

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.



Module: Video Interaction: Client comfort and end-of-life care
Simulation: The Communicator 2.0

CLOSE

Individual Performance Profile

DOWNLOAD REPORT

INDIVIDUAL SCORE

100.0%

TIME SPENT

34:34

Individual Name: Princess Anne Hernandez
Student Number: 6662928
Institution: Lakeview CON
Program Type: BSN

Time Use and Score Show all stages OFF

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		4/22/2021	34:34	100%
+ Stage 1	2			
+ Stage 2	2			
+ Stage 3	2			
+ Stage 4	2			
+ Stage 5	2			

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 learned that therapeutic communication is essential to use when communicating with the client and family. As a nurse, using therapeutic communication will help build a sense of trust and security for both the client and the family. Having good communication with the client and family will allow us, nurses, to connect and understand them. We can determine and understand their priorities and wishes. We need to support them to make informed decisions about the care for the client. Understanding and knowing the client and their family will also help reduce the stress they experience because they can have someone who can understand and support them throughout the care. I also learned through the scenario that we do not only care for our clients, but we also need to take care of their families. We need to provide support for both the client and family.

2. Identify your biggest takeaways.

- The biggest takeaway from the scenario is that therapeutic communication is vital in providing nursing care. We need to listen and understand the client and their family's concerns and wants. When taking care of a client, the number one priority is ensuring that the client is comfortable and has autonomy in deciding for their care.

a. Explain the factors that influenced this decision.

- During the scenario, the client's daughters have different opinions about the care for their mom. The client's wish was to stop the aggressive treatment. However, one of her daughters is against this idea. Using therapeutic communication while talking with the client's daughter will help ensure better interaction outcomes. For example, clarifying what the daughter said will help the nurse ensure that they both understand the message. Offering talks about the difference of their opinion will help refocused on what the client needs. Lastly, it is vital to prioritize what the client wants and respect their autonomy. Even if the family members have different opinions, it is best to let the client decide. It is best to educate and guide the family about what essential things to do with the client and think about what the client truly desires for their own.

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

- One of the main problems in the scenario is opposing ideas that the daughters want for their mom. The client does not want to continue the aggressive treatment she is doing since she is only suffering. One of the daughters is willing to help her with whatever she wants to do. However, one of her daughters does not want to give up since she thinks her mom can do it. The daughter also opposed the pain medication since one of them does not want their mother to take pain medication since she has some concern that this will only make her mom relax and might not wake up. Another issue was the disagreement

about pastoral service that the client's sister wants; however, the client's daughter disagrees because she said that her mom does not go to church since her husband passed away. The client wants to rest. However, there were multiple distractions in the room.

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

- The nurse needs to decide how to handle what the client truly desires versus what the client's daughter wants for the client. The nurse should also make a challenging decision about addressing the client's sister's desire for pastoral service. Lastly, there was concern regarding the pain medication for the client.

a. Describe the rationale behind these decisions.

- The client wanted to stop the aggressive treatment and do palliative. However, one of her daughters is against the idea. The nurse needed to address the concern of the daughter. However, she needs to follow what the client wants since she can still decide for herself. The nurse should communicate with the daughter about what the client truly desires. The nurse still needs to address any concern that the daughter is having. The client's sister wants to have a pastoral service for her sister; however, one of the daughters is against it since her mother has not gone to church after her husband passed away. Since the client was resting, the nurse should prioritize what the client will want to do about this. The nurse can actively listen to what the family wants, talk about their concern, and let them know that it is best to decide if she wants it. Lastly, the client is experiencing pain in one of the scenarios. One of the daughters wanted the client to take some pain medication. However, the other daughter is opposed to it because she thinks that the pain medication will make the client relax and not wake up. The nurse needed to address that since it is about the client's need for medication, the client has the right to decide if she wants the medication or not.

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

- We have learned about using therapeutic communication during this semester. When talking with a client or family member, we need to discuss their concern and the topic they want to discuss. Allowing the clients or family members to talk about their concerns and topic is essential since it will help them open about what they feel and understand them more. We need to ask open-ended questions so that they can express and think about what they are answering. Repeating the information and actively listening to the clients will also help us nurse what they want and understand their message.

a. Explain your response.

- In the scenarios, the decision and response, I used the therapeutic communication styles of clarifying, refocusing, actively listening, and asking an open-ended question. I pick the answer that clarifies and repeats the daughter's message since it can allow nurses to confirm what the daughter meant to say. I also chose the response refocusing that the client is the one who should decide her pain medication since the client still has the autonomy to make their

own decision. Some responses also use refocusing, which allows opening the topic for the family's concern and refocusing on the main point in the conversation. The response that said continue listening with the family will help the nurse take all information that the family is saying and create an open attitude about their opinions for the clients.

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

- If this scenario presents again, I will try my best to use therapeutic communication with the clients and family. I will use active listening to understand their concern, feeling and not judge them quickly. I will let them talk about their concern. However, I will also let them know that the most important thing to do is focus on what the client wants and make the client comfortable.

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

- I honestly have not experienced a similar situation in my clinical rotation. However, I did experience kind of similar situation with one of my family members. He was feeling not well for some time and did not want to go to the hospital to seek treatment. He was afraid that he was going to be misdiagnosed and the treatment will be expensive. His sisters agree with his idea, but his wife and their children want him to go to the hospital to seek treatment.

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

- When I found out about the situation, the first thing I did was listen to their reasoning of not seeking treatment. I also asked the wife about her opinion about the situation. It was an uncomfortable situation since many people have a different opinion about it. I made sure he understands what he wants to do and tries to let him think about the best thing to do in his situation.

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

- I always use actively listening, giving broad opening and open-ended questions. I feel like these styles are easy to use since it helps me communicate better with my clients. Actively listening helps me understand the client's thoughts and feeling more. They can also open the topic they want to discuss, and they freely express their feelings. Giving open-ended questions can help them think about their answer and what is going on about their situation.

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 having a family when discussing treatment options is that the client will have a support system when making end-of-life decisions or discussing treatment options early in terminal illness. Making a decision might be difficult. The client might feel helpless and do not want to proceed with decision-making. When they have a family member with them, they can share their burden and ask their opinion about what they should do. They will not be alone since it can be

overwhelming to listen to the treatment option and decide. A family member can also help the client research what the treatment options are, or they can have a better understanding of the different treatment options.

- The disadvantage of having family discuss treatment options is that they might disagree with what the clients want to do. They might have a different view and opinion about the treatment option and might start arguing about it. Even though that most families want the best for their loved ones, there are some situations that a family member can become improperly persuasive with the client. For example, they might want their loved one who is terminally ill to do aggressive treatment, and they make sure that the client picks this option even if they do not truly desire it.

STUDENT NAME: Princess Anne Hernandez

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	Contributes valuable information with minor 1 clarity, spelling,	

	errors.	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
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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? a) Describe the rationale	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.	

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:_____