

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.

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| <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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My nurse had a patient that was in for liver failure and had a paracentesis. Her paracentesis was performed the day before but after they had given her blood products and more. Due to the infused products the patient began to retain fluid again and was scheduled to go for another paracentesis. The patient had agreed, and the nurse got her consent ready. However, when we returned to check on the patient a friend was in the room and the patient's whole attitude had changed. She went from being calm and cooperative about her care to being rude, loud, and refused all care. She was demanding to be let out of the hospital in that moment. The nurse was trying to get her to calm down and to teach her the importance about doing the procedure. I just stood there watching how the nurse handled the situation and how the patient continued to be rude and refused to listen. The nurse eventually walked out and went and spoke to the doctor about the situation. The doctor let the nurse know that he would go talk to the patient, so we all headed back into the patient's room. The patient then changed her attitude and was trying to joke around and laugh with the doctor and told the doctor that she was not going to receive the paracentesis and that she was ready to leave. The doctor did not try to teach her the importance but simply stated that she was more than welcome to leave. So, the nurse verified what the patient and the doctor decided upon and then discarded the consent and began discharge paperwork.

In the beginning I was shocked because the patient just changed her whole outlook on her own care just because of the person that was in the room with her. I just remember standing there thinking how could she just let someone change her outlook on her care? Why would she just not care about her own health enough and just try to leave because someone else was ready to go? Why was her health not important enough? I began to feel frustrated with the patient and mainly the friend sitting in the room. I was frustrated and upset with the fact that she seemed not to care for her own health. There were people around her trying to help her and she was refusing all of the help. The words of the nurse made me feel proud because despite how she was treated she did not change how she cared for the patient. The nurse still kept the patient's care as her priority and stood there and continued to teach the patient. However, the doctor's decision to just let the patient leave without a word shocked me because I was expecting him to go in and teach the patient how important her procedure and her infusion were for her. Instead, he just ordered for her to be discharged per the patient's request. In the end we were able to get the patient to take the infusion because it was not a time-consuming infusion and would be completed by the time the discharge paperwork was complete. I was not pleased with sending the patient away knowing the care she still needed but I know as well that we can't force a patient to stay. My most important feeling to me was sad because I was sad for the patient for her decision for choosing to not care for her own health over what her friend wanted.

The good thing that came of this was that the patient allowed us to give her the albumin infusion that she needed since her levels were low. The bad part of this was that the patient was leaving without full care needed. I feel like what was difficult was trying to get the patient to understand the importance of her health and the care she needed. During all this time I did not do much but stay back and listen to what everyone had to say and watch everyone's actions. However, I did get to hang the piggyback and that went well according to my nurse. I feel that what my nurse did, she did well because she tried everything she could to inform the patient about the importance of the care she needed. Overall, the outcome was different than what I expected because I expected the doctor to teach and try to do what he needed to get the patient to allow for us to completely care for her and it did not go that way. I was not able to contribute to much but was able to continue to give my best care to the patient while she was still under our care and make sure that she was comfortable as well.

In books like my Nursing fundamentals and nursing diagnosis have taught and used evidence-based practice that it is important that we always advocate for our patient, even in time when they do not advocate for themselves. They also teach us how to teach our patients and what interventions need to be given based off of the patient's specific conditions, because not every situation with patients is exactly the same. In these books and along with clinical experience we have also learned how to remain calm despite how the patient treats or speaks to us as we continue to put their care first. My nurse did exactly that and I plan to carry this experience with me in every future situation that I experience from this point forward. But greater issues that arise from this situation is the risk that the patient will be in risk of greater health issues due to refusing care. At the end of this situation the only sense that I could make of this is that even though we need to always advocate for our patient we also have to allow them to make their own decisions and be in charge of their own care if possible. In this situation that is exactly what happened, despite our teaching our patient chose to leave. I am sure in other experiences that many people have experienced situations like this one but never exactly that same because every situation is unique in its own way. However, it is important to communicate with each other and all come to a solution to issues that we have. It is also important to remember other perspectives play a role in situations because everyone has their own view of a situation and it's good to communicate those views and ideas to come to a conclusion.

In conclusion I do not feel like I could have personally made the situation better. I was already doing what I could and that was providing the best care I could to my patient while she was still under our care. I do feel that the doctor could have made the situation better had he taken the time to teach the patient about the importance of the procedure. This may have not changed the outcome, but it could have been worth trying. From this situation I have learned how to what it looks like to manage a difficult patient. I have also learned the importance of communication with each other and how body mechanics also play a role in situations that could easily escalate down a bad path. I also learned that being dedicated to patient care is always important and a good quality to have especially if a patient does not feel the same way for themselves.

Overall, I feel like I learned so much from this situation, from maintaining composure during a difficult situation, advocating, teaching, communication, teamwork, and compromise. I do feel that even though the patient was released eventually that patient would have to return for care that was needed. I know I would have not done things differently but, in the future, I will know that something that I would change would be asking my doctor to teach my patient before making a decision. I also see that we can't let our own feelings get in the way of our thought process and ability to care for our patients, I will forever carry this experience with me in future experiences and remember the dedication of my nurse. I had a great experience.