

## 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, Ghyasvandian, 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., Ghyasvandian, 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](http://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?**

End-of-life scenarios are very tasking on both the client that is passing and their families. Multiple family members can have different opinions on what may be best for the client. In this scenario, the daughters and the client's sister all had very different perspectives on what is best for the client. Their opinions were somewhat problematic as it seemed that they did not consider what the client wanted. When a loved one is terminally sick and in pain, it can cause conflicting emotions and stress on families.

### **2. Identify your biggest takeaways.**

Therapeutic communication is just as important with friends and families as it is with clients.

#### **a. Explain the factors that influenced this decision.**

The daughters and sister of the client in this situation are very emotionally volatile in this scenario. I have utilized therapeutic communication at each stage of the case study to calm the family members down and help them approach the client's troubles rationally. While none of the characters are necessarily wrong, their perspectives may be misguided and not consider the client's wishes. Therapeutic communication is an excellent tool for helping them understand without offending.

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

The client's family must be all on the same page regarding how the client wants their healthcare. The client is in immense physical pain because of her terminal sickness. She is also suffering emotional grief over the people that mean the most to her, arguing about what they feel is best about her end of life. The client has two daughters. One daughter wants to do everything she can to reduce her mother's pain, which is admirable. The other daughter wants her mother to continue fighting to beat the

sickness and live longer, which is an understandable emotion to have as well. Neither of them seems to go to the mother to ask her what she wants to have done. All the client's loved ones seem to speak out on behalf of the client without asking the client what she would like to have done.

**4. What were some of the challenging decisions the nurse needed to make?**

Claire is terrified of the idea of her mother passing on, to the extent that she does not want her to take pain medications. On the other hand, Karrie wants to get her pain under control so badly that she wants to speak on her mother's behalf. The nurse needs careful communication to convey that while their feelings are valid, they need to consider their mother's wants.

**a. Describe the rationale behind these decisions.**

With Clair, the nurse uses exploration and open-ended questions to understand her concerns better. With Karrie, the nurse uses refocusing to bring the conversation back to the mother. It can be hard to talk to people concerning loved ones who are in great pain and will be dying soon.

**5. What factors influenced your decisions and responses during the scenario?**

Trying to approach each character in a manner that was therapeutic influenced my decisions in this scenario. I did not want to respond in a way that could be offensive or lead to more conflict.

**a. Explain your response.**

Therapeutic communication is vital in situations where people can be emotionally volatile. Knowing when to be explorative, reaffirming, and assertive is key to offering quality care. It not only applies to the client but her family and other members of the healthcare team.

**b. How will you respond if this scenario presents again in the future?**

When given different options, it is obvious which ones are not correct. When talking to clients in person, it is much easier to use non-therapeutic communication accidentally. That is why it is vital to practice using these techniques now. So, when these scenarios happen in the future, it becomes second nature to use proper therapeutic communication.

**6. Have you experienced similar situations in your clinical rotations?**

In one of my clinical rotations, I worked with a client in his mid-fifties who suffered early-onset dementia. He had been in a long-term care facility as his family could no longer care for him. He was in the hospital for a UTI. During his stay, many tumors were discovered, contributing to his already hopeless scenario.

**a. How did you or others respond to the situation? Please explain.**

The client was not alert or oriented to person, place, or time. He was able to chew food, but he was utterly dependent. Though he could not understand what I was saying, I tried to use a reassuring tone when speaking to him. I would encourage him to take bites of his food. When the nurse spoke with his wife, she spoke about the client's condition with dignity and respect.

**b. Describe successful communication strategies you have used or experienced in the clinical setting.**

In this same scenario, I practiced empathy by maintaining eye contact with the client. I made myself available to the client by staying by the client and ensuring that he could consume his meal. The other nurses made observations with the client's wife by informing her that "he ate most of his meal," which was an improvement from the day before. Even though the client was not alert and oriented, it is still vital to practice good communication.

**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.**

**Advantages:**

Allowing loved ones to discuss treatment options can be beneficial since it may give the client the will to keep fighting when they may have given up if they were on their own. It may help the family gain some closure since they know that

they were by their loved one's side until the end. Discussing with families what to do before they become ill would be beneficial as it ensures that the client's wishes are acknowledged should they become very sick.

**Disadvantages:**

Overcome with fear of loss, families may encourage treatment options that may prolong the client's suffering. When grief becomes a factor, family members may lash out and become irrational. Differing opinions about the best course of treatment amongst family members can also create further conflict.

**STUDENT NAME:** Shawn Weber

**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?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points
<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.	

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	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 decision.			
<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.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
<p><b>What were some of the challenging decisions the nurse needed to make?</b></p> <p><b>a) Describe the rationale behind these decisions.</b></p>	<p>Description adequate with superficial thought and preparation; does not address all aspects of the task</p>	<p>Description well developed assignment that fully addresses and develops all aspects of the task.</p>	
<p><b>Content Contribution</b></p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	
<p><b>Clarity &amp; Mechanics</b></p>	<p>Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.</p>	<p>Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.</p>	

- 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?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<p><b>What factors influenced your decisions and responses during the scenario?</b></p> <p>a) <b>Explain your response.</b>  b) <b>How will you respond if this scenario presents again in the future?</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>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>
<b>Have you experienced</b>	Description adequate with	Description well	

<p><b>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 communication strategies you have used or experienced in the clinical setting.</b></p>	<p>superficial thought and preparation; does not address all aspects of the task.</p>	<p>developed assignment that fully addresses and develops all aspects of the task.</p>	
<p><b>Content Contribution</b></p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	
<p><b>Clarity &amp; Mechanics</b></p>	<p>Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.</p>	<p>Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.</p>	

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 before a loved one becomes ill or early in a terminal illness.</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.	
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**Case Study \_\_\_\_/10 points**

**Reflective \_\_\_\_/105 points**

**Total: \_\_\_\_/115 points**

**Instructor Signature: \_\_\_\_\_**

**Date: \_\_\_\_\_**