

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?
 - a. This scenario emphasized the difficulty of the family not only disagreeing about care for a client but, in a sense, completely disregarding what the client wants at the beginning of the scenario. It is a difficult time when a loved one is in poor condition and wants to stop aggressive treatment; however, this is the right of every client, especially when about personal health. I felt that the two daughters were making the situation more about them and what they want, rather than what their sick mother needs and wants. Just from observing the client, it was easy to tell she was in pain from facial grimaces to the pallor of her face and lips, and also from her verbal statements of "being tired," "I just want to rest," and "I am in pain." It can be very overwhelming with so many family members in the room, so I learned that maybe it is best to have a limit to visitors and that visitor hours can be helpful to the client. In this assignment, the client is doing very poorly and on palliative care. One of the main priorities for this client is to rest, but the client cannot do so with her two daughters arguing between themselves. Not only that, but the client's two grandchildren are arguing loudly between themselves and causing a ruckus. The client is very unwell and wants to rest but cannot with so many people in her room and all the noise that the family is causing. I never really understood why some hospitals have visitor limits and hours, but because of this assignment, now I do.
2. Identify your biggest takeaways.
 - a. Explain the factors that influenced this decision.
 - b. It is crucial to protect a client's autonomy continuously and to protect and preserve their dignity and wishes, even when the family disagrees with the client's decision. It is clear from the beginning that the two sisters cannot agree on what they believe is best for their mother. While both daughters are arguing, they ignore their mother's wishes and possibly cause the client more distress and pain by seeing them disagree. From the first semester at Lakeview College of Nursing, autonomy, or an individual's right and freedom to act on what benefits and aligns with their wishes, is imperative to protect all clients. It is a nurse's job to protect and preserve the autonomy of all patients because this also protects a patient's dignity, personal values, and beliefs and protects their overall independence, especially concerning their health and wellness. Another takeaway is how hard a sick individual who may not get better impacts an entire family. One of the daughters mentioned how "I am not ready for her to give up yet," this clearly emphasizes how hard and trying this is for the one daughter and the family as a whole. Having a loved one so sick and refusing treatment is a

difficulty many families have to endure, especially with older adults like grandparents and parents. This assignment resonated with me because it reminded me of when my grandfather decided to receive palliative care instead of his aggressive radiation and chemotherapy treatment. Remembering the devastation and confusion I felt makes me relate with both daughters because they are worried and anxious for their mother just as I was for my grandfather. I can understand why both daughters are arguing about what is best for their mother, but it is not up to them. The final say will always go to the client as long as the client is well enough and cognitively able to do so. I had to learn to accept my grandfather's decision despite being difficult to accept because that was his wish. Besides personally having a similar situation to the assignment, out of genuine respect and concern for the health and wellbeing, it was simple for me to recognize how impossible it feels to deal with and accept a sick individual's wishes and wants. Lastly, the nurse's role in this situation is crucial. The nurse must act as an unbiased source and outlet for the client, mainly but not the family. It is the nurse's job to diffuse the situation between the daughters and the arguing grandchildren, both of which the nurse does easily and through therapeutic communication. The nurse utilizes active listening, refocusing, and advocating for the client's rights and autonomy to truly get through to the daughters what the client wants and what is best for the client. Also, the nurse quickly resolves the fight between the grandchildren respectfully and simply by taking away the source of the fight and explaining that the device is necessary for their grandma's care and wellbeing. The nurse also is the coordinator between the doctor, case management, and the family. The nurse can utilize both the case manager and the doctor to re-educate the family on what the client wants and what to do moving forward, significantly if the client's condition worsens.

3. What are some of the main problems or key issues expressed in the scenario?
 - a. Some of the main problems expressed in the scenario are the disregard toward the patient's autonomy and wishes, family arguing amongst themselves, the noise and distress the family causes the client and the overall health and comfort of the client. It is evident from the beginning of the scenario, beginning with the sisters arguing and then the client's sister trying to bring in a minister, which would upset the patient, that the family cannot agree on the best interests and care of the client. The noise is causing the client distress when all the client wants is to rest as the client is in pain and exhausted. The client is in poor condition, although the healthcare team's efforts are most likely uncomfortable due to pain. The family is not helping by causing distress, noise, and attempting to speak for the client when the client is perfectly cognitive and able to do so herself.
4. What were some of the challenging decisions the nurse needed to make?
 - a. Describe the rationale behind these decisions.
 - b. One of the challenging decisions the nurse needed to make was becoming an unbiased source to resolve the dispute about care between the two daughters. The nurse did so through therapeutic communication by stating: "let us talk about your difference of opinion." This statement was a direct and neutral way to discuss things peacefully between

both daughters and come to an agreement for the care and betterment of their mother. The rationale behind this is to resolve an escalating argument that is causing the two daughters' distress and anxiety and the client. Another rationale for the daughters' issue is to get the two to understand that the priority is the mother's wishes about care. The main priority in the situation is the client's autonomy and wishes. The nurse can help the daughters see by discussing their opinions and then refocusing on the client's autonomy. Another challenging decision is when the client's pain seems to be increasing along with her discomfort. The client's increasing pain and discomfort cause another argument between the daughters, in which the nurse steps in and states, "tell me about your feelings and concerns about your mother taking pain medication" and "this is about your mother's need for medication. Let us ask her if she wants the medication." The nurse used two therapeutic techniques, an open-ended question and refocusing, to hinder the argument between the daughters and better grasp what the issue is. The rationale behind this is also to get the daughters to understand that the client can still advocate for herself and has the right to accept or deny the use of pain medication.

5. What factors influenced your decisions and responses during the scenario?
 - a. Explain your response.
 - b. Being unbiased toward this scenario aided me in selecting the best responses and decisions, as I could step away from emotions and focus on what is best for the client. A primary factor for my responses was protecting the client's autonomy. This helped me reflect on all the answers and select the best answer for the client, which may not be for the family. However, in challenging situations like this, the main priority is the client and not the family. Another factor that influenced my responses was finding the best way to get the family to understand the client's wishes and wants. I did this by choosing answers that would open up a discussion between the family and clarify issues or sources of arguments between the family. It was important to me first to resolve the issues between the daughters and the client's sister, refocus on the client, discuss the client's wants, and advocate for their cognitive ability to make her own decisions.
 - c. How will you respond if this scenario presents again in the future?
 - d. After reflecting on the situation and observing the client's nonverbal cues, one reflection is that the client is potentially in pain. The main goal is to talk to the client more directly to verbalize her care wishes, and the client does not feel ignored. Another approach would be taking the daughters outside of the client's room and directly approaching them through open discussion about their autonomy and ability to make their own decisions. In many situations, the doctor and case manager may not discuss further or re-educate the family, which leaves it to the nurse to do so. Being firmer about the client's right to make her own decisions and advocating for the client more strongly would be best in similar situations. Also, not getting over-emotional and maintaining a caring yet neutral expression and voice is imperative when discussing the client's rights and wants with the family.
6. Have you experienced similar situations in your clinical rotations?

- a. How did you or others respond to the situation? Please explain.
 - b. I have never experienced a similar situation to the one in this case study during clinical rotations. The clients I have worked with and helped have been compliant and agreeable along with their families about all care that the client needs and receives. However, the case study in this assignment is a high-stress and challenging situation that would be daunting to deal with in clinical rotation. It would not be easy to diffuse the situation between family members and clients, especially since clinical is only six hours long. I might not have the best background or history of the client and what is going on. Therapeutic communication would be best to use in this situation especially active listening and paraphrasing what the client and family would share with me; this would help me better understand this complicated situation. The number one priority to me, though, is what the patient wants. I believe in autonomy because it is something that I value and protecting a client's autonomy is crucial. If someone were to disregard my autonomy or a family member's autonomy, especially in a situation like an assignment, I would be distraught and angry. This assignment leads me to want to protect other's autonomy, especially clients, to the best of my ability because it is their right and decision as to what their treatment options are and what they wish to do about their health. In some cases, if the patient cannot advocate for their care family and specifically, the power-of-attorney would decide what is best for the client. Unconscious patients cannot advocate for their care, especially if code status is unknown or other preemptive measures for future care are unknown. It is hard to come across a clinical rotation with a situation like this as most of the floor's second-semester students are on medical-surgical units. Patients are either recovering or prepping for upcoming surgeries. It is a practical and necessary experience to deal with complex scenarios like this, and I hope to be helpful if I ever come across a trying situation in the future.
 - c. Describe successful communication strategies you have used or experienced in the clinical setting.
 - i. As I mentioned in the first portion of this question, active listening and paraphrasing are lovely techniques to utilize therapeutic communication successfully. Both active listening and paraphrasing show clients and their families that you genuinely listen and understand what the client needs and wants. Another successful communication strategy to use is seeking clarification to make sure the whole situation is understood, and clarification can be helpful in situations where a patient denies care, such as medication. Lastly, refocusing is an imperative technique as clients and family members tend to get off topic about crucial information, so it is essential to refocus to provide the best care to the client.
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. Some advantages of having family input are discussing financial resources, having various perspectives toward treatment, open communication for all members, and a solid support system. Many treatments are financially available

through health insurance, special grants that the hospital offers, donations from the community, and other sources of financial aid. Having varying perspectives on treatment can help special treatment or care for a client, with the final say coming from the client. Open communication between the family is imperative to prevent arguments and to support the client, who is a priority, especially in complex treatments such as chemotherapy. Some disadvantages of family input are varying personalities, arguments and fights, cause of unnecessary stress on the client, inflexible and conflicting schedules, inability to understand the treatment, and disregard for the client's autonomy. Varying personalities and opinions can cause arguments and fights between family, which can distress and discourage clients from receiving treatment. Inflexible and conflicting schedules can be demanding to get clients to and from treatments and visit if the client is in the hospital. Not having family support can negatively affect a client and deter them from continuing treatment, especially when hospitalized. Disregard for the client's autonomy is one of the most significant issues that families make. The disregard for autonomy can be devastating for many clients as they feel their voice or concerns do not matter when they are the ones receiving treatment. Then, clients may stray away from treatment, their condition worsening because their autonomy does not matter to their family, and overall negative feelings of depression and even anger.

STUDENT NAME: Kathleen Serrano

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 & 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? a) Describe the rationale behind these decisions.	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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- 5) What factors influenced your decisions and responses during the scenario?
- Explain your response.
 - 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 future?	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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- 6) Have you experienced similar situations in your clinical rotations?
- How did you or others respond to the situation? Please explain.
 - 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 or experienced in the clinical setting.</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>	
Content Contribution	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	

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.	
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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 terminal illness.	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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Case Study ____/10 points

Reflective_____/105 points

Total: ____/115 points

Instructor Signature: _____

Date:_____