

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.

It’s not showing the combined time in the case study, so I’m uploading both.



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

CLOSE

Individual Performance Profile

DOWNLOAD REPORT

<p>INDIVIDUAL SCORE</p> <p>100.0%</p> <p>TIME SPENT</p> <p>15:33</p>	<p>Individual Name: Lindsay Cox</p> <p>Student Number: 6825448</p> <p>Institution: Lakeview CON</p> <p>Program Type: BSN</p>
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Time Use and Score

Show all stages OFF

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/17/2021	15:33	100%
+ Stage_1	2			
+ Stage_2	2			
+ Stage_3	2			



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

CLOSE

Individual Performance Profile

DOWNLOAD REPORT

<p>INDIVIDUAL SCORE</p> <p>100.0%</p> <p>TIME SPENT</p> <p>24:33</p>	<p>Individual Name: Lindsay Cox</p> <p>Student Number: 6825448</p> <p>Institution: Lakeview CON</p> <p>Program Type: BSN</p>
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Time Use and Score

Show all stages OFF

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/17/2021	24:33	100%
+ Stage_1	2			
+ Stage_2	2			
+ Stage_3	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? **How to therapeutically communicate with the family of a patient who is at the end of their life.** Both sisters were in disagreement about what should be done for their mother. You want to be respectful of their emotions while still advocating for your patient.
2. Identify your biggest takeaways. **Active listening is crucial when there is a family disagreement.**
 - a. Explain the factors that influenced this decision. **Tension always runs high when a client is in the hospital. I feel like this is multiplied when the client is at the end of their life. This was especially the case with the mother wanting to stop her treatment and her family disagreeing. It's easy to get your feelings hurt when someone snaps at you, but this scenario helped me put into perspective the family's emotions. As nurses, it's our job to provide well-being for our clients and support their families emotionally when possible.**

3. What are some of the main problems or key issues expressed in the scenario? **Claire wasn't ready for her mother to quit fighting. She didn't want her mother to go to hospice. The nurse opened up a safe space where both sisters could share their concerns with one another.**
4. What were some of the challenging decisions the nurse needed to make? **The nurse had to decide whether or not to address the children being in the room, tapering with medical equipment, and preventing the patient from getting rest. It would also be difficult to discuss whether or not to administer the mother's pain medication.**
 - a. Describe the rationale behind these decisions. **No one wants to correct someone else's child. Emotions are already running high. It would have been easy for the nurse to be misinterpreted and to start an argument and lose track of the current topic in need of consideration. I can also understand both sister's choices in whether or not to administer the mother's pain medication. On the one hand, you don't want the mother to be in pain. On the other, you don't want to miss what little time you have with your mom.**
5. What factors influenced your decisions and responses during the scenario? **I just tried to put myself in the family's shoes.**
 - a. Explain your response. **When looking at the answers, I chose what I would want to be said if the roles were reversed.**
 - b. How will you respond if this scenario presents again in the future? **I would like to think that I would react in much of the same way.**
6. Have you experienced similar situations in your clinical rotations? **I have not experienced a situation such as 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. **I had a patient with cerebral palsy once. He wasn't able to communicate, but you could visibly see that he was upset about something. I found out that his nurse had just received a phone call from the patient's mother and the nurse let him hear her voice. While he was thrilled to listen to her voice, he got sad when she had to hang up. I think he was just upset about not knowing why he was at the hospital and why his mother wasn't with him. I stroked his hair and talked to him in a soft voice. It helped him to calm down, and he eventually fell asleep.**
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. **The disadvantages, of course, are that there are going to be some differing opinions. This can cause conflict if not handled carefully. The advantages are that when discussing end-of-life decisions, each family member can voice their concerns. By ensuring that every voice is heard, the nurse can help validate the family member's feelings and**

aid in their grieving process while also advocating for their patient. After all, it is ultimately the patient's choice, and by supporting them, the family is made aware of the patient's wishes.

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.	
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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. And Explain the factors that influenced this decision.	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.	

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	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.	

scenario?			
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 needed to make? And Describe the rationale behind these decisions.	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.	

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 if this scenario presents again in the future?</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>	

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>Describe successful communication strategies you have used or experienced in the clinical setting.</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>	

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
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<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>	
<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>	

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
<p>Clarity & Mechanics</p>	<p>The student's answers included 3 or more errors in clarity, spelling, grammar, or mechanics.</p>	<p>The student's answers includes 2 or less errors in clarity, spelling, grammar, or mechanics.</p>	

Case Study ____/5 points

Reflective_____/110 points

Total: ____/115 points

Instructor Signature:_____

Date:_____