

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

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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>Step 1 Description So I had a situation where my nurse and patient had a disagreement about how she was acting towards her and treating her. This happened on my third preceptorship day. The nurse and I were in the patient's room when the confrontation happened. The only people that were involved were the nurse and I until we had to call the charge nurse to diffuse the situation. I was getting ready to give the patient her Benadryl medication before the situation blew up. I played the role of a peacemaker to try and keep everybody calm and diffuse the situation. The result was that the nurse ended up not taking care of the patient anymore and she received a new nurse.</p>	<p>Step 4 Analysis I feel like I can apply just staying calm during the situations that tend to escalate and try to keep peace in the room. I feel like in any situation with verbal confrontation can lead to physical confrontation. The only sense I can make of this is that the patient was feeling like she was treating her like she knew nothing or like a kid when this was her fourth child. The patient just didn't like how she was getting treated so it made her upset.</p>
<p>Step 2 Feelings At the beginning when the little things leading up to the blow up were happening it was a little uneasy for me. But I knew it really wasn't intentional just the language barrier with misunderstanding on both ends. When it escalated to the blow up I was just a little nervous because I felt like maybe it could have been prevented. It made me feel just a little uncomfortable because I just didn't know what to do in that situation when all I was trying to do was give her medication. The actions of the charge nurse was really good she came in addressed the situation and fixed it even after the nurse fired herself from the patient. I guess the final outcome was good the nurse was ok with not having the patient anymore and the patient was happy to have a new understanding nurse. I was just happy that the situation didn't lead to anything more and everyone ended up with what they wanted.</p>	<p>Step 5 Conclusion I feel like it was building up all day and I tried to talk and calm everyone down before it blew up out of hand to see both sides of the situation. I feel like maybe some things could have been done differently with how certain things were said. Maybe I could have stepped in more since it was a language barrier and just try to explain things better for her. I've learned that sometimes you really have to watch how say things to certain people.</p>
<p>Step 3 Evaluation The good of the event was just the communication the charge nurse had with the patient putting her at ease to let her know she was there and that we were going to get things right for her. I feel like the bad was the patient and nurse going back and forth with each other leading to the nurse firing herself from the patients care. The easy part to me was just letting the patient vent to me while waiting on the charge nurse. I felt like everyone did well with communication and trying to diffuse the situation. I really didn't expect a different outcome normally when patients don't agree with certain nurses the fire them from care.</p>	<p>Step 6 Action Plan Overall the situation was different and a little hard to diffuse but things ended up not escalating any further. The only thing I would do differently is ask the patient if she understands everything that is going on to make sure it is no other issues. This has taught me to always keep a professional attitude no matter what is going on because disagreements happen.</p>