# 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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| **Step 1 Description**<br>A description of the incident, with relevant details. <u>Remember to 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<br>• What happened?<br>• When did it happen?<br>• Where were you?<br>• Who was involved?<br>• What were you doing?<br>• What role did you play?<br>• What roles did others play?<br>• What was the result? | **Step 4 Analysis**<br>• What can you apply to this situation from your previous knowledge, studies or research?<br>• What recent evidence is in the literature surrounding this situation, if any?<br>• Which theories or bodies of knowledge are relevant to the situation – and in what ways?<br>• What broader issues arise from this event?<br>• What sense can you make of the situation?<br>• What was really going on?<br>• Were other people's experiences similar or different in important ways?<br>• What is the impact of different perspectives eg. personal / patients / colleagues' |
| **Step 2 Feelings**<br>Don't move on to analyzing these yet, simply describe them.<br>• How were you feeling at the beginning?<br>• What were you thinking at the time?<br>• How did the event make you feel?<br>• What did the words or actions of others make you think?<br>• How did this make you feel?<br>• How did you feel about the final outcome?<br>• What is the most important emotion or feeling you have about the incident?<br>• Why is this the most important feeling? | **Step 5 Conclusion**<br>• How could you have made the situation better?<br>• How could others have made the situation better?<br>• What could you have done differently?<br>• What have you learned from this event? |
| **Step 3 Evaluation**<br>• What was good about the event?<br>• What was bad?<br>• What was easy?<br>• What was difficult?<br>• What went well?<br>• What did you do well?<br>• What did others do well?<br>• Did you expect a different outcome? If so, why?<br>• What went wrong, or not as expected? Why?<br>• How did you contribute? | **Step 6 Action Plan**<br>• What do you think overall about this situation?<br>• What conclusions can you draw? How do you justify these?<br>• With hindsight, would you do something differently next time and why?<br>• How can you use the lessons learned from this event in future?<br>• Can you apply these learnings to other events?<br>• What has this taught you about professional practice? about yourself?<br>• 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.*

| Step 1 Description | Step 4 Analysis |
|---|---|
| This morning, when my nurse was getting bedside report on one of her patient's, the patient got very agitated and started accusing the night shift nurse of not giving him his pain and anxiety medication. The nurse told the patient that she had given him all of his scheduled meds, and had given him pain meds as needed, and had documented all of the meds she had administered. The patient started to cuss at the nurse and was calling her a liar and telling her that he was going to report her. My nurse, stepped in and told the patient that he needed to calm down and listen to what they were trying to tell him. He told her to leave the room and that he did not want her to be his nurse today. I was in the room listening, but did not get involved in the situation. | What I know about this situation from my previous knowledge, is that if it wasn't documented then it wasn't done. In this case, the nurse had documented every medication she had administered throughout her shift. When the patient accused her of not giving him his meds, and lying about which meds she gave him, she was protected because she had documented all of the meds she gave him. She also wrote what pain meds she gave and what time she gave them on the white board. The patient was clearly upset with the nurses, but he was not listening to them. He was being disrespectful and accusing them of things they did not do. The nurses were also upset in this situation because they knew what medications they had given him and were just trying to explain and deescalate the situation. |
| **Step 2 Feelings** | **Step 5 Conclusion** |
| At the beginning, I figured that the nurses would resolve the problem and the patient would listen to them and calm down. As the situation progressed, I could tell that both of the nurses were becoming very frustrated and starting to lose their patience with him. He continued accusing the night nurse of lying to him and not giving him his meds. When my nurse stepped in and tried to deescalate the situation, the patient treated her very disrespectfully, which I could tell upset her. I felt upset for her, because she was trying her best to treat him with respect and handle the situation professionally. | I think that in this situation, it was best if I did not get involved. The patient was already very agitated, so I figured the best thing for me to do, was stand back and let the nurses try to handle it. I believe that the nurses did the best they could to try to calm the patient down. I do not think there was any way the patient was going to listen to what they had to say, no matter what they did. The handled it professionally and walked out of the room when necessary. I learned that there will be difficult patients that will upset me, but I will have to handle the situation professionally and try to resolve it the best I can, and if I am unable to resolve the problem, to walk out of the room and let a charge nurse or nurse manager know about the situation. |
| **Step 3 Evaluation** | **Step 6 Action Plan** |
| The good thing about the event, was that I was able to witness first hand, that not all patients will treat you with respect, no matter how you treat them. I also saw how the nurses reacted to and handled the situation. My nurse ended up being able to switch patients with another nurse, so she did not have to care for that patient today. I expected the patient to eventually calm down and understand that the nurses are there to care for him, and were doing their best to make sure he was not in pain. The patient only got angrier as the situation progressed, but the nurses in the room handled it the best that they could, and after leaving the room, told the charge nurse about the situation. | Overall, this situation made me upset for my nurse. She was very upset about the way she was treated and I could tell that going to the charge nurse and asking her to switch patients was the last thing she wanted to do, but she had no other option. In the future, if I have a patient treat me disrespectfully as this one did my nurse, I will know to remain professional and try to rationalize with the patient. If I am unable to do that, I will resort to other options, such as switching patients with another nurse. I can apply this lesson to many other aspects of life, because there will always be people who will not treat you with the respect you give them, and having an understanding of professionalism will help me to handle these type of people. |