

## 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>Knowledge</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

## 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**

**36:28**

Individual Name: Lauren McClain  
Student Number: 6664114  
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		7/12/2021	36:28	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?**

- a. This scenario taught me how to deal appropriately with situations when there is a conflict between family members because of the patient's health.

**2. Identify your biggest takeaways.**

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

- i. Some of my takeaways were how I should interact when working in hospice and respecting the family's beliefs for decision-making for the patient.

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

- a. One main problem was that the daughters had different beliefs on the right way to take their mother. The daughters also never asked for their mothers' opinions before deciding. Lastly, they never really asked their mother how she felt or if she ever wanted time alone to rest.

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

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

- i. The nurse had to interfere when the grandchildren were arguing because it was disturbing the patient from resting. When the nurse asked she was having trouble sleeping because of the noise, she stated yes. By picking this option, the rationale for this "Paraphrasing is a therapeutic communication technique because it allows the nurse to restate information provided by the client to determine whether or not the communication is mutually understood."
- ii. In another scenario, the daughter and sister of the patient had a disagreement because the sister wanted a Chaplin. When the nurse spoke to the daughter about needing to talk about her dispute, this choice was correct because "Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern."

5. **What factors influenced your decisions and responses during the scenario?**
  - a. **Explain your response.**
    - i. When choosing my responses, I carefully read each option and compared them to what I knew about effective communication skills. Knowing and understanding practical communication skills helps nurses understand their patient's concerns to provide a better patient outcome.
  - b. **How will you respond if this scenario presents again in the future?**
    - i. I will take my time to fully understand both sides by using active listening and never putting my personal views into the patients' opinions regarding decision-making.
6. **Have you experienced similar situations in your clinical rotations?** I have never experienced something like this during a clinical rotation.
  - a. **How did you or others respond to the situation? Please explain.** N/A
  - b. **Describe successful communication strategies you have used or experienced in the clinical setting.** During a rotation, I provided good active listening skills by repeating the patient's primary concern (if they had any) and avoiding any judgment.
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.**
  - a. **Advantages:**
    - i. The family knows the patient well enough to understand what they really need.
    - ii. Because hospice comprises an interdisciplinary team, they can meet the needs of the patient and the family.
  - b. **Disadvantages:**
    - i. The family members' emotions may conflict with the patients' care and comfort.



## 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. 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>	

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><b>What are some of the main problems or key issues expressed in the scenario?</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>	

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 the challenging decisions the nurse needed to make?</p> <p>And</p> <p>Describe the rationale behind these decisions.</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>	

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>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>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><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>	

- 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.**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 10 points</b>	<b>Points Earned</b>
<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</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>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><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.**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 points</b>	<b>Points Earned</b>
<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</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>	

<b>a terminal illness.</b>			
<b>Content Contribution</b>	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.**

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 20 points</b>	<b>Points Earned</b>
<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.	

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

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

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

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

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