

## 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
<b>Knowl- edge</b>	<ul style="list-style-type: none"> <li>• Therapeutic communication during the delivery of nursing care to gerontology patients.</li> <li>• Examine the influence of age on nursing care decisions and actions for patients.</li> <li>• Understand the roles and responsibilities of individuals in a working group.</li> </ul>	CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care
<b>Skills</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Engage in conflict negotiation using conflict resolution skills.</li> <li>• Use appropriate communication techniques when communicating with clients who have a barrier to effective communication.</li> <li>• Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc</li> <li>• Communicate with various members of the interprofessional team.</li> </ul>	CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care

<b>Attitudes</b>	<ul style="list-style-type: none"> <li>• Value the role of therapeutic communication in nursing care decisions and actions.</li> <li>• Appreciate the various factors that can impact effective communication</li> <li>• Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults.</li> <li>• Recognize personally held attitudes about working with patients from different age, ethnic, cultural and social backgrounds.</li> </ul>	CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care
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## 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

<b>INDIVIDUAL SCORE</b>  <b>100.0%</b>	Individual Name: Sarah Evans Student Number: 6824604 Institution: Lakeview CON Program Type: BSN
<b>TIME SPENT</b> <b>07:21:39</b>	

Time Use and Score Show all stages  OFF

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/14/2021	07:21:39	100%
+ Stage.1	2			
+ Stage.2	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?** Supporting the patient while simultaneously supporting the family members can be highly challenging. Family members do not always agree or see eye to eye. In emotionally charged environments, disagreements can escalate. My job will be to communicate therapeutically with the patient and all of their loved ones. I will help family members consider the care choices and the best decision for their loved one.

**2. Identify your biggest takeaways.**

One of my biggest takeaways is that the nurse needs to control the room's environment for the patient. In this scenario, the room was too noisy and busy. The patient needed to rest. The nurse used therapeutic communication to advocate for the patient while respecting the patient's family members.

a. Explain the factors that influenced this decision.

The atmosphere in the room contributed a lot to the patient's comfort and pain level. I hadn't considered before that the nurse is responsible for this. If a nurse does a good job advocating for the patient, it is possible to make the patient more comfortable, and the atmosphere of the hospital room can improve.

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

Pain management was one of the main problems in this scenario. The sisters fought about if their mother should have pain medication or not. But they forgot to consider their mother. She was still able to make decisions about pain medication. In this instance, the nurse should advocate for the patient to express their desire for pain management.

Another problem is the sisters disagree about whether or not to pursue hospice care. Claire thinks her mother isn't ready for hospice, while Karrie thinks she needs hospice. Helping the patient express her wants and needs is the main priority for the nurse in this scenario because she can still make decisions.

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

The nurse decided to ask the doctors to help discuss care options with the family. I think the nurse did this because she saw the family having many conflicts and thought the provider could reinforce some necessary information to help them make the best decisions. The nurse also decided to advocate for the patient to have a quieter environment so she could rest.

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

The nurse decided to ask the provider for reinforcement because she thought it would help the family agree about care options, including pain control. The nurse advocated for a quiet room because she saw her patient needed to sleep.

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

I tried to consider the most therapeutic answer. I also tried to not input my own bias while choosing the responses.

##### **a. Explain your response.**

Somehow I made all the correct decisions during this scenario. I usually make a few mistakes, but this time I chose the correct answers. I made response choices that led the family to discuss their options and include the patient's wishes in the discussion. I also chose options that advocated for the client's needs.

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

I will do my best to advocate for my patient first. Family members often think they need to make decisions for their loved one while their loved one can still make their own choices. I will always defer to the patient until that is no longer possible. I will encourage the family members to consider the patient's choices and advanced directives. I also think it is imperative to use therapeutic communication to deescalate tense situations.

#### **6. Have you experienced similar situations in your clinical rotations?**

I have not experienced similar situations in my clinical rotations yet. I have been caring for patients who are recovering. I have not yet cared for patients who are dying during clinical.

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

When I was a CNA, I cared for many residents while they were dying. I did my best to support them and care for their family member's emotional needs simultaneously. I did this by meeting the patient's needs, which included comfort, hydration, turning, incontinence care, and proper positioning. I also helped meet the family's needs by providing relaxing music, praying with the family, offering water and snacks, and providing more seating. I did not personally experience family disagreements involving care. I know they happened, but as a CNA, I was not involved.

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

In the clinical setting, my most successful communication strategies surrounding death were really listening strategies. I listened much more than I spoke. I listened to the stories the loved ones told about the patient that was dying. I enjoyed the stories very much because they helped me see the patient as a complete person who had an entire life. When I did speak, I spoke words of empathy and made space for grief. I made space for grief by listening to the family member, recognizing and affirming their unique grief and pain, and expressing thankfulness for life.

**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.**

I see a lot of advantages in discussing these things early in a terminal illness process. The patient will be able to be a part of these discussions and make their wishes known. The family also has an opportunity to work out disagreements before emotions are heightened. All options can be contemplated without being clouded by intense emotions, pain, and grief.

A disadvantage I see is death is not a predictable process. The family could plan for one scenario, and the situation could change entirely, negating their plan and forcing them to consider a new one.

## 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**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 points</b>	<b>Points Earned</b>
<b>Time within Case study</b>	Less than 30 minutes	30 minutes or more	

**Comments:**

**Reflective Activity**

**1. What did you learn from this scenario?**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 points</b>	<b>Points Earned</b>
<b>What did you learn from this scenario?</b>	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.	
<b>Content Contribution</b>	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

2.

**2. Identify your biggest takeaways.**

a. Explain the factors that influenced this decision.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
<p><b>Identify your biggest takeaways.</b></p> <p><b>And</b></p> <p><b>Explain the factors that influenced this decision.</b></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><b>Content Contribution</b></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>	

b.

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

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
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<b>What are some of the main problems or key issues expressed in the scenario?</b>	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.	
<b>Content Contribution</b>	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

4.

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

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

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 points</b>	<b>Points Earned</b>
<b>What were some of the challenging decisions the nurse needed to make?</b>  <b>And</b>  <b>Describe the rationale behind these decisions.</b>	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.	

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

**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?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 10 points</b>	<b>Points Earned</b>
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<p><b>What factors influenced your decisions and responses during the scenario?</b></p> <p><b>And</b></p> <p><b>Explain your response.</b></p> <p><b>And</b></p> <p><b>How will you respond if this scenario presents again in the future?</b></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><b>Content Contribution</b></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>	

c.

**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
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<p><b>Have you experienced similar situations in your clinical rotations?</b></p> <p><b>And</b></p> <p><b>How did you or others respond to the situation? Please explain.</b></p> <p><b>And</b></p> <p><b>Describe successful communication strategies you have used or experienced in the clinical setting.</b></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><b>Content Contribution</b></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><b>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.</b></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><b>Content Contribution</b></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>	

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
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<b>Clarity &amp; Mechanics</b>	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.	
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9.

**Case Study** \_\_\_\_/5 points

**Reflective**\_\_\_\_\_/110 points

**Total:** \_\_\_\_/115 points

**Instructor Signature:**\_\_\_\_\_

**Date:**\_\_\_\_\_