

# Covenant School of Nursing Reflective



Learning to be a reflective practitioner includes not only acquiring knowledge and skills, but also the ability to establish a link between theory and practice, providing a rationale for actions. Reflective practice is the link between theory and practice and a powerful means of using theory to inform practice thus promoting evidence based practice.” (Tsingos et al., 2014)

Using the Reflective Practice template, document each step. The suggestions in the boxes may help you as you reflect on the incident. This Reflective Practice document will be reviewed by faculty and then you will post the final reflection in your LiveBinder folder.

<p><b>Step 1 Description</b> A description of the incident, with relevant details. Remember to <u>maintain patient confidentiality</u>. Don't make judgments yet or try to draw conclusions; simply describe the events and the key players. Set the scene! It might be useful to ask yourself the following questions</p> <ul style="list-style-type: none"> <li>• What happened?</li> <li>• When did it happen?</li> <li>• Where were you?</li> <li>• Who was involved?</li> <li>• What were you doing?</li> <li>• What role did you play?</li> <li>• What roles did others play?</li> <li>• What was the result?</li> </ul>	<p><b>Step 4 Analysis</b></p> <ul style="list-style-type: none"> <li>• What can you apply to this situation from your previous knowledge, studies or research?</li> <li>• What recent evidence is in the literature surrounding this situation, if any?</li> <li>• Which theories or bodies of knowledge are relevant to the situation – and in what ways?</li> <li>• What broader issues arise from this event?</li> <li>• What sense can you make of the situation?</li> <li>• What was really going on?</li> <li>• Were other people's experiences similar or different in important ways?</li> <li>• What is the impact of different perspectives eg. personnel / patients / colleagues?</li> </ul>
<p><b>Step 2 Feelings</b> Don't move on to analyzing these yet, simply describe them.</p> <ul style="list-style-type: none"> <li>• How were you feeling at the beginning?</li> <li>• What were you thinking at the time?</li> <li>• How did the event make you feel?</li> <li>• What did the words or actions of others make you think?</li> <li>• How did this make you feel?</li> <li>• How did you feel about the final outcome?</li> <li>• What is the most important emotion or feeling you have about the incident?</li> <li>• Why is this the most important feeling?</li> </ul>	<p><b>Step 5 Conclusion</b></p> <ul style="list-style-type: none"> <li>• How could you have made the situation better?</li> <li>• How could others have made the situation better?</li> <li>• What could you have done differently?</li> <li>• What have you learned from this event?</li> </ul>
<p><b>Step 3 Evaluation</b></p> <ul style="list-style-type: none"> <li>• What was good about the event?</li> <li>• What was bad?</li> <li>• What was easy?</li> <li>• What was difficult?</li> <li>• What went well?</li> <li>• What did you do well?</li> <li>• What did others do well?</li> <li>• Did you expect a different outcome? If so, why?</li> <li>• What went wrong, or not as expected? Why?</li> <li>• How did you contribute?</li> </ul>	<p><b>Step 6 Action Plan</b></p> <ul style="list-style-type: none"> <li>• What do you think overall about this situation?</li> <li>• What conclusions can you draw? How do you justify these?</li> <li>• With hindsight, would you do something differently next time and why?</li> <li>• How can you use the lessons learned from this event in future?</li> <li>• Can you apply these learnings to other events?</li> <li>• What has this taught you about professional practice about yourself?</li> <li>• How will you use this experience to further improve your practice in the future?</li> </ul>

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*Use this template to complete the Reflective Practice documentation. Do not exceed the space in each box. Any information not visible to you is lost.*

<p><b>Step 1 Description</b> I walked past a patient's room and I saw that the husband of the patient looked distressed, so I walked in to see what was happening. The husband sternly tells me he has been trying to get someone and I kindly ask who and he points to me and yells that he's been trying to get me. I apologize and said that I didn't hear him and showed them the call light and how to use it. He then tells me that they need a nurse since the patient is incontinent and needs help going to the restroom. I then quickly tell the nurse who was busy and she says she'll be a second so I grab what I need and go to the patient's room and the husband immediately tells me I've been taking too long. I calmly tell him that I'm trying to get help as soon as I can since I can't get her moved and on the bedpan by myself. Finally, the nurse enters and helps me get the patient on the bedpan. While we worked the husband complained about us not doing our job and helping his wife. We got it done and left. 10 minutes later I returned since she was postop and needed vitals done. As soon as I entered the husband yells, "oh so you care more about vitals than taking care of my wife". I reassured him that we'll be taking care of her and that I was sorry we didn't help sooner.</p>	<p><b>Step 4 Analysis</b> I was able to apply some knowledge of dealing with difficult customers at work in this situation. It allowed me to stay calm in the situation and calmly react to the husband. This event just shows the issue of dealing with family members in health care and that we need to know the proper ways to interact with them so that there is a good environment for our patients. The husband was probably sad and angry about his wife being in the hospital, so he was probably just projecting all of that onto me. I do not know how he was really feeling about the situation. He only really yelled at me, so I got most of it done to me. Since the nurse didn't have to deal with it, she was able to help me by telling me her perspective and reassuring me that I was alright.</p>
<p><b>Step 2 Feelings</b> In the beginning, I felt so bad that I didn't hear the husband asking me for help. Apparently, they had been trying to get someone for a while, so I felt terrible they had to wait. I felt better when the nurse came in to help but felt even worse when the husband started talking about how bad we were doing. He made me feel like I was doing everything wrong, but I also knew I was doing everything I could to help my patient. After everything happened my nurse apologized for me having to deal with the husband and reassured me that he shouldn't have done that and that I was doing the right thing. I felt a lot better about the whole situation after I was able to talk to her. Thinking about it now I realize it was a good experience because it allowed me to experience a difficult family member. I wish I didn't have to go through it, but I realized that I could use it to become a better nurse.</p>	<p><b>Step 5 Conclusion</b> If the patient knew how to use the call light and had it a little closer the whole situation could have been avoided. I could have made the situation better by teaching them about the call light sooner. I also could have talked to the husband better so that he could have calmed down and not yelled at me as much. If I could have been just a little faster even though I did rush it could have been better too. The nurse did everything she could so she could not have made the situation any better. I mostly learned how to better deal with a patient's family and some of the wrong things you can say. I learned that it is better to know more about the situation before you make assumptions also.</p>
<p><b>Step 3 Evaluation</b> The only good thing about the event was that the nurse was able to help me quickly and the patient was able to have her bedpan placed under her in time. How the husband acted and the way he talked to me was the bad part. It was easy finding help but I just had a difficult time dealing with the husband. I tried handling the husband, but I just did not do it as well as I should have. The nurse was able to help me take care of the patient and we got her the care she needed. I tried to help as well as I could and rushed the whole time so that the patient could get care as soon as possible but the husband just made me feel like I was not doing anything right for the patient.</p>	<p><b>Step 6 Action Plan</b> Overall, I feel like this whole situation could have easily been avoided. If we had just been a little quicker, it would have been fine. The only thing I would do differently would be talking to the husband better and helping with the situation quicker. I can use this lesson easily in the future when dealing with any patient or their family members. I will be able to talk to the patient or family members more easily and help with their situation. I can also apply what I learned whenever a patient is being difficult for any reason. This has taught me that in professional practice you will sometimes have to deal with difficult patients but there are right ways to do it. I also learned that I am capable of dealing with difficult patients, but I just need the confidence to do so. Talking and dealing with patients is a major part of nursing so I will be able to use it in all aspects.</p>