorded videos and their transcripts were used to perform an ethnomethodological interaction analysis for the assessment of how the participants achieved or did not achieve the role-behavior. This study was conducted after approval by the ethical review committee of the principal investigator's institution.

A total of 17 situations related to the role-behavior of the elderly people with dementia were observed, including meal preparation, cleaning up, and so on. The role-behavior was elicited in 13 situations and was not in 4 situations. In situations in which the role-behavior was elicited, interaction between the resident and care staff occurred in which the care staff invited or suggested the resident to engage in behavior, followed by the resident accepting the proposal and engaging in the action. Invitations or suggestions made by the care staff were never refused. On the other hand, in situations in which role-behavior was not elicited, a sequence was observed in which the resident initiated the conversation by making a proposal, the care staff refused it with a reason, and the resident accepted the refusal.

### Biography

Sachiyo Koyama, RN, PhD teaches gerontological nursing in graduate and undergraduate programs. Her research topic is communication skills in dementia care. Recently, she is developing an education program for communication skills to elicit daily life behaviors among elderly people with dementia.

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