

BEEBE HEALTHCARE

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

Student: Allyson McLellan		Date of Interaction: 10/01/25	
Client Initials: W.R	Age: 69	Admitting Diagnosis: Shortness of Breath (CHF)	
General Information:			
Description of Environment: Beebe Hospital at Margaret H. Rollins Lewes campus. The room was on the 3-Hudson Med-Surg floor, room number 372A. The room was a semi-private room, which consisted of a patient bed, bathroom, shower, bedside table, chair, and a cabinet. Some items in the room were patients belongings, hygiene products, gloves, etc. The room also had a small TV and a whiteboard with all of the pertinent patient information.			
Description of Client: W.R is a 69 year old female that originally presented with shortness of breath due to congestive heart failure. During my time of care, W.R was very positive in demeanor, and she presented as healthy, as she was able to ambulate independently, use the bathroom independently, and perform all ADL's with little to no assistance. She was oriented to person, place, time, and situation, and was able to communicate very effectively.			
Goal of Interaction: The primary goal of interaction was to provide whatever basic care was needed to the patient, while also making sure that she was safe and protected. As she was able to perform tasks independently, the main focus of my care was to establish a good rapport, making her feel safe and welcomed in the environment. I wanted to establish a good, trusting relationship to help her feel better both physically and mentally.			

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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><i>Eye contact</i> <i>Open posture to convey interest.</i></p> <p>1. “Breakfast is coming around really soon, I understand that you’re hungry and will get you’re breakfast as soon as it comes.”</p>	<p>Clients statement with non-verbals</p> <p><i>Eye contact</i> <i>Nodding along</i></p> <p>1. “Is breakfast here? I’m so hungry!”</p>	<p>Technique: Accepting</p> <p>Rationale for use: I wanted to let the client know that her feelings were heard, and I wanted her to know that I would do what I could to get her breakfast out as fast as possible.</p> <p>Effectiveness: The client was thankful that I listened to her concerns and let her know that I would do what I can to help her.</p>
<p>2. Your statements with non-verbals</p> <p><i>Eye contact</i> <i>Caring tone of voice</i></p>	<p>Clients statement with non-verbals</p> <p><i>Eye contact</i> <i>Open body language</i></p>	<p>Technique: Clarification</p>

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<p>2. “Ok, so you’re going to wash up later this afternoon before you go home?”</p>	<p>2. “Well I think I’m going home today so I’m going to shower and wash up this afternoon”</p>	<p>Rationale for use: I wanted to confirm the information that I received from the client was correct, and I wanted to confirm what she said to me to ensure that I was getting the right information.</p> <p>Effectiveness: The client confirmed what I needed clarification on, and I was able to ensure that she got washed up when she wanted too and that her care team was aware of the right timeline.</p>
<p>Your statements with non-verbals <i>Eye contact</i> <i>Smiling</i></p> <p>3. “Are you feeling okay?”</p>	<p>Clients statement with non-verbals <i>Smiling</i> <i>Positive tone of voice</i></p> <p>3. “Yes, thank you!”</p>	<p>Technique: Direct Question</p> <p>Rationale for use: I wanted to make sure that the client was still feeling okay and that she was not in any pain or discomfort.</p> <p>Effectiveness: I was able to ensure that the client was comfortable and not in pain, and that she did not need anything while I was checking on her. The client was</p>

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		thankful that I was checking on her.
<p>4. Your statements with non-verbals <i>Hands on the clients bed rails to convey interest.</i> <i>Leaning in to hear the client better.</i> <i>Smiling</i></p> <p>4. “How many kids do you have?”</p>	<p>Clients statement with non-verbals <i>Open body language</i> <i>Good eye contact</i> <i>Smiling</i></p> <p>4. “I have my three girls and I also have twelve grandchildren.”</p>	<p>Technique: Open-ended question</p> <p>Rationale for use: I wanted to make the client feel welcome and cared for, and I knew that she loved to talk about her family so I wanted to ask her about her family to allow her to elaborate and talk about them.</p> <p>Effectiveness: The client was able to feel comfortable talking to me about her life and family, and I was able to build a solid rapport with her, which allowed her to know that she was cared for and that somebody is paying attention to her.</p>
<p>5. Your statements with non-verbals <i>Open body language</i> <i>Smiling</i></p>	<p>Clients statement with non-verbals <i>Eye contact</i> <i>Smiling</i></p>	<p>Technique: Active Listening</p>

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<p><i>Eye contact</i> <i>Nodding along with clients words to show interest</i> 5. "Oh wow, that's really neat!"</p>	<p><i>Open body language</i> 5. "I've always wanted my grandson to go into healthcare, I think it would be great for him. All of my daughters are nurses and they have done pretty much everything. I just think nursing is great." 5. "</p>	<p>Rationale for use: I knew that the client enjoyed talking about her family, and I wanted her to be able to talk about them and know that somebody was listening intently.</p> <p>Effectiveness: Actively listening to my client helped build our rapport further, and it helped my client have somebody to talk too. My client seemed happy that she had somebody to talk to who was interested in the conversation and what she had to say.</p>
<p>6. Your statements with non-verbals</p>	<p>Clients statement with non-verbals</p>	<p>Technique:</p> <p>Rationale for use:</p> <p>Effectiveness:</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: The client was actively awaiting discharge for most of the day, so she was very positive which I think made communication much easier. The client was in very good condition, so it made it very easy to talk to her. She was not in any pain, so there were not many hindering factors that made it hard to communicate with her. Overall, she was very positive, and loved to communicate and talk all day.		
Barriers: There were not any major communication barriers with my client, so it was very easy to talk to her. She would occasionally have some trouble hearing what was being said if it was spoken too softly. To overcome this, I made sure that I was talking loudly enough to ensure that she was hearing what was being said and making sure to clarify any statements if necessary.		
Personal Strengths & Weaknesses: I think that my strengths in communication was with nonverbal communication. I believe that I did a very good job of showing my patient that I was listening to them, whether that be through nodding along with what they were saying or making eye contact with them during conversation. I think one of my weaker points was still having verbal communication while using techniques like active listening, as I was so focused on listening that I did not give many verbal cues, which help ensure my client that she is truly being heard.		
Strategies for Improvement: One way to improve my communication skills would be to continue to give verbal cues and statements even during active listening, as it is still important to chip in and have verbal conversation while still actively listening.		

Reflection:

The client was actively awaiting discharge for most of the day, so she was very positive which I think made communication much easier. The client was in very good condition, so it made it very easy to talk to her. She was not in any pain, so there were not many hindering factors that made it hard to communicate with her. Overall, she was very positive, and loved to communicate and talk all day.

Barriers:

There were not any major communication barriers with my client, so it was very easy to talk to her. She would occasionally have some trouble hearing what was being said if it was spoken too softly. To overcome this, I made sure that I was talking loudly enough to ensure that she was hearing what was being said and making sure to clarify any statements if necessary.

Personal Strengths & Weaknesses:

I think that my strengths in communication was with nonverbal communication. I believe that I did a very good job of showing my patient that I was listening to them, whether that be through nodding along with what they were saying or making eye contact with them during conversation. I think one of my weaker points was still having verbal communication while using techniques like active listening, as I was so focused on listening that I did not give many verbal cues, which help ensure my client that she is truly being heard.

Strategies for Improvement:

One way to improve my communication skills would be to continue to give verbal cues and statements even during active listening, as it is still important to chip in and have verbal conversation while still actively listening.

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Another way to improve my communication skills would be to interact in a little closer distance with the client, as at some points I was slightly far away from the patient which could have made communication slightly more difficult. I think that I could move a little closer to the client to help make a more effective communication environment.