Reflective Case Study Gerontology Assignment

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	Therapeutic communication during the delivery of nursing care to gerontology patients. Examine the influence of age on nursing care decisions and actions for patients. Understand the roles and responsibilities of individuals in a working group.	CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care
Skills	Apply therapeutic communication concepts such as active listening, silence, focusing, open ended questions, clarification, exploring, paraphrasing, reflecting, restating, providing leads, acknowledgement, and offer of self. Engage in conflict negotiation using conflict resolution skills.	CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care

	Use appropriate communication techniques when communicating with clients who have a barrier to effective communication. Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc Communicate with various members of the interprofessional team.	
Attitudes	Value the role of therapeutic communication in nursing care decisions and actions. Appreciate the various factors that can impact effective communication Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults. Recognize personally held attitudes about working with patients from different age,	CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care

	ethnic, cultural and social backgrounds.	

Instructions:

Therapeutic communication is a fundamental component of nursing and is a complex concept. Ensuring positive encounters between nurses and patients is important for improving the quality of nursing interactions, the performance of various nursing duties, and meet patients' diverse needs (Abdolrahimi, Ghiyasvandian, Zakerimoghadam, & Ebadi, 2017).

Students will access the case study through the ATI website. Please watch the screencast within the lesson to help locate the ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care in ATI.

The case study provides a 5-minute overview including character background (for example role, age perspective) on each person within the case study. The case study will unfold into various stages with video scenarios. The videos are presented in 30 to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study not limited to significant others, nurses, care providers, student nurses, and the client. The scenario review typically lasts 25 minutes. Average time in the case study is 30 minutes. The student will receive text-based rationale for selected options and will receive a percent correct in relation to the first selected option, and time within the product.

Reference

Abdolrahimi, M., Ghiyasvandian, S., Zakerimoghadam, M., & Ebadi, A. (2017). Therapeutic communication in nursing students: A Walker & Avant concept analysis. *Electronic Physician*, *9*(8), 4968-4977. doi:10.19082/4968

ATI. (2018). Educator implementation guide: Nurse's Touch: Professional communication & the communicator. Retrieved from atitesting.com

Step one:

Complete Case study

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care for a minimum of 30 minutes.

Step Two:

Reflecting on your responses and experience with the ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care, answer the following questions.

1. What did you learn from this scenario?

It is essential to focus on not only client needs, but family needs as well. Making end-of-life decisions is a difficult situation for all involved. This scenario also taught me that end-of-life care could involve many disciplinary teams. This situation could be improved with the palliative or hospice doctor present with the primary medical team and pastoral care and a social worker to identify needs and answer questions for all involved.

2. Identify your biggest takeaways.
    a. Explain the factors that influenced this decision.

It is crucial to direct questions to the client. Suppose the patient is experiencing verbal or nonverbal indicators of pain, regardless of what the family wants. In that case, nurses should ask the client directly, "would you like me to administer a medication that would make you more comfortable?". Nurses also need to assess the environment to see if it is therapeutic or what the patient needs. In this scenario, the nurse recognized that the company prevented her from resting and rest is ultimately what the patient wanted.

3. What are some of the main problems or key issues expressed in the scenario?

The sisters disagreed on treatment for their mother, where it may not even be their decision to make. The client seems to be decisional at the time and can make her own medical choices. Other problems included whether to invite pastoral care into the room based on the clients' preferences and limiting the number of visitors in the room to promote a restful environment.

4. What were some of the challenging decisions the nurse needed to make?
    a. Describe the rationale behind these decisions.

The nurse had to decide to call pastoral care based on the family's request or listen to the conversation more before making her decision. In this scenario, the nurse could have either continued to listen to the conversation to gather information or directly ask the client (when appropriate), "would you like to speak to someone from pastoral care?". Another challenging decision was having to remind the daughter that rest is essential for her mother and suggest that the children might be disturbing her.

5. What factors influenced your decisions and responses during the scenario?
    a. Explain your response.
    b. How will you respond if this scenario presents again in the future?

While making my decisions in the scenario, I kept referring back to the client. I also know to avoid “why” questions and to refrain from sounding judgemental. The therapeutic element should be a focus of all conversations to promote a therapeutic relationship for all involved. If I reencounter this situation, I will keep the same focus- how does this affect my client, all while keeping a neutral, non-judgemental tone.

6. Have you experienced similar situations in your clinical rotations?
    a. How did you or others respond to the situation? Please explain.
    b. Describe successful communication strategies you have used or experienced in the clinical setting.

I have not experienced this in a clinical rotation, but I often take care of patients during the end stage of life. Before starting nursing school, I did not know how to communicate with clients or their families properly. I used false reassurance, saying things such as “it is okay” or “you will be home soon to rest.” Now that I have learned therapeutic communication techniques, I feel prepared to handle a situation like this in a clinical rotation.

7. Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.

The advantages are that the decision can be discussed as a group. Someone may have insight into the situation that others do not, and the family can become a sounding board for each other while deciding on care. This could bring the families closer in their relationship, and they may feel more prepared for what will happen. The disadvantage is that no children are ever ready for their parent to become ill and pass away, so they may want to continue pursuing treatment. If the children are resistant to elect comfort measures, the parent may feel guilty for making their decision and change their mind.

STUDENT NAME_____ Emily Clark _____

Rubric for the Reflective Case Study Gerontology Assignment

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 10 point	Grade
Time within Case study	Less than 30 minutes	30 minutes or more	

Comments:

Case Study
POINTS:_____/10

Reflective Activity

1. What did you learn from this scenario?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
What did you learn from this scenario?	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

2) Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

Objective	**Unsatisfactory 0 points**	**Satisfactory 5 point**	**Points**
Identify your biggest takeaways. 1. Explain the factors that influenced this decision.	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

3) What are some of the main problems or key issues expressed in the scenario?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
What are some of the main problems or key issues expressed in the scenario?	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

4) What were some of the challenging decisions the nurse needed to make?
   a. Describe the rationale behind these decisions.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
What were some of the challenging decisions the nurse needed to	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

make? **a) Describe the rationale behind these decisions.**			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

5) What factors influenced your decisions and responses during the scenario?
    a. Explain your response.
    b. How will you respond if this scenario presents again in the future?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
What factors influenced your decisions and responses during the scenario? **a) Explain your response.** **b) How will you respond if**	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

this scenario presents again in the future?			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

6) Have you experienced similar situations in your clinical rotations?
    a. How did you or others respond to the situation? Please explain.
    b. Describe successful communication strategies you have used or experienced in the clinical setting.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Have you experienced similar situations in your clinical rotations? **a) How did you or others respond to the situation? Please explain.** **b) Describe successful**	Description adequate with superficial thought and preparation; does not address all aspects of the task.	Description well developed assignment that fully addresses and develops all aspects of the task.	

communication strategies you have used or experienced in the clinical setting.			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

7) Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions	Description adequate with superficial thought and preparation; does not address all aspects of the task.	Description well developed assignment that fully addresses and develops all aspects of the task.	

before a loved one becomes ill or early in a terminal illness.			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

Case Study ____/10 points

Reflective_____/105 points

Total: _____/115 points

Instructor Signature: _____ Date:_____