

BEEBE HEALTHCARE

MARGARET H. ROLLINS SCHOOL OF NURSING NURSING 101 – FOUNDATIONS OF NURSING Communication Reflection Assignment

Student: Chase Norton		Date of Interaction: 9/23/25 – 9/24/25
Client Initials: DS	Age: 88	Admitting Diagnosis: Abdominal surgery with incision on his lower left abdomen.
General Information:		
Description of Environment: The client was admitted to Beebe Hospital, located on the 3rd floor in the Medical-Surgical Unit, Room 322B. The client was in a shared room.		
Description of Client: DS was observed in bed and receiving oxygen upon initial visit. He required assistance to get out of bed. Throughout the interaction, DS was patient, displayed a pleasant demeanor, and appeared happy to engage in conversation. He communicated effectively and made jokes, contributing to a positive and cooperative atmosphere. Although he appeared fatigued, he remained alert, oriented to person, place, and time, and was in good spirits during the visit. On the first day of care, DS was on a clear liquid diet. By the second day, he had been weaned off oxygen and was able to tolerate regular food intake, indicating improvement in his condition. .		

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Goal of Interaction:

The purpose of the interactions was to check on the client's well-being, ensure his safety, assess any immediate needs, take vital signs, and provide necessary care.

Interaction Narrative

Minimum of five (5) & maximum of eight (8) interactions in order as it occurs – number each exchange

Student:	Patient:	Analysis:
<p>1. Your statements with non-verbals</p> <p>“Hi Mr. Donald Is now a good time to take your vitals?”</p> <p>“Oh, okay I can come back later.”</p> <p>I maintained an appropriate distance to ensure Donald could hear me clearly and feel comfortable during our interaction. I used positive nonverbal cues such as smiling and laughing in response to his jokes, which helped build rapport and conveyed warmth and attentiveness.</p>	<p>Clients statement with non-verbals</p> <p>“No.”</p> <p>“I’m kidding yes you can”</p>	<p>Technique: Direct Question</p> <p>Rationale for use: I used a direct question to confirm the client’s comfort and willingness before proceeding with taking his blood pressure. This approach helped ensure informed consent and respected the client’s autonomy.</p> <p>Effectiveness: The technique was effective, as the client, Donald, clearly indicated that he was comfortable with having his blood pressure taken at that time. It facilitated clear communication and supported a respectful interaction.</p>

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<p>2. Your statements with non-verbals</p> <p>“Hi Mr. Donald those are pretty flowers.”</p> <p>“That was so nice of her”</p> <p>“That is very cool, is now a good time for a bath?”</p> <p>I ensured I was facing Donald while he was speaking, maintained appropriate eye contact, and offered a warm smile. These nonverbal cues helped demonstrate attentiveness, respect, and engagement, supporting a positive and trusting interaction.</p>	<p>Clients statement with non-verbals</p> <p>“Thank you, my granddaughter brought them for me”</p> <p>“My granddaughter is a EMT”</p>	<p>Technique: Focusing</p> <p>Rationale for use: I asked Donald if it was a good time to take a bath in order to redirect the conversation and refocus his attention on his personal care needs.</p> <p>Effectiveness:</p> <p>This technique was effective in redirecting the conversation back to Donald’s care, helping to ensure that his personal needs were addressed in a timely and respectful manner.</p>
<p>3. Your statements with non-verbals</p> <p>“How are you feeling today Mr. Donald?”</p>	<p>Clients statement with non-verbals</p> <p>“I had a rough spell Sunday but I’m still breathing”</p>	<p>Technique: Direct question</p> <p>Rationale for use: I used this technique to gather specific information about</p>

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<p>“Okay good I’m glad you’re feeling better.”</p> <p>I maintained eye contact and used open body language to demonstrate that I was actively listening and engaged in the conversation. These nonverbal cues helped convey interest, attentiveness, and respect, fostering a positive and supportive interaction with the client.</p>		<p>how the client was feeling. Direct questioning can help initiate focused communication and provide insight into the client's current condition.</p> <p>Effectiveness:</p> <p>The technique was effective, as Donald shared that he was feeling better than he had on Sunday. This response provided useful information about his progress and overall well-being.</p>
<p>4. Your statements with non-verbals</p> <p>“Hi Mr. Donald Is this arm okay to do your blood pressure”</p> <p>“Okay I’ll try my best”</p> <p>I maintained consistent eye contact,</p>	<p>Clients statement with non-verbals</p> <p>“As long as you don’t rip it off”</p>	<p>Technique: Direct question</p> <p>Rationale for use:</p> <p>I used this technique to ensure Donald’s comfort and cooperation while preparing to take his blood pressure. Asking directly allowed me to confirm which arm he was comfortable using, helping to maintain a respectful and patient-centered approach.</p>

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<p>positioned myself facing the client, and used open body language. These nonverbal behaviors helped convey attentiveness, approachability, and respect, reinforcing a supportive and engaging interaction.</p>		<p>Effectiveness:</p> <p>The technique was effective, as Donald responded that the arm I intended to use was okay. This helped ensure the procedure was carried out smoothly and with his consent.</p>
<p>5. Your statements with non-verbal's</p> <p>“Do you need anything before I leave?”</p> <p>“Okay I will see you in a little bit”</p> <p>I stood within close proximity to Donald to promote clear communication and a sense of presence. I maintained eye contact while asking if he needed anything, demonstrating attentiveness and respect. Before leaving the room, I smiled to show friendliness and reassurance,</p>	<p>Clients statement with non-verbals</p> <p>“No, I think I’m okay.”</p>	<p>Technique: Open ended question</p> <p>Rationale for use:</p> <p>I used this technique to check in on Donald’s well-being and to give him the opportunity to express any needs or concerns in his own words. Open-ended questions encourage more detailed responses and support patient-centered communication.</p> <p>Effectiveness:</p> <p>The technique was effective, as Donald responded that he didn’t need anything at that moment. This helped confirm that he was comfortable and that no immediate</p>

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<p>helping to end the interaction on a positive note.</p>		<p>needs required attention.</p>
<p>6. Your statements with non-verbals</p> <p>I listened to Donald when he was talking about his granddaughter.</p> <p>I ensured I was facing Donald directly, maintained steady eye contact, and used positive body language to convey genuine interest and attentiveness. These nonverbal cues helped him feel heard and respected throughout our interaction.</p>	<p>Clients statement with non-verbals</p> <p>“My granddaughter is an EMT”</p>	<p>Technique: Active listening</p> <p>Rationale for use:</p> <p>I used this technique to demonstrate genuine interest in what Donald was saying and to build rapport. By maintaining eye contact, nodding, and responding appropriately, I aimed to create a supportive environment where he felt heard and valued.</p> <p>Effectiveness:</p> <p>The technique was effective, as Donald felt comfortable enough to share personal information about his granddaughter. This helped strengthen our connection and encouraged open communication.</p>

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7. Your statements with non-verbals	Clients statement with non-verbals	Technique: Rationale for use: Effectiveness:
8. Your statements with non-verbals	Clients statement with non-verbals	Technique: Rationale for use: Effectiveness:

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Evaluation:

Reflection:

During my interaction with the client, I observed that he was very fatigued and spent much of the time resting or sleeping. He appeared to prefer minimal assistance and expressed a desire to be left alone without frequent interruptions. This experience reminded me of the importance of respecting a client's need for rest and personal space, especially when they are feeling unwell or exhausted. It also reinforced the value of balancing necessary care with sensitivity to the client's comfort and autonomy.

Barriers:

A barrier to communication was the client's significant fatigue, which made him less receptive to prolonged interaction and preferred minimal disturbance.

Personal Strengths & Weaknesses:

One of my strengths in communication is my effort to engage with the client frequently, checking in on how he is feeling and what his current needs are. I want to create a comfortable and supportive environment through communicating thoroughly. An area for improvement is being more direct and assertive when appropriate. Rather than asking, "Is now a good time?", I could improve by clearly stating the plan "We're going to do this now" or offering a choice within a structure "Would you prefer we do this now or in 10 minutes?" which can support both clarity and the client's sense of control.

Strategies for Improvement:

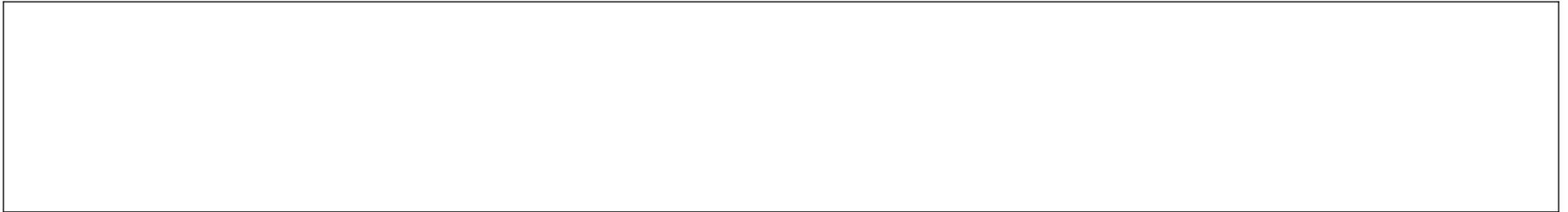
In the future, I will ensure that I communicate more directly about what needs to be done and take a more efficient approach to completing tasks promptly, rather than delaying or prolonging them unnecessarily.

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Communication Reflection Assignment

A large, empty rectangular box with a thin black border, intended for the student to write their communication reflection assignment. It occupies the upper half of the page below the title.