

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 & 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, & 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, 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?

In the scenario about the client wanting comfort care, I learned a lot. First, it is most important to listen to what the patient wants. In this scenario, the patient had family members that were constantly at disagreement with the care the patient was receiving. However, I also learned that it is still important to listen to what the family members. It may not be the most important task, but it is still important. Lastly, I learned how I should handle a situation that involves noisy children when the patient is experiencing end-of-life care.

2. Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

My biggest takeaways from this scenario are to first listen to the patient and then listen to the family members. The factors that influenced this decision were listening to the family be at a constant disagreement with how the patient wanted their care to continue. When answering the questions that went along with the study, I found that every time I answered a family member that I was going to respond with what would be in the patient's best interest. The other big takeaway from this assignment is that you do not have to deal with family members alone. We can ask the provider and case managers to become involved.

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

From the beginning of the scenario, the two daughters were at a disagreement. The disagreement was that one of them wanted their mother to go on comfort care and the other did not. The next argument that the daughters ran into was whether or not they thought their mother should be receiving pain medication. Lastly, there were children in the patient's room that were causing the client discomfort. The patient needed periods of rest, which she could not get with all of the commotion in the room.

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

a. Describe the rationale behind these decisions.

The first challenging decision the nurse needed to make was to determine how she would respond to the whole family not being ready for the patient to go into end-of-life care stages. She decided that it is ultimately the patient's decision, yet she listened to the family member concerns. Next, the nurse had to ask the patient what she wanted directly regarding the pain

medication that one of her daughters was trying to force. The nurse again listened to the patient's needs and went from there. Lastly, the nurse had to figure out how to calm the children down without upsetting the parents in the room. She had a respectful approach that was not too forceful.

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

a. Explain your response.

During the scenario, I tried to respond in a way that would help me if I were in the patient's situation. I made sure that the patient felt heard throughout the scenario. I also made sure that the family had the opportunity to express their concerns. I practiced therapeutic communication throughout the scenario by avoiding asking "why" questions.

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

In the future, if this scenario presents itself again, I will try to remember answering these questions. I will remember to use therapeutic communication. I will also know to put the patient's needs first. I see that the patient needs, and the family's needs can run hand-in-hand. With that being said, I will do my best to make sure the family can feel heard. But it is ultimately the patient's decision to decide when they want to begin the end-of-life care stages.

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

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

I have not experienced similar situations like this in my clinical rotation. However, I have been involved in similar situations like this at work. I once had a patient who was entering into comfort care. Then patient had chosen her daughter to be her power of attorney. The patient also had a brother who was very upset that he was not her power of attorney. The son had come into the hospital requesting that the change be made. I had to reassure him that the nurse would discuss this with him, but it was ultimately his sister's decision.

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

During this situation, I practiced therapeutic communication. I also had positive body language. I made sure to maintain eye-contact with him. I also made sure to not ask him any "why" questions, but rather asked him to explain the way he was feeling.

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.

An advantage of families being involved in treatment options and end-of-life decisions of a loved one includes the patient not having the make decisions on their own. Typically, when the patient is entering into comfort care they are quite afraid. It is

very helpful for these patients to have family close by that can help them to understand what is going on and can help them to not feel alone in the big decision processes. A disadvantage of having families involved in treatment options for these patients can be that the family members do not always get along. In many situations, families do not agree with the treatment options their loved ones want to go through. This can cause distress on the patient.

STUDENT NAME _____

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,	Contributes valuable information with minor 1	

	grammatical, or mechanics errors.	clarity, spelling, grammatical, or mechanics errors.	
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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 make?	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.	
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 this scenario presents again in the	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.	

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

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 before a loved one becomes ill or early in a	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.	

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:_____