

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: **Jennifer Valdovinos**

Institution: **Lakeview CON**

Program Type: **BSN**

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	7/15/2021 7:22:11 PM	1 hr 59 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?**

(1) Family members can disagree on many things when it comes to the care of their loved ones. Many times they project their feelings into the decision of the client's care. Sometimes the requests are made without asking the client first.

2) **Identify your biggest takeaways.**

a) **Explain the factors that influenced this decision.**

(1) The nurse's role is primarily to care for the client, but the nurse must play numerous roles within that role. One of the roles is to mediate between family members to avoid conflict and discomfort affecting the client. The environment that surrounds the client is part of their care. In this case, the client is ready for palliative care and desires to be as peaceful as possible. It is challenging to achieve tranquility if the family members are making decisions for you. Also, extensive visits and multiple visitors disrupt the client's ability to relax.

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

(1) The family's main problems to help resolve for the client are hospice care, pain medication, and religion.

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

a) **Describe the rationale behind these decisions.**

(1) The nurse had to intervene between family members when there was a difference in opinions. Each member would express what the client needed based on their idea and emotions. The nurse used therapeutic communication for the family members to agree on decisions based on the client's request. The nurse's proper communication allows the family members to reflect on why they believe their judgment is best for the client. The nurse's decision reflected the client's care because the main priority is advocating for the client.

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

a) **Explain your response.**

(1) When choosing a response, I looked for answers that would allow for self-reflection. How the nurse communicates is essential. In stressful and sensitive cases, how you word your questions can cause someone to respond positively or

negatively as the family member can feel judged or attacked. I looked for the answer that allowed for the family member to self-reflect and reconsider if what they said would ease or create a problem. When dealing with clients, the best therapeutic communication strategies are listening, clarification, reflecting, restating, and acknowledgment.

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

(1) I would attempt to respond in the same way. It is easier to choose the correct answer when given options, but I will have to learn how to communicate therapeutically. I will strive to ease a situation without compromising the care of the client.

6) Have you experienced similar situations in your clinical rotations?

a) How did you or others respond to the situation? Please explain.

(1) I have not had much experience with other family members in my clinical rotations. When I have encountered family members, they allow the client to respond and express how they want their care.

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

(1) My clinical at Lakeview is my only experience in a medical setting. I observe other nurses and listen to their advice on how to handle situations. When caring for the client, I listen to their concerns and discuss them with the charge nurse.

%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) Family is a great support system for the client, especially at the end of their life; their presence may bring them comfort and joy. When a client has decided to refuse further treatment, the family serves as a distraction for their discomfort. There are disadvantages of family members getting involved in the client's treatment and care. Each family member will voice what they believe to be best for the client. Sometimes their decisions are stemmed from their own emotions and inability to let them go. There can be situations in which family members can disturb the client's peace when they want to rest.



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.	
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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: _____