

BEEBE HEALTHCARE

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

Student: Francesca Heller		Date of Interaction: 9/30/25 – 10/01/25	
Client Initials: G.A.	Age: 69	Admitting Diagnosis: COVID/Pneumonia	
General Information:			
Description of Environment: Clinical inpatient setting at Beebe hospital on a medical-surgical unit. The client was in a single bed isolation room with all staff that entered the room required to wear proper personal protective equipment (PPE) which consisted of a gown, gloves, N-95 respirator, eyewear and/or a face shield.			
Description of Client: The client presented as a 69-year-old female with an admitting diagnosis of COVID and pneumonia. She was alert and oriented to situation, person, place, and time. She has moderate mobility impairments, using a walker as an assistive device when ambulating. She was cooperative and engaged in conversation with my partner and I frequently.			
Goal of Interaction: The overall goal of interaction was to build rapport and establish a comfortable environment where the client feels comfortable to communicate openly to me about how she is feeling, what I can help her with, and is receptive towards my communication, care, and any education I provided.			

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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>“Are you from around this area?” I asked.</p> <p>Nonverbals: I was standing in a social distance from the patient with my head turned to face her with a neutral facial expression.</p>	<p>Clients statement with non-verbals</p> <p>“My husband and I previously lived in Pennsylvania and then moved to Maryland where we have lived in Ocean City for the past 20 years.” She replied.</p> <p>Nonverbals: She had a smile on her face while making eye contact with me, seated up in the bed at a high fowlers position.</p>	<p>Technique: Open-ended question</p> <p>Rationale for use: Wanting to inquire more about my patient and build rapport.</p> <p>Effectiveness: Effective in opening more of a dialogue on my first visit into the room to greet the patient and allowed me to continue a dialogue in reference to this information later.</p>
<p>2. Your statements with non-verbals</p> <p>“I’m going to get a few vital signs from you, is now a good time?” I asked.</p> <p>Nonverbals: I stood at a personal distance from the client, holding eye contact and a neutral expression on my face before continuing to proceed with taking her vital signs.</p>	<p>Clients statement with non-verbals</p> <p>“Yes, go right ahead,” the client replied.</p> <p>Nonverbals: She was seated upright in the bed, making eye contact, with a neutral expression on her face.</p>	<p>Technique: Direct Question</p> <p>Rationale for use: Providing an explanation of what I was going to do as to not overwhelm the client.</p> <p>Effectiveness: Effective in facilitating open communication and a comfortable environment for the client.</p>
<p>3. Your statements with non-verbals</p> <p>“How long have you two been together?”</p>	<p>Clients statement with non-verbals</p> <p>“We just celebrated 51 years together;</p>	<p>Technique: Open-ended question</p>

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<p>I asked in refence to my patient and her husband who was currently visiting.</p> <p>Nonverbals: I made eye contact between both the client and her husband while smiling and positioning myself to face both at a social distance of about 6 feet.</p>	<p>we met when were around 13 and 14. We used to write letters back and forth to each other before getting married at 19 and 20.” She replied.</p> <p>Nonverbals: She smiled and glanced between I and her husband, seated up in the bed while her husband was seated in the chair at the bedside.</p>	<p>Rationale for use: To establish rapport with the client and learn more about her while also redirecting the conversation to a positive topic.</p> <p>Effectiveness: Effective in establishing rapport and aiding in future communication techniques.</p>
<p>4. Your statements with non-verbals</p> <p>“How has managing that been for you both?” I asked.</p> <p>Nonverbals: I leaned my head in slightly towards the patient with a neutral expression as a periodically nodded while listening as the client responded.</p>	<p>Clients statement with non-verbals</p> <p>“It has been really hard because I haven’t been able to go to any of my follow up appointments for my shoulder or for the physical therapy because I’ve been in and out of the hospital...” She replied.</p> <p>Nonverbals: Using hand motions to explain herself while making direct eye contact with me, seated in the bedside chair.</p>	<p>Technique: Active Listening</p> <p>Rationale for use: Therapeutic communication to assess how her and her husband had been comping with frequent hospital stays and several outpatient appointments due to a previous injury.</p> <p>Effectiveness: Effective in recognizing the stress and burden the client and her husband have been experiencing, and it also facilitated communication between them about planning to reschedule her outpatient appointments after discharge.</p>

BEEBE HEALTHCARE

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<p>5. Your statements with non-verbals</p> <p>“So actually, with the incentive spirometer, you should wait until the blue part falls fully back to the bottom in order to do a full inhale and exhale to expand your lungs” I said.</p> <p>Nonverbals: I was seated next to the client, facing her, making eye contact and maintaining a neutral facial expression.</p>	<p>Clients statement with non-verbals</p> <p>“Oh! That’s why it was so difficult to use the last one they gave me when I was in the hospital last time” she replied.</p> <p>Nonverbals: She made eye contact with me during the education, seated in the chair at the bedside while immediately attempting to use the Incentive Spirometer once more following the instructions I provided.</p>	<p>Technique: Giving Information</p> <p>Rationale for use: To show the patient how to properly use the incentive spirometer after she showed an incorrect technique upon initial education on the use of the Incentive Spirometer device.</p> <p>Effectiveness: Very effective, the client then proceeded to demonstrate the correct use of the incentive spirometer 10 times for 1000 mL.</p>
<p>6. Your statements with non-verbals</p> <p>“So, this area is giving you a lot of discomfort?” I said while assisting my CA partner in giving the client a bed bath and providing perineal care.</p>	<p>Clients statement with non-verbals</p> <p>“Yes, it really has been. I think it’s from my pee thing when it leaks, it only happens when I’m here, it goes away when I’m home after I take a hot</p>	<p>Technique: Restating / Summarizing</p> <p>Rationale for use: Clarifying that the area of skin in reference has been</p>

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<p>Nonverbals: Standing right next to the client as I paused what I was doing and making eye contact with her as I asked.</p>	<p>shower.” She replied.</p> <p>Nonverbals: Nodding and raising her eyebrows slightly, as she made eye contact with me while in her bed while receiving a bed bath and perineal care.</p>	<p>continuously giving her discomfort as she previously indicated that it was bothering her.</p> <p>Effectiveness: Effective in identifying the onset of the irritation and erythema in reference and her level of discomfort. Also allowed in facilitating interprofessional communication between her nurse and I about the area later resulting in application of a dimethicone cream to lower her discomfort level.</p>
<p>7. Your statements with non-verbals</p>	<p>Clients statement with non-verbals</p>	<p>Technique:</p> <p>Rationale for use:</p> <p>Effectiveness:</p>
<p>8. Your statements with non-verbals</p>	<p>Clients statement with non-verbals</p>	<p>Technique:</p>

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		Rationale for use: Effectiveness:
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Evaluation:

Reflection:

My two days of basic care clinical and this assignment has helped improve my communication skills and identification of proper techniques and when to use them in all aspects of the clinical setting. I feel more confident especially with my communication in very emotional times for my patient(s) or even myself while also maintaining a healthy balance of professionalism and ensuring that my patient feels heard and respected.

Barriers:

Because my patient was on isolation precautions due to her positive Covid-19 diagnosis, it was harder to convey and utilize non-verbal communication such as facial expressions and certain use of body language due to the personal protective equipment I was wearing such as my gown, N95 respirator, and goggles.

Personal Strengths & Weaknesses:

My personal strengths were building effective rapport with the client, facilitating a comfortable environment where the client felt comfortable to tell me about a little about her previous medical history, current discomfort, and concerns, as well as providing her with emotional support in validating her feelings and sharing conversation with her about positive topics.

Weaknesses: Conveying nonverbal communication during my communication technique approaches while in PPE.

Strategies for Improvement:

Considering this was my first exposure to wearing PPE, when interacting with a client on isolation precautions, I will continue to work on effective

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NURSING 101 – FOUNDATIONS OF NURSING

Communication Reflection Assignment

nonverbal communication techniques even when my facial expressions are undistinguishable to the client. I feel that I could have improved with utilizing a better variety of nonverbal communication techniques overall and in addition to my verbal communication. Since my facial expressions are hidden by my N95 respirator, I plan to focus more on using my eyes and eyebrows to express warmth and empathy.