

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

CLOSE

Individual Performance Profile

DOWNLOAD REPORT

INDIVIDUAL SCORE 100.0%	Individual Name: Claire Guyon Student Number: 6421216 Institution: Lakeview CON Program Type: BSN
TIME SPENT 21:28	

Time Use and Score		Show all stages <input type="checkbox"/> OFF		
Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/13/2021	21:28	100%
+ Stage 1	2			
+ Stage 2	2			
+ Stage 3	2			
+ Stage 4	2			
+ Stage 5	2			

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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%	Individual Name: Claire Guyon Student Number: 6421216 Institution: Lakeview CON Program Type: BSN
TIME SPENT 26:39	

Time Use and Score		Show all stages <input type="checkbox"/> OFF		
Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/13/2021	26:39	100%
+ 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.

1. What did you learn from this scenario?

1. I learned that not everyone in a family is going to agree on treatment. I learned that it might take multiple times of talking to the family about options and multiple people trying to convince the whole family to be on the same terms. I also learned that it is okay to ask for help from colleagues to try and help keep the patient and family all in agreement, and sometimes it might not always happen.

2. Identify your biggest takeaways.

1. Explain the factors that influenced this decision.

1. My biggest takeaway is to listen to the patient and make sure we are advocating for the patient.

Sometimes the patients need rest, and the patient's family is not listening to the patient. They think they

know what is best for the patient but do not truly listen to what they want. The factor that influenced my decision is working in health care; I have personally seen this. The patient sits in silence because they do not want to upset their loved one, and I always will keep this in mind when the patients and loved ones are not agreeing on decisions.

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

1. The main critical issue in this scenario is that the family is arguing over what they think is best for their mother. Both daughters have two completely different opinions, and the patient cannot speak up to voice her genuine opinion. I believe she is trying to make both daughters happy, but she needs to voice what she wants to do.

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

%3. Describe the rationale behind these decisions.

1. The nurse decided to politely state that the patient needs to rest, and having a bunch of people in her room being loud is not helping the patient. The patient needs to rest to help her find comfort, and the nurse is advocating for her patient. She also decided to talk to her nurse manager and the patient's doctor to get the daughters on the same page. When the nurse manager and the doctor help have this conversation, this will hopefully allow the daughters to understand what the mother wants and help both daughters get on board.

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

%3. Explain your response.

1. The factors that influenced my decision-making were using therapeutic communication and picking the most polite and straightforward statements without upsetting either the daughters or the patient.

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

1. I will try to use therapeutic communication and get all family members and patients on the same page. I will also advocate for my patient. I will not be afraid to speak up so that the patient can rest, even if that means asking the family members to leave for a bit of time.

%2. Have you experienced similar situations in your clinical rotations?

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

1. I have not personally experienced this in clinical rotations, but I have experienced this when working on the floor in the hospital. The family of the patient were being very loud and not allowing the patient any time to rest. The nurse politely asked the family members to leave for the night and stated that they could come back in the morning so that the patient could rest. The family members and patient understood and decided that it was probably a good idea for them to come back in the morning.

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

1. One successful communication strategy that I have used in the clinical setting is non-verbal communication. When a patient tells a story or explains why they are in the hospital to the nurse, just nodding your head and maintaining eye contact is an excellent way for the patient to know that you are paying attention to them and valuing what they are saying.
2. Another successful communication strategy that I have used is

%2. 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.

1. The advantages would be that the patient can have support from their family members, and they do not have to feel as if they are alone.
2. The disadvantages will be if the family members disagree with the patient. The patient could feel as though they need to follow their family members' wishes, and they do not want to upset their family, so they do not receive the desired care.

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 Claire Guyon

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.	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.	

And			
Explain the factors that influenced this decision.			
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
What were some of the challenging decisions the nurse	The student's answer is inadequate with superficial thought and preparation. The student does not	The student's answer is well developed. The student fully addresses and develops all aspects of	

<p>needed to make?</p> <p>And</p> <p>Describe the rationale behind these decisions.</p>	<p>address all aspects of the task</p>	<p>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>And</p> <p>How will you respond</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>	

if this scenario presents again in the future?			
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

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>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>	

Describe successful communication strategies you have used or experienced in 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 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:_____