

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.

Accessed: 6/17/2021

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



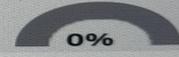
CONTINUE CASE

RESULTS

Time Spent: 39:25

Accessed: 7/13/2021

Video Interaction: Clients displaying aggressive behavior



BEGIN CASE



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

Individual Performance Profile

Download



Individual Name: Hannah Considine
Student Number: C03548078
Institution: Lakeview CON
Program Type: BSN

Time Use and Score

Show all stages

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/13/2021	24:35	90.0%
+ Stage 1	2			
+ Stage 2	2			
+ Stage 3	2			
+ Stage 4	2			
+ Stage 5	2			

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.

What did you learn from this scenario?

When taking care of the dying patient, we must provide holistic care, which means taking care of the family. During this scenario, I learned that you must choose your words carefully in situations like this. We must make sure that we actively listen and provide therapeutic communication to the patient and the family members involved in care. I also learned that these situations could be very uncomfortable for all parties involved. If needed, we must use all the resources necessary to relay information to the patient and family members.

Identify your biggest takeaways.

My biggest takeaway is that all nurses should have good communication skills. Having good communication skills will help us tremendously when caring for the patient, especially during difficult times such as in this scenario. I also think that nurses

should have confidence because advocating for a patient to their family members can be slightly uncomfortable. Nurses should always be putting their patient's best interests first.

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

I noticed that there was a lack of communication between the family members and the patient. It seemed as if they all had different opinions. The two sisters wanted very other things for their mother, and the mother was adamant about receiving hospice care. This family would benefit from a family care conference to ensure that everyone is on the same page with the care their mother wants to receive. I also noticed a lot of arguing going on around the patient. I don't think this is appropriate, especially when the patient is trying to pass peacefully.

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

I think the challenges the nurse faced were surrounded by advocating for the patient without stepping on the toes of the family members or hurting anyone's feelings. For example, when the children were loud when the patient was trying to rest, the nurse decided to advocate for the patient's comfort by bringing up that the patient needs to rest several times a day. This conversation prompted the mother to remove the children without hurting anyone's feelings or creating an uncomfortable situation. There were also disagreements between the sisters, and the nurse needed to make sure she heard both of their complaints without being biased and without taking sides.

What factors influenced your decisions and responses during the scenario?

I tried to choose the options that influenced the patient and family members to give me more information on how they feel about the situation and the choices that best benefited my patient because they are my priority. If this situation presented itself to me in the future, I would always be sure to keep my patients' best interests at heart. Death is such a difficult situation for the whole family, so we must advocate for the patients' care preferences.

Have you experienced similar situations in your clinical rotations?

I have not yet experienced this in the clinical setting, but I have at my job several times. Tensions can run very high when a patient is declining. I specifically remember that one family member wanted us to withdraw morphine for our patient's comfort

because they wished the patient to be awake enough to see the rest of their family before they passed. This choice would not benefit the patient because even if they were awake, they would be in so much pain that they couldn't communicate with the other family members. The nursing staff explained to this family member that this wouldn't be in the patient's interest, and it was something that none of us were comfortable with doing. We brought the doctor in to help reinforce our decision, and then the family member finally can agree.

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.

I think there are many advantages to discussing end-of-life care before a family member is sick. In doing so, the family member can lay out all their preferences when they are in a proper state of mind. Doing so can create less tension between other family members when the time comes because the patients' preferences are already laid out. A disadvantage would be the discomfort talking about death, and end-of-life care causes people to feel. Although these conversations can cause pain, it's essential to know that death and dying is a normal part of life. Everyone deserves to have their preferences honored during that time and to pass away with dignity.

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 _____

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
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Time within Case study	Less than 30 minutes	30 minutes or more	
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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.	
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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
What were some of the challenging decisions the nurse needed to make? And Describe the rationale behind these	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.	

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

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 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>And</p> <p>How will you respond if this scenario presents again in the future?</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.	
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- 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 explain.</p> <p>And</p> <p>Describe successful communication strategies you have used or experienced 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>	

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

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
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 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.	

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	The student's answers includes 2 or	

	more errors in clarity, spelling, grammar, or mechanics.	less errors in clarity, spelling, grammar, or mechanics.	
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Case Study ____/5 points

Reflective_____/110 points

Total: ____/115 points

Instructor Signature:_____

Date:_____