

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.

Module Report

Tutorial: The Communicator 2.0

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



Individual Name: Jessica Kavajecz

Institution: Lakeview CON

Program Type: BSN

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	7/11/2021 6:15:15 PM	33 min	100%

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?

From this scenario, I learned that caring for a patient at the end of life stages is not always easy. When there are family members who disagree on the plan of care, it is a sensitive topic to go into as a nurse. I also learned that while the family is

differing and going through a tough time, it is important to do what is best for the patient to keep them comfortable and honor their wishes.

2. Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

One of my biggest takeaways from this scenario is that it will be challenging to take care of a patient at the end of life stages as a nurse. The passing of a family member is a sensitive subject, and when family members disagree about the plan of care, it is even more challenging. Another takeaway from this scenario is that the sick and uncomfortable patient is put under more stress because the family is disagreeing and having a hard time with certain decisions. It is hard to accept that a family member is sick and may be dying, but the patient can make their own choices regarding their care. In the scenario, the sisters were arguing over their mother's plan of care. The mother (patient) did not want to continue chemotherapy, but the sisters wanted her to.

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

Some key issues within this scenario were that the patient did not want to continue chemotherapy and the daughters wanted her to. The daughters were arguing their mother's decision because they did not want to see their mother pass away. While this is understandable, this caused some disagreements between the two. In the scenario, the nurse asked the doctors to explain the mother's condition to the family members because they seemed to be in denial. The patient did not seem to be in complete control of her care, which needed to be sorted out.

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

a. Describe the rationale behind these decisions.

The nurse needed to put the patient's needs above the family member's. This is a challenging situation because the family members are upset and wanting their mother to be better and healthy, but the patient is tired and struggling. The nurse had to let the family members know the patient needed quiet to rest, which was not an easy task. The nurse also had to ask the doctor for assistance in talking with the family members. These were all challenging decisions the nurse had to make to put the patient's care and comfort first.

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?

In a scenario involving a patient at the end of life or in pain, it is essential to use therapeutic communication. The answers that I selected as responses focused on therapeutic communication. A part of therapeutic communication is active listening, open-ended questions, and just responding politely. For example, the patient's daughter was frustrated that her mother did not want chemotherapy anymore, and I chose the response that asked how she felt about that

decision. This scenario was a sensitive topic, and that is why it's essential to utilize therapeutic communication. Another factor that influenced my response was when the grandchildren came to visit the patient. It was clear that the patient was uncomfortable and needed rest, but the nurse needed to be polite when telling the daughter that their mother needed quiet so she could rest. In the future, it will be easier to handle a scenario like this because I now know that the patient's care is the main priority and that therapeutic communication needs to be practiced towards the patient and their families.

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.

I have experienced a similar situation in my clinical setting (work). While the nurse and I were dealing with this situation (A patient who was too ill to go home and a daughter who did not want to believe it), I was therapeutic and empathetic. I put the patient's needs first and was therapeutic towards them and the family. It was more challenging for the nurse because she had to explain to the daughter that he was not well enough to go home independently and that his cognitive status was not well. The nurse had to advocate for the patient by ensuring the daughter knew of his situation in depth. In a clinical setting and this particular situation, I utilized active listening. Often, the patient and the family want someone to listen to their feelings and concerns. As a person working in the medical field, I usually use active listening because it has been effective for me in the past. A part of active listening includes looking the patient or the family members in the eyes and listening to their concerns and feelings. I also am empathetic towards my patients and their family members. Trying to understand how they must feel and being kind can go a long way.

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.

Family members being involved in a patient's care plan provides support, and it is essential for them to feel involved. The family members can also advocate for their family members. The patient is benefited when their family members are supportive of their plan of care and involved in their care. The major disadvantage of the family members being involved in treatment options and plan of care is disagreements. The patient may also feel obligated to follow a treatment plan they do not want because their family members wish to.

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.

**Reflective Case Study Assignment
Rubric**

STUDENT NAME Jessica Kavajecz

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 takeaways. And Explain the factors that influenced this decision.	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.	

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

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
What are some of the main problems or key issues expressed in the 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.	

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 the challenging decisions the nurse needed to make?</p> <p>And</p> <p>Describe the rationale behind these decisions.</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>	

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</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>response.</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?
- 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 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</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>situation? Please 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</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>	

a terminal illness.			
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: _____