

## 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. personal / 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></p> <p>The patient was admitted to the hospital with multiple traumas from a MVA weeks ago. This person was arrogant, combative, rude, and bossy. The night nurse, my nurse, another student, and I were rounding in the patient's room Wednesday morning when he began to yell and cuss at the nurse for not doing anything to manage his pain. However, he had refused his pain meds, refused to let the nurse start an IV, and refused a PICC the night before. He continued to be aggressive toward the nurse and everybody stood in silence until the nurse spoke up and defended herself while still respecting the patient. He then demanded all measures possible to relieve his pain.</p>	<p><b>Step 4 Analysis</b></p> <p>Research states to not take stuff like this personal, find an underlying cause, continue to show that you care, and stay calm. The nurse displayed all of the above which showed me how to act in a similar situation if I am ever in that place. If the nurse where to react differently it could have gone much worse, there is no telling what the patient will do or what he is capable of. The patient had been in the hospital for weeks, he was angry, frustrated, and in pain, he also has bipolar disorder, and I am sure he acted in spite of all of these factors.</p>
<p><b>Step 2 Feelings</b></p> <p>At first, I was in shock that somebody would talk to someone who was trying to help them in that way. I then felt scared because I had never experienced anything like that in the hospital. Then I got angry because he had refused everything and then was demanding the same things 4 hours later. I came to find out he was bipolar, so I understood the event more but was still shocked about it all. Once the nurse brought in the pain meds we could give him he apologized and was appreciative for the meds. This made me feel better that he had some remorse. The most important feeling I had was shock because I couldn't believe what was happening at the moment.</p>	<p><b>Step 5 Conclusion</b></p> <p>After experiencing this event I have learned how to handle similar situations where I am uncomfortable, angry, scared, etc. I believe we all could have been a little more understanding at first because we all jumped to the immediate conclusion that this patient was a terrible person. When in reality he may not be. With that being said I now see how important it is to treat these patients with the same dignity and respect as any other patient. He should not be treated less by us as nurses because he spoke disrespectfully out of anger and pain.</p>
<p><b>Step 3 Evaluation</b></p> <p>It was good that he was remorseful and apologized but he should not speak to anyone let alone a woman and someone who is trying to help him the way he did. It was difficult to stand in silence and listen to him talk like that, but I knew it would be better to say nothing. The nurse handled it very well along with the others in the room. I did not expect the patient to apologize due to how he was acting before. I tried to relieve some of the stress it caused the nurse by asking if she wanted me to do anything for her or help with any other patient's while she was dealing with what just happened.</p>	<p><b>Step 6 Action Plan</b></p> <p>Overall, I think this situation was a great learning experience. There will be times patients will lash out and you have to act professional and continue to be a patient advocate. Next time, I would not do something different so that I don't overstep the nurse. However, if I was in the position of the nurse, I would not stand in silence like I did in this situation. I would calm them down and explain all options. This was a great learning experience because this situation can occur in many different aspects of daily life. This has taught me a lot about professional practice as it was apparent that you should always remain professional in this situation and not act out of anger and lash out.</p>