

BEEBE HEALTHCARE

MARGARET H. ROLLINS SCHOOL OF NURSING

NURSING 101 – FOUNDATIONS OF NURSING

Communication Reflection Assignment

Student: Giselle Ortiz Rivera		Date of Interaction: 09/23/25	
Client Initials: CB, room 501A	Age: 76	Admitting Diagnosis: left hip fracture	
General Information:			
<p>Description of Environment: My partner and I were on the 5th floor of the hospital. There were about four nurses on the floor and two CNAs who were running back and forth to answer call bells and ensure the patients had the best care possible. We were in the east wing so we had orthopedic patients. My patient had a room to herself. She had a bed, a chair, bedside table, her own bathroom, and she kept two bags of her personal belongings in the corner of the room.</p>			

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Description of Client:

My patient was a 76 year old female who was admitted into the hospital with a left hip fracture after having a fall incident at home. She was overall independent. She could eat, bathe and was able to get up to the bathroom with an assist and a walker for support. Her room was kept organized and free of unnecessary things to minimize her risk of falling. My patient was very kind and was always very happy to see us walk into her room. She was discharged around 1200 on 09/23/25. She expressed how much she missed being active and was a bit upset that she had to recover for a few weeks. Despite that, she was very excited to be discharged.

Goal of Interaction:

The goal of my interactions was to make my patient feel comfortable and build trust. Our patient was anxious about being transported home so we wanted to build that rapport and make her feel cared for. She expressed that her family could not come in see her because they lived further away and were busy working. Since she didn't have anyone in the room with her, we liked checking on her and getting to know her so we could calm her down. In the end, she was very trusting and expressed how much she enjoyed having us as her student nurses. She felt very well cared for.

Interaction Narrative

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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>“Do you have any pain this morning?”</p> <p><i>Eye contact</i> <i>Active Listening</i> <i>Head Nods</i> <i>About 3-4 feet away from patient</i></p>	<p>Client's statement with non-verbals</p> <p>“I’m just feeling a bit sore, but nothing too extreme.”</p> <p><i>Eye contact</i> <i>Smiling</i></p>	<p>Technique: Direct question</p> <p>Rationale for use: I used this technique in order to get a straightforward answer from the patient. Before taking care of my patient, I wanted to make sure she was comfortable so the tasks we performed would be effective and wouldn't stress her out.</p> <p>Effectiveness: This technique was effective because we were able to know how she felt and continue to provide her assistance and care.</p>

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<p>2. Your statements with non-verbals</p> <p>“Tell me about what you like to do in your free time”</p> <p><i>Eye contact</i> <i>Showed interest</i> <i>Smiling</i> <i>Silence while listening</i> <i>About 3-4 feet away from patient</i></p>	<p>Clients statement with non-verbals</p> <p>“Oh I love spending my time working out. If I am not at the gym, I’m with my friends going on walks or biking around in Lewes. I’m a pretty active person, that’s why I’m so ready to get out of the hospital”</p> <p><i>Hand gestures</i> <i>Eye contact</i> <i>Laughing</i></p>	<p>Technique: Active Listening</p> <p>Rationale for use: I used this technique to learn more about my patient as a person. By asking questions about her, I was able to learn things so I can care for her as a whole person instead of just her health.</p> <p>Effectiveness: This technique was effective because it helped my patient become more social with us. I could tell she was happy that I asked about her life instead of just doing basic care for her. She was smiling and her anxiety started to ease a bit.</p>
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<p>3. Your statements with non-verbals</p> <p>“Why won’t your daughter be visiting you at the hospital?”</p> <p><i>Eye contact</i> <i>Head nods</i> <i>Facing patient</i></p>	<p>Clients statement with non-verbals</p> <p>“She works a lot and isn’t able to get off from work very easily. I only see her a few times per month. When I am discharged, I will be staying at her house. I am excited to spend a few days with her”</p> <p><i>Hand gestures</i> <i>Eye contact</i> <i>Small smiles</i></p>	<p>Technique: Clarification</p> <p>Rationale for use: I used this technique in order to clarify what the patient was saying. She said that no one had come to visit her and also said that she had only one daughter. She seemed to be a bit upset about it so to uplift her mood, I wanted to know a little bit more about the situation.</p> <p>Effectiveness: This was effective because I was able to make her realize she had something to look forward to. She started making efforts to drink some water and sit up in her chair for a bit.</p>
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<p>4. Your statements with non-verbals</p> <p>“So you were doing yard work on Saturday and used your arm to try to stop yourself from falling completely and hurt your hip in the process?”</p> <p><i>Personal distance (3-4 feet away)</i> <i>Eye contact</i> <i>Head nods</i> <i>Active Listening</i></p>	<p>Clients statement with non-verbals</p> <p>“Yes, exactly! I tried to catch myself and ended up making it worse.”</p> <p><i>Hand gestures</i> <i>Eye contact</i> <i>Giggling</i></p>	<p>Technique: Restating/Summarizing</p> <p>Rationale for use: I used this technique to make sure I understood my patient correctly. She explained her fall and I thought restating what she said would move us along in the conversation.</p> <p>Effectiveness: This was effective because I was able to confirm that what I interpreted was correct, I made sure I understood her correctly before continuing.</p>
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<p>5. Your statements with non-verbals</p> <p>“Tell me about your favorite activity to do around Lewes now that you live down here.”</p> <p><i>Personal distance (3-4 feet away)</i> <i>Eye contact</i> <i>Smiling</i> <i>Head nods</i></p>	<p>Clients statement with non-verbals</p> <p>"I love to bike or walk around town and explore it. This town is so charming and the views are beautiful. I enjoy getting coffee with friends and catching up weekly.”</p> <p><i>Smiling</i> <i>Eye contact</i> <i>Hand gestures</i></p>	<p>Technique: Open-ended</p> <p>Rationale for use: This technique was used to build rapport and get to know my patient. She loved that I had interest in her life, I wasn't just there to take her to the bathroom and take her vitals; she had someone to talk to and someone to keep her company for a bit.</p> <p>Effectiveness: This was effective because the patient was visibly happy when talking about her daily activities. She told me more about her life after I showed interest.</p>
<p style="text-align: center;">Evaluation:</p>		

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Reflection: My patient was awaiting discharge on the day we started caring for her. We did a little bit of basic care in the morning; we took her vitals, took her to the bathroom, provided oral care, provide a bath and oversaw how much of her breakfast she ate. We weren't able to do a linen change because she was getting discharged at noon, she sat in her chair most of the morning. After having a set time for her discharged, we focused on getting her ready to go home, such as changing her out of the hospital gown and into her clothes.

Barriers: A barrier that I had was the fact that I had never cared for patients or been in a hospital before. At first, I was very nervous to talk to my patients because I didn't know what to say and didn't want to say the wrong thing to her. As the morning went on, I realized that its truly not that scary. I think that if I wasn't so nervous, I could have gotten more interactions with our patient.

Personal Strengths & Weaknesses: A personal strength was being prepared to perform basic care. My patient and I would bring all materials to take vital signs and provide other basic care when entering the room. This helped us minimize the amount of times we were in and out of the patients room and helped eliminate any awkward pauses in between our care. Another personal strength I had was making eye contact with the patient and making sure she felt understood and important. A weakness I had was knowing when to ask questions and how to ask them. I wasn't very prepared with questions to ask her. I sort of just went with the flow which caused student nurse-patient communication to be a bit choppy.

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Strategies for Improvement: To improve, I'm going to jot down things to ask while we're getting information about our patient during pre-conference. This will help my communications go smoother and possibly have an even better relationship with my future patients. I think I just need to practice talking more professionally in order to make sure my patient feels welcomed and cared for.