

## 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></p> <p>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></p> <p>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>                  On 11/2/21 at around 1000, one of nurses asked me to go into a patient's room to help move him. When I first walked into the room it was just me, the nurse, and the patient transporter. We tried to move the patient, but he became irritated with the nurse and told her to leave him alone and get out. He was experiencing confusion, so he didn't really know what was going on. The nurse left and went to find more people to help. The charge nurse, two other nurses, another student nurse, and a physical therapist came in to help. He was gripping onto the trapeze bar and wouldn't let go. The charge nurse tried to remove his hands and he said he was going to punch her. He was telling all of us to back up and became even more irritated. Eventually the nurses climbed onto the bed and removed his hand and then he started hanging onto the side rail of the bed. It had been about 10 minutes and they needed to get him transferred to the bed. The charge nurse grabbed his hands, and we were able to slide him over. The other student nurse and I lifted his legs and made sure his catheter wasn't being pulled on.</p>	<p><b>Step 4 Analysis</b>                  The patient has dementia and I know this can cause severe confusion and cause the patient to become scared or defensive. In situations like this the patient sometimes actually becomes violent and might hit people or throw stuff. This situation could've escalated this that if the nurses didn't handle it like they did. The nurses tried to explain where he was going and why, but he was so confused there was nothing they could say to make him feel better. Having dementia can also affect the patients' health and care provided. On 11/3/21, the patient pulled out his catheter while the balloon was inflated. The nurses said there was blood everywhere and the patient is in some pain now. Since he's so confused, he doesn't know what is going on, so sometimes the nurses aren't able to provide the best possible care.</p>
<p><b>Step 2 Feelings</b>                  I felt bad for the patient because he really didn't know what was going on and he was scared. When the first nurse left to find others, the patient said he was hot, so I held the fan up by his head. He had calmed down a little bit during that time. When the charge nurse came in, I was standing by the patient's head, so I was a little nervous that he was going to get violent. I think once we finally moved him over to the other bed, he calmed down a little and realized he was okay. The most important feeling I had was that I was worried for the patient. Even though he was becoming violent, I just felt sad that I wasn't able to make him feel better.</p>	<p><b>Step 5 Conclusion</b>                  I could've tried to help the patient feel more safe and secure. I could've tried to comfort him and help him relax. The nurse assigned to him seemed to be losing her patience, so I think maybe she could've tried to consider how the patient was feeling. Since this was the first time I've been in a situation like this, I think next time I won't be as scared and nervous. I learned to remain calm and don't become impatient with the patient. When taking care of patients with confusion, you might experience a situation that makes you scared or nervous, but we have to remember that the patient is feeling the same way.</p>
<p><b>Step 3 Evaluation</b>                  I think it was good that I was able to experience an event like this. I've never had a difficult patient, so I learned a lot during this. It was a little frightening hearing a patient threaten the nurses, but in this situation, he wasn't at fault due to his dementia. It was easy to try to comfort the patient and work as a team. I thought the charge nurse handled this situation very well. She took charge and still treated the patient with respect. The other student nurse and I did everything the nurses asked of us to try to help the situation. The outcome we had was about what I expected. Even though we had a rough time at first, we eventually got the patient transferred and sent him down for testing.</p>	<p><b>Step 6 Action Plan</b>                  Overall, this situation was a good learning experience for me. I know that as I gain more experience with bedside nursing, I will gain more confidence. What I learned during this situation can be applied to all future situations when a patient is experiencing confusion. This also taught me that it's so important to remain calm and professional while dealing with a difficult patient. Every time you go into the patient's room, you can remind them where they are and what is going on. It might also help if the patient has a family member in the room so they feel more comfortable.</p>