

## 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, 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](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?
  - a. I learned that when taking care of a patient on comfort care it is important to remember comfort is the main priority. It is important to talk to the patient about their wishes, if they are able to decide this. It is important to keep them comfortable, this includes controlling stimulation that may present, like family members.
2. Identify your biggest takeaways.
  - a. My biggest takeaway from this lesson is that even with family who is there to provide comfort to the patient can still cause them stress. It is important to remind the family to keep the patient's wishes in mind instead of their own.
  - b. Explain the factors that influenced this decision.
    - i. Watching the scenario, it opened my eyes to see how the mother was put in the middle when it came to deciding what she wanted to do with her own care. She was ready to be comforted, but one of her daughters was against doing any of that because she didn't want to lose her mother. This puts her mother in a bad spot because she doesn't want to hurt her daughter, but she also didn't want to be in pain anymore.
3. What are some of the main problems or key issues expressed in the scenario?
  - a. The daughters would argue about what they thought was the best care for their mother instead of asking what the mother wanted. The mother seemed cognitive enough to make her own decisions, but with the daughters voicing their own opinions, it kind of overshadowed what the mother truly wanted. The children arguing in the room was disrupting her peace so she could rest, and that is an issue.
4. What were some of the challenging decisions the nurse needed to make?
  - a. The nurse had to make challenging decisions by having a talk with the daughters about understanding what palliative care meant. When the nurse felt like her communication wasn't working, she reached out to the doctor to reiterate to the family what it meant.
  - b. Describe the rationale behind these decisions.
    - i. The nurse used therapeutic communication to try and figure out where both the daughters were coming from. The nurse's job is to keep the patient's wishes in mind, so by talking to the family this allows them to fully understand that she is there to follow the patient's wishes and help her be comfortable.

5. What factors influenced your decisions and responses during the scenario?
  - a. Explain your response.
    - i. I tried to respond with the patient in mind. I wanted to understand where the daughters were coming from and how they felt about the situation. I felt communication with the daughters would benefit everyone, including the patient. By getting the daughters on the same page about care for their mother, this would relieve some of the stress for the patient. Being on the same page would allow the mother to feel at peace and be able to fully relax.
  - b. How will you respond if this scenario presents again in the future?
    - i. I would use therapeutic communication with the family members if this situation presented itself again in the future.
6. Have you experienced similar situations in your clinical rotations?
  - a. How did you or others respond to the situation? Please explain.
    - i. I have not experienced a similar situation during my clinical rotations. I have not taken care of anyone that has been on hospice during clinical nor have I been with a nurse during clinical that has taken care of someone on hospice.
  - b. Describe successful communication strategies you have used or experienced in the clinical setting.
    - i. I have used therapeutic communication during my clinical rotations with patients who are very hesitant about receiving a certain medication. I would ask them to tell me how they felt about taking it or what were their reserves about taking it. I would listen to them and then clarify information they may not have understood about the medication. I have printed information for patients to provide them resources about the medications they were prescribed. Providing information and actively listening to the patients always seem to put their mind at ease and provide them better clarity when starting a new medication.
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.
  - a. There are definitely advantages with having family members discuss the care of their loved ones because it gives the family time to understand their wants and needs. Communicating about care allows there to be a plan put into place, so when the time comes there is no question about what the patient wishes to be done.
  - b. The disadvantage to discussing care early on is that family members often try to influence their loved ones because they don't want to lose them. This can put the patient in pain because they don't want to disappoint their loved ones or hurt them.

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**

<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</b>	Description adequate with superficial thought and preparation; does not address all	Description well developed assignment that fully addresses and	

<b>scenario?</b>	aspects of the task	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.

<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>
<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>	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.	

- 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>
<b>What factors influenced your</b>	Description adequate with superficial thought and	Description well developed assignment	

<p><b>decisions and responses during the scenario?</b></p> <p>a) <b>Explain your response.</b></p> <p>b) <b>How will you respond if this scenario presents again in the future?</b></p>	<p>preparation; does not address all aspects of the task</p>	<p>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>	

- 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</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</p>	

<p><b>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>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.

<p><b>Objective</b></p>	<p><b>Unsatisfactory 0 points</b></p>	<p><b>Satisfactory 5 point</b></p>	<p><b>Grade</b></p>
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<p><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></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>	

**Case Study \_\_\_\_/10 points**

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

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

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

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