

Reflective Case Study Assignment

With ATI: Apply: The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care

Objectives, Outcomes, Instructions and Rubric

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	<ul style="list-style-type: none"> • Therapeutic communication during the delivery of nursing care to gerontology patients. • Examine the influence of age on nursing care decisions and actions for patients. • Understand the roles and responsibilities of individuals in a working group. 	CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care
Skills	<ul style="list-style-type: none"> • 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. • Engage in conflict negotiation using conflict resolution skills. • Use appropriate communication techniques when communicating with clients who have a barrier to effective communication. • Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc • Communicate with various members of the interprofessional team. 	CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care
Attitudes	<ul style="list-style-type: none"> • Value the role of therapeutic communication in nursing care decisions and actions. • Appreciate the various factors that can impact effective communication • Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults. • Recognize personally held attitudes about working with patients from different age, ethnic, cultural and social backgrounds. 	CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care

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 (Abdolrahim et al., 2017).

Students will access the case study through the ATI website. Students will complete the ATI assignment under the "Apply" tab labeled "The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care". If you have difficulty locating this assignment, please refer to the screencast embedded in Edvance 360 to assist you.

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 second to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study including 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.

References

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. <https://dx.doi.org/10.19082/4968>

Step 1: Access and complete the case study.

ATI: Apply: The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care

The assignment requires that the student participate in the case for a minimum of 30 minutes. The student should refer to the rubric, as they will not receive any points for this portion of the assignment if the full 30-minute requirement is not met. Insert a screen shot within this document (directly below this text) that shows this requirement has been met. The best option for accessing this information is by clicking the blue “Results” tab that is located on the right-hand side of the screen under The Communicator 2.0, prior to entering the Video Interaction. The student’s name and time spent must be included in the screenshot.

The screenshot shows a web browser window displaying the ATI Individual Performance Profile for the simulation 'The Communicator 2.0'. The profile shows a 100.0% score and 37:46 time spent. The student's name is Jillian Kurtz, with student number KU9968526, from Lakeview CON, BSN program. A table below shows the breakdown of questions and time spent per stage.

Individual Performance Profile DOWNLOAD REPORT

INDIVIDUAL SCORE
100.0%

TIME SPENT
37:46

Individual Name: Jillian Kurtz
Student Number: KU9968526
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		7/12/2021	37:46	100%
+ Stage 1	2			
+ Stage 2	2			

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Client comfort and end-of-life care



Individual Name: Jillian Kurtz

Institution: Lakeview CON

Program Type: BSN

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	7/12/2021 7:27:41 PM	38 min	100%

Stage 1 (2 of 2 Correct)	
Scenario	Nurse Morgan is assigned to care for the client, Mrs. Longly, who is nearing the end of life. Mrs. Longly's family is at the bedside.
Character	Claire Fogel
Selected Option/ Result	"I hear you saying that you are not ready for your mother to give up." Result: Correct
Rationale	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.
Character	Karrie Perlman
Selected Option/ Result	"Let's talk about your difference of opinion." Result: Correct
Rationale	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously

Step 2: Self - Reflection

Reflecting on your responses and experience with the case study (ATI: Apply: 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 a lot from the scenario about the client wanting comfort care. I learned how important it is to listen to both the patient's needs and the family members. For example, in the scenario, the family members disagreed with the care the patient was receiving. I learned that it is crucial to listen to all the family members and what they all want for care. I also learned how to properly handle a disagreeing, loud family while still caring for the patient experiencing end-of-life care.

2. Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

- My biggest takeaway from this scenario is to listen to both the family's needs and the patient's needs. The factors that influenced this decision were listening to the family members be at a constant disagreement about the patient's end-of-life care. When answering questions throughout the care study, I found that targeting the questions toward the patient was best for the patient and their interest. If the family becomes too involved and cannot decide, the hospital will have case management involved. They will help with pulling out paperwork for what the patient decided on and the care they wished to receive at the end of life.

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

- The main problems expressed in the scenario were that the two daughters disagreed from the beginning. The one daughter wanted their mother to go on comfort care, while the other daughter did not want her to. Another disagreement between the two daughters was whether or not their mother should be receiving pain medications. Lastly, there were children in the patient's room who were causing discomfort to the patient. The scenario mentioned that it was important for the client to receive periods of rest throughout the day, which she could not get because of the commotion.

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

a. Describe the rationale behind these decisions.

- One of the challenging decisions the nurse needed to make was how she would respond to the family disagreement on whether or not the patient was ready for end-of-life care stages or not. The nurse understood that the decision is up to the patient, but she knew it was essential to listen to the family's concerns. Then, the nurse had to ask the patient what she would want to receive regarding pain medications because one of her daughters was trying to force them. The nurse continued to listen to the patient's needs and went from there. Lastly, the nurse had to calm down the family members with a proper approach and not be too forceful.

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

a. Explain your response.

- During the scenario, I responded to the questions in a way that would put me in the patient's shoes. I made sure the patient felt heard during the situation and that the healthcare team was listening. Also, I made sure the family felt as though their concerns were considered. Throughout the case, I made sure to use therapeutic communication and avoid the "why" questions.

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

- If this scenario presents again, I will remember this scenario and the questions I answered. I will remember to use my therapeutic communication and part to be a patient advocate. I will see the family's needs, and the patient's needs can run together. I will make sure the patient feels like they listened to, but it is always up to the patient for the final decision.

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. At work, I was part of a similar case where one of my patients went on comfort care. The caregiver wanted more care for the patient than what comfort care calls for. As a facility, we had to figure out the proper care for the patient and what care they would receive. We assured the patient and the caregiver that they would receive the appropriate care and we would be their advocate.

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

- During this situation, I practiced therapeutic communication. I made sure to maintain eye contact and use active listening. I also had positive body language. I avoided asking “why” questions but instead asked more questions about the way they were 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 involving families in the treatment options and end-of-life decisions includes the patient not deciding their plan for themselves. Usually, when the patient enters comfort care, they become afraid and worried. It is beneficial for the patients to be close to their family, so they understand everything going on and help them not feel alone. A few disadvantages of having families involved are that many family members can disagree with the treatment options. This disagreement can cause family arguments and cause the patient to be distressed.



Step 3: Submission

The student should insert their screenshot with proof of time into this document under step 1. The student should then type all of their answers into this document under step two. It is recommended that the student utilize Grammarly to check for errors in spelling, grammar, clarity, and mechanics. Upon completion of the assignment, the student should review the rubric below to ensure all components are completed and submit to the drop box in Edvance 360 prior to the due date.

Rubric

STUDENT NAME _____

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
Time within Case study	Less than 30 minutes	30 minutes or more	

Comments:

Reflective Activity

1. What did you learn from this scenario?

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
What did you learn from this scenario?	The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task	The student's answer is well developed. The student fully addresses and develops all aspects of the task.	
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

2. Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
Identify your biggest	The student's answer is inadequate with superficial thought and	The student's answer is well developed. The student fully	

<p>takeaways.</p> <p>And</p> <p>Explain the factors that influenced this decision.</p>	<p>preparation. The student does not address all aspects of the task</p>	<p>addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</p>	

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

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
<p>What are some of the main problems or key issues expressed in the scenario?</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</p>	

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 points	Points Earned
<p>What were some of</p>	<p>The student's answer is inadequate</p>	<p>The student's answer is well</p>	

<p>the challenging decisions the nurse needed to make?</p> <p>And</p> <p>Describe the rationale behind these decisions.</p>	<p>with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>developed. The student fully addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</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 10 points	Points Earned
<p>What factors influenced your decisions and responses during the scenario?</p> <p>And</p> <p>Explain your response.</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	

<p>And</p> <p>How will you respond if this scenario presents again in the future?</p>			
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</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 10 points	Points Earned
<p>Have you experienced similar situations in your clinical rotations?</p> <p>And</p> <p>How did you or others respond to the situation? Please</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	

<p>explain.</p> <p>And</p> <p>Describe successful communication strategies you have used or experienced in the clinical setting.</p>			
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</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.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
<p>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>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	

Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	
-----------------------------	--	---	--

8. Overall Assignment: Clarity and mechanics is graded for all of the above questions – worth a total of 20 points.

Objective	Unsatisfactory 0 points	Satisfactory 20 points	Points Earned
Clarity & Mechanics	The student's answers included 3 or more errors in clarity, spelling, grammar, or mechanics.	The student's answers includes 2 or less errors in clarity, spelling, grammar, or mechanics.	

Case Study ____/5 points

Reflective_____/110 points

Total: ____/115 points

Instructor Signature: _____

Date: _____