

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%

TIME SPENT

35:14

Individual Name: christine nlandu
Student Number: NL1691469
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		7/13/2021	35:14	100%
+ Stage 1	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?

After watching this scenario, I learned that people perceive things differently and have different preferences. The client, Ms. Longly, is ready for palliative care. However, her two daughters have very different opinions. Nurses face a dilemma when caring for older clients who are at the end of life. The differences between family and client are barriers that affect patient-centered care. Morgan, the nurse, did her best by using therapeutic communication when Ms. Longly's daughters were arguing. The nurse was available whenever they need her. She asked the nurse manager and the doctor to help find a solution. The truth is the client is ready for hospice care, and both daughters are afraid to lose their mother. In addition, providing patient-centered care can be challenging for nurses when clients and families have different opinions. Still, the nurse's role is to focus on the client's wishes and engage the patient to actively participate in her care. The nurse should explain to the daughters that the mother can communicate and decide on her medical treatment.

2. Identify your biggest takeaways.

The major takeaways are that during advanced illness, emotion and anxiety arise, which result in exhaustion. The client's decision and the family may be different and can be a source of conflict between family members. This scenario is a complicated situation in which the client is ready for palliative care, and the two daughters are not. That is why a patient must have an advance directive on file. If clients are unable to communicate, their wishes will be honored. When caring for a dying person, nurses' main concern is to comfort the clients, relieve pain, and improve the quality of life by respecting the patient's autonomy. Also, nurses need to understand and meet the need of the client, the family, and the caregivers.

- a. Explain the factors that influenced this decision.

Factors that influence decision-making are value, cognitive biases, risk, advantage, age, and personality. People value things that are most important to them. Cultures influence decision-making in many ways. For example, some cultures do not accept palliative care. They prefer to seek medical help and traditional medicine until there are no more options. Fogel, who thinks her mother will never wake up if she takes pain medicine, is an example of cognitive bias. When deciding, people compare the advantages and disadvantages. The other daughter, Perlman, feels like the mother is in pain and wants some pain medicine to relieve the pain, but Fogel does not want that option. Aging and personality also influence the decision. As people age, they gain more experience, which

guides them to make decisions. However, older adults face a decline in long-term and working memory, limiting them to make decisions. Personality represents the strength and weaknesses of the person.

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

-The client wants hospice care, and the daughters do not.

-Conflict between daughters on the choice of the mother's treatment.

-Fogel is experiencing the grief of loss.

-Fogel is arguing with their aunt, Ehlers, about calling the hospital Chaplain.

-To conclude, the main issue is the difference in preferences between the client and the family.

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

- Respecting clients' autonomy in decision making.

-Telling the family to leave the room.

-Making the decision whether to call the chaplain and give the pain medicine.

- a. Describe the rationale behind these decisions.

Cancer has no cure, but it does not end the need for medical support and does not end family involvement. The nurse should consider the client's wishes and respect her autonomy. The client accepted hospice care, and the nurse should respect that. The nurse should ask the patient about pain medicine and the chaplain. The client wants her family to leave the room, and the nurse should respect that by using therapeutic communication. Having the family leave the space will allow the client to rest. Sisters and children are arguing in the client's room, making her uncomfortable. By doing so, the nurse is promoting comfort for the rest of her life. The nurse asked the nurse manager and the doctor to talk with the family to find peace between the family member and the client.

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

- Being a competent, accountable, ethical principle, law, and self-confident.

- a. Explain your response.

A skilled nurse plays an essential role in clients' outcomes because the nurse provides holistic care. Being competent means having knowledge and skills to respond to clients' needs regardless of their culture, religion, and ethnic background. Accountability is being responsible for their own actions. The ethical principle including respecting autonomy and beneficence. Self-confidence is such as

being prepared and able to use one's ability and trust themselves. These factors influence nurse's decisions and help them provide client-centered care. Therefore, the nurse should advocate what she believes is best for the client and family.

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

Suppose this situation occurs again in the future; in that case, I will advise the client to have an advance directive on file to avoid conflict with family members. If I need to discuss something with the client, I will ask the client if she is comfortable talking in front of the family members. I will also educate my client about her autonomy in decision-making. Next, to deal with a problematic family, I will use a therapeutic relationship with the client's family and invite them to share their concerns. Finally, the most important thing is being patient, listening to the family even though their points are irrational or unjustified, and avoiding being defensive. Solving family issues establishes peace. The nurse should make sure to provide holistic care and relieve pain. The healthcare team should be involved to discuss the situation and come out with solutions.

6. Have you experienced similar situations in your clinical rotations? Yes,

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

One of my clients had ovary cancer that metastasizes to the brain. One of her daughters brought her to the hospital because she could no longer care for her. The woman did not have financial support for the case manager to send her to a long-term care facility. The client remained in the hospital for weeks because the family did not want her, and she had nowhere to go. During our visit, she was

very exhausted and did not want to talk. After setting up her intravenous infusion, she asked the nurse to leave her alone in a shallow tone of voice. The other daughter, who lives in another state, called to make sure the mother was okay. Even though both daughters were not present in the client's room, I feel like this example is also stressful.

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

The nurse-patient relationship is based on therapeutic communication. During clinical rotation, I created a meaningful patient engagement to deliver client education. I make positive and compassionate experiences with the client. Another strategy is identifying communication strategies and overcome barriers. For example, sitting at the bedside while talking helps improve client satisfaction. A nurse can use an open-ended conversation with the client to build a strong relationship beyond clinical needs, making the client comfortable. Nurses need to understand patient needs and concerns, allowing them to target their communication and clinical strategy toward specific patient preferences. Nurses need to be attentive to do no harm and build positive client experiences. Also, listening and checking on clients frequently reduce physical and emotional stress. Identify clients' worries helps alleviate the fears. Therefore, effective communication strategies are the first step to helping clients with their health problems and improving patient outcomes.

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.

Having the family discuss treatment options, including end-of-life, may be beneficial for the client. Some people prefer the family to be involved and are okay with the family decision, but others like their autonomy no matter what the family wants. In some cases, the client's preferences match the family's wishes, making it a peaceful environment. Family can help to make a decision that benefits the client. For instance, Perlman understands the mother's pain. She is agreeing to step out of the room for her mother to rest. Her decisions benefit the client and not her.

The advantages of having family discuss treatment options, including end of life, may not be beneficial for the client. Some family members think that accepting hospice care is giving up hope. The reality is the cancer is in the terminal stage, and the client is in extreme pain. The client stated that she can no longer do that anymore. When it comes to a treatment option, the family members have different opinions that do not match the client's wishes, causing anxiety to the client and stress. For example, Fogel still has hope the mother can get through this situation. She refuses the end-of-life option, does not want the mother to take pain medicine, and thinks she is not ready to lose the mother. Her decisions benefit her but not the patient.

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
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	The student's answer is well	

<p>takeaways.</p> <p>And</p> <p>Explain the factors that influenced this decision.</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>	

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: _____