

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, 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

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?

I learn that the patient's comfort is essential, especially in the end of life and pain. Also, I think the family's support and role are essential when taking care of their mother in the scenario.

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

The biggest takeaway from this scenario is therapeutic communication. The nurse needs to find out what is helpful for the patient and what they can do to reduce pain and remain comfortable for the rest of their life. Also, it is vital to ask the family member's feelings and opinions.

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

The main problem in the scenario is that the patient's family member has a different opinion. When they tried to meet the chaplain or talk about the patient's pain medication, the family member was arguing in the patient's room. It is a natural response because they are worried about the patient, and they have different opinions. However, those situations and noise can make the patient uncomfortable and restless moment.

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

Since the two daughters have different opinions of giving her pain medication, it could be challenging as a nurse. One daughter said the patient needs the medication, but the other daughter said she does not want the patient taking the medication. They both are afraid of losing her mom and different opinions. It is understandable because they are afraid, and also, the patient is afraid. It is essential to ask the patient about taking the medication because she is still conscious and responds to the nurse.

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

a. Explain your response.

The factor that influenced my decisions and responses during the scenario is the patient's comfort. Also, I tried to think about the family member's thoughts. When the patient's sister said she would like to call the chaplain, the patient's daughter does not want her mom to see the chaplain. I choose my response as "let us talk about it more". It is crucial to listen to their thought, especially when they have different opinions.

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

I probably respond the same way to understand the family member's thoughts. They may be emotional because of the patient's hospitalization and end-of-life care. While talking about their opinion to each other, they can be calm down and make the best decisions for the patient.

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 had any similar situation in my clinical rotations. But if I have a similar situation in the future, I will try my best to use therapeutic communication. I met a terminally ill patient, she cannot talk, open her eyes, and her breath was shallow. I did not see her family members, but when I bathed her, I pretend she is listening and responding to me. I tried to explain what I was doing, ask about her feeling, and catch the facial expressions.

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

In the clinical setting, I tried to listen carefully and understand what they need. When the patients are having pain, I tried to make a comfortable environment for the patient. Also, when the patient likes to talk, I listen to them and talk with them.

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 advantage of discussing treatment options earlier is that they could prepare for their loved ones. For example, they could reserve the facilities for the future and find out what options are suitable for their loved ones. They can prepare the insurance, or they can save the money for the treatment. I think the best thing is that the person could decide their own end-of-life decisions. If that person is already becoming ill, and that person cannot choose what he/she wants to do for the rest of their own life.

The disadvantage of planning earlier end-of-life decisions is that family members could feel sorry for their loved ones. For example, my mom is still healthy, and if I want to plan just in care of her disease, she might not like it. Because she might feel “it is time to die”. It is hard to talk about the end-of-life even if the family member tries to take care of their loved ones as best as they can.

STUDENT NAME _____ Janet Song _____

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 &	Communicates in manner with	Contributes valuable	

Mechanics	some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	information with minor 1 clarity, spelling, grammatical, or mechanics errors.	
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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	Description adequate with	Description well	

<p>of the challenging decisions the nurse needed to make?</p> <p>a) Describe the rationale behind these decisions.</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>Content Contribution</p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	
<p>Clarity & Mechanics</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?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
<p>What factors influenced your decisions and responses during the scenario?</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>a) Explain your response.</p> <p>b) How will you respond if this scenario presents again in the future?</p>			
<p>Content Contribution</p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	
<p>Clarity & Mechanics</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>	

- 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</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>situation? Please explain.</p> <p>b) Describe successful communication strategies you have used or experienced in the clinical setting.</p>			
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	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	

discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.		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.	

Case Study ____/10 points

Reflective____/105 points

Total: ____/115 points

Instructor Signature: _____

Date:_____