

## 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	<p>Therapeutic communication during the delivery of nursing care to gerontology patients.</p> <p>Examine the influence of age on nursing care decisions and actions for patients.</p> <p>Understand the roles and responsibilities of individuals in a working group.</p>	<p>CSLO 1 &amp; 2 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>
Skills	<p>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.</p> <p>Engage in conflict negotiation using conflict resolution skills.</p>	<p>CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care</p>

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

	ethnic, cultural and social backgrounds.	
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**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, Ghyiasvandian, 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., Ghyiasvandian, 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?

Making end-of-life decisions is a tricky thing to do for anyone. It is essential to honor the clients' needs as well as the families' needs. After completing this scenario, I am aware of how many health care teams are involved.

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

Any questions should always be directed towards the client. The nursing staff should continually assess the client as well as the clients' environment. By continually assessing the environment, it will help make sure the client is receiving the proper care. For example, in the scenario, the nurse realized the clients' visitors prevented the client from resting, and the client wanted to rest.

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

The main problem seemed to be that no one could agree or make a decision. For example, the clients' daughters argued about their mothers' treatment, even though their mother could make her own decisions. Another main problem was that the client wanted to rest, but the visitors prevented the client from resting.

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

The nurse's main challenge was to remind the daughter that her mother needed to rest and be in a quiet environment. Another challenge was to decide to call in pastoral care per the family's request or wait and listen to the conversation more before deciding.

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?

A therapeutic environment is a significant thing to continue while communicating with a client. When I would make my decisions in the scenario, I made sure to think of the client and what she wanted for care. Maintaining a calm and understanding tone will help the client feel calm and safe. If I were to reencounter this situation, I would keep the same mentality and respond accordingly.

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.

Thankfully, I have not had a challenging situation like this scenario during clinical. Although I do work in healthcare, both hospital and nursing home settings, I have had my fair share of rough situations. Now that I have education on how to communicate to clients, I know not to ask "why" or say "it will be okay." which has improved my client-to-nurse relationship. Knowing therapeutic communication skills can help me with situations like this in the future.

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.

Discussing treatment options and end-of-life decisions as a family can help make it easier to make a decision. With having said this, everyone's opinion is heard and valued where ideas can be bounced off each other to pick the right decision. After making difficult decisions like this as a family, it could bring them closer together and more prepared for the future if this were to happen again. A disadvantage to this situation could be if a power of attorney does not care about the client but about the money they are bringing in to them. This could prevent the client from having a good quality of life due to being greedy while the rest of the family has agreed to let go. Another disadvantage to having a family discuss treatment options is miscommunication. for example, one family member might not be present during a family meeting. Then someone passing on the wrong information to that person.

**STUDENT NAME OLIVIA POWELL**

**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**

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

**Comments:**

**Case Study  
POINTS: \_\_\_\_\_/10**

**Reflective Activity**

1. What did you learn from this scenario?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Points</b>
<b>What did you learn from this scenario?</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

<b>Clarity &amp; Mechanics</b>	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.	
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2) Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Points</b>
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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>What are some of the main problems or key issues expressed in the scenario?</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>What were some of the challenging decisions the nurse needed to</b>	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.			
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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?
- Explain your response.
  - How will you respond if this scenario presents again in the future?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>What factors influenced your decisions and responses during the scenario?</b>  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.	

<b>this scenario presents again in the future?</b>			
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<p><b>Have you experienced similar situations in your clinical rotations?</b></p> <p><b>a) How did you or others respond to the situation? Please explain.</b></p> <p><b>b) Describe successful</b></p>	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.	

<b>communication strategies you have used or experienced in the clinical setting.</b>			
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions</b>	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.	

<b>before a loved one becomes ill or early in a terminal illness.</b>			
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
<b>Clarity &amp; Mechanics</b>	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:\_\_\_\_\_**

BELOW THIS I HAVE ATTACHED THE ATI REPORT FORM

## Module Report

**Tutorial:** The Communicator 2.0

**Module:** Video Interaction: Client comfort and end-of-life care



Individual Name: **Olivia Powell**

Institution: **Lakeview CON**

Program Type: **BSN**

### Time Use and Score

	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	4/13/2021 2:03:55 PM	38 min	90%

Stage 1 (2 of 2 Correct)	
<b>Scenario</b>	Nurse Morgan is assigned to care for the client, Mrs. Longly, who is nearing the end of life. Mrs. Longly's family is at the bedside.
<b>Character</b>	Claire Fogel
<b>Selected Option/ Result</b>	"I hear you saying that you are not ready for your mother to give up." <b>Result:</b> Correct
<b>Rationale</b>	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.
<b>Character</b>	Karrie Perlman
<b>Selected Option/ Result</b>	"Let's talk about your difference of opinion." <b>Result:</b> Correct
<b>Rationale</b>	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.
Stage 2 (2 of 2 Correct)	
<b>Scenario</b>	Mrs. Longly's sister and daughter are in disagreement regarding Mrs. Longly's willingness to meet with the hospital chaplain.
<b>Character</b>	Claire Fogel
<b>Selected Option/ Result</b>	Morgan continues to listen to the conversation between the family. <b>Result:</b> Correct