

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

<b>Student: Mya Dellinger</b>	<b>Date of Interaction: 9/30 and 10/01</b>
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<b>Client Initials: GA</b>	<b>Age: 69</b>	<b>Admitting Diagnosis: covid pneumonia</b>
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**General Information:**

**Description of Environment:**

Patient was in an isolation room on Medsurg hooked up to oxygen and an IV. The room was very clean, and she had plenty of space to put her items she has accumulated throughout her stay. Her husband seemed to be there every day to spend time with her, which appeared to keep her in good spirits.

**Description of Client:**

She is a white female age 69, alert and oriented times 4. She was admitted for Covid Pneumonia. She does what she can independently and then we help her with the rest. She is very kind and loves to talk to us about what we are doing. She is very patient and lets us figure out the process of what we are trying to achieve.

**Goal of Interaction:**

The goal was to make the patient feel dignified and not like she was a task we were checking off. I wanted to make sure that she was comfortable in her hospital room since she was in isolation, as well as giving the client education and building that trusting rapport. 10/9/25

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<b>Interaction Narrative</b>		
Minimum of five (5) & maximum of eight (8) interactions in order as it occurs – number each exchange		
<b>Student:</b>	<b>Patient:</b>	<b>Analysis:</b>
<p>1. Your statements with non-verbals</p> <p>I asked the patient if she had any life stories she wanted to share with us. This was good timing because her husband was in the room so he was able to explain more on what they had done and suggest something for her to continue to talk about.</p> <p>I was standing at the end of the bed, so the patient was able to see both me and my partner.</p> <p><i>I smiled a lot even though I had my mask on, hoping that she could tell by my eyes.</i></p>	<p>Clients statement with non-verbals</p> <p>“Oh gosh what do I tell you”  “Me and my husband had a house in OC that we would rent out and cleaned before and after every guest. We had to drive down there every time.”</p> <p><i>She was lying in bed, pondering when I first asked her the question, she looked at her husband and smiled before she started talking. This became a common thing throughout our conversations.</i></p>	<p>Technique:</p> <p>Open ended communication</p> <p>Rationale for use:</p> <p>To get to know the patient more and let her express herself.</p> <p>Effectiveness:</p> <p>I thought that it was very effective at learning about the patient because it gave her the opportunity to talk to us about anything that had happen in their life.</p>
<p>2. Your statements with non-verbals</p> <p>“This is a shampoo cap we can do if you would like to?”</p> <p>“Have you had one done since you have been here?”</p> <p>“It is a shower cap that is warm and soft that is massaged in for two minutes. It has a hair cleanser in it that leaves your hair cleaned and refreshed. So, you are saying</p>	<p>Clients statement with non-verbals</p> <p>“That sounds nice.”</p> <p>“No. I didn’t even know it was an option. What is it exactly?”</p> <p>“Yes, that’s right. But that sounds really relaxing.”</p> <p>Once the cap was on and I was massaging it she kept expressing how “good it felt”</p>	<p>Technique:</p> <p>Education and restating</p> <p>Rationale for use:</p> <p>To gather an understanding of what she knew about a shower cap and if she had ever used one while in the hospital.</p> <p>Effectiveness:</p>

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<p>no one has told you that you have the option to wash your hair”</p> <p><i>A nonverbal I did was smiling at her responses and her body’s reaction to having her hair washed.</i></p>	<p>and when I took it off, she said that “I feel so much better and refreshed.”</p> <p><i>Some nonverbals were her head leaning back into my hands and her eyes closed expressing how nice it was feeling.</i></p>	<p>This allowed for her to specify if she had ever used a shower cap before and let us educate her about it.</p>
<p>3. Your statements with non-verbals</p> <p>“I am a Marshalls lover! I am there at least once a week, sometimes more.”</p> <p>“Since we are now on the topic of Halloween do y’all still dress up?”</p> <p>“I get it, some people do go all out but it is always nice to see the decorations as you drive by.”</p> <p><i>I am standing near the end of the bed giving her my attention.</i></p>	<p>Clients statement with non-verbals</p> <p>“We go to Marshalls and the other two all the time. Have you seen all the Halloween stuff they have out at Home Sense. All their home things are so good.”</p> <ul style="list-style-type: none"> <li>- <i>Her whole body was full of expression</i></li> </ul> <p>“Heck no. We are too old for that, but my son takes it seriously. He goes all out every year with decorations and costumes.”</p> <ul style="list-style-type: none"> <li>- <i>She looks at me like I’m crazy when I ask her if she still dresses up.</i></li> </ul>	<p>Technique:</p> <p>Open ended communication</p> <p>Rationale for use:</p> <p>This allows for me and the patient to have a good rapport with one another. As well as just learning more about my patient.</p> <p>Effectiveness:</p> <p>I learned a couple of things about my patient. For example, she has a son, and she loves to shop.</p>
<p>4. Your statements with non-verbals</p> <p>“What is going on over there? Your oxygen is out of your nose!”</p> <p>“Let me help you.”</p> <p>I am watching her with my hands at my side and slightly laughing the whole time.</p>	<p>Clients statement with non-verbals</p> <p>“Jeez that’s not very helpful”</p> <ul style="list-style-type: none"> <li>- <i>She rolls her eyes laughing as she tries to fix it</i></li> </ul> <p>“Ok, thank you! I can breathe again.”</p> <ul style="list-style-type: none"> <li>- <i>She laughs and looks at her husband and they both smile</i></li> </ul>	<p>Technique:</p> <p>Open ended communication</p> <p>Rationale for use:</p> <p>This allows for her to have some education that the nasal canula needs to be in both nostrils not just one.</p>

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		<p>Effectiveness:</p> <p>This really reminded her that she should check occasionally that it is in correctly and she is getting in the oxygen she needs.</p>
<p>5. Your statements with non-verbals</p> <p>“Oh really, when did it happen? I couldn’t even tell.”</p> <p>“Oh no, I’m so sorry. I’m glad you’re ok though”</p> <p><i>I am giving eye contact and nodding my head to encourage her to continue.</i></p>	<p>Clients statement with non-verbals</p> <p>“Did you know I had broken my nose?”</p> <p>“I was in the shower and had slipped and fell and hit my nose when trying to catch myself. It was bleeding significantly as well. It was a mess.”</p> <p><i>She is messing with her nose the whole time. As well as using hand movements.</i></p>	<p>Technique:</p> <p>Active listening communication</p> <p>Rationale for use:</p> <p>Letting her be able to tell her story and know that she has my full attention.</p> <p>Effectiveness:</p> <p>This allowed for her to tell us an interesting story that we didn’t know and learn something new about her.</p>
<p>6. Your statements with non-verbals</p> <p>“Is your breathing ok?”</p> <p>“Are you using your incentive spromometer?”</p> <p>“How often are you using it?”</p>	<p>Clients statement with non-verbals</p> <p>“Yes”</p> <p>“Yes”</p> <p>“Ten times every hour”</p>	<p>Technique:</p> <p>Closed ended communication</p> <p>Rationale for use:</p> <p>This was used to grab a how was she doing and a quick understanding is she knew what she was doing.</p> <p>Effectiveness:</p>



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**Evaluation:**

**Reflection:**

The client's status was good for us in communication. Since it was an isolation room, when we went into her room it wasn't just a quick visit, we tended to spend more time in there. She was very patient with us and filled the silence or laughed when we were taking longer to do a task.

**Barriers:**

A slight barrier for our communication was that the patient was in an isolation room. I had to wear full PPE, which included a mask and goggles on our face. This did get in the way of the patient seeing my nonverbal communication. I tried my best to express myself in ways she would understand and be able to see.

**Personal Strengths & Weaknesses:**

I do feel that my nonverbal cues could improve. I tend to always show what I'm feeling by my face, which is ok to an extent. Asking open ended questions and educating the patient were a strength of mine. I was able to learn more about my patient but also assess her knowledge on things and provide education if needed.

**Strategies for Improvement:**

A strategy for improvement for me would be to make sure I'm tailoring how I'm communicating to my patient. For example, talking to patients at their education level so they understand me. Another improvement would be to work on my nonverbal cues. I want to make sure that my patients don't take my body language as a bad thing when nothing is wrong and vice versa.