

Deanna Braden

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.

The screenshot displays the ATI Individual Performance Profile for a student named Deanna Braden. The profile includes the following information:

- Individual Score:** 100.0%
- Time Spent:** 34:50
- Individual Name:** Deanna Braden
- Student Number:** BR4665691
- Institution:** Lakeview CON
- Program Type:** BSN

The profile also features a "Time Use and Score" section with a table of results. A "Show all stages" toggle is currently set to "OFF".

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/17/2021	34:50	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?

I learned that the client should make the decisions about her healthcare and the importance of family members being respectful of the client's wishes. They should remove stressors such as noisy children, let the client rest, and refrain from arguing in front of the client. It is essential to put what the client needs and wants first.

2. Identify your biggest takeaway.

My biggest takeaway from this scenario is the importance of having an advance directive. An advance directive can ensure that your wishes about your healthcare and death are carried out as you want them to be. It also prevents family members from making decisions for you that could cause potential arguments and stress.

Explain the factors that influenced this decision.

The factor influencing this decision was the two daughters and the mother's sister arguing over the client's healthcare decisions without letting the client say what she really wanted. Having an advance directive could have avoided the arguments between the family members. This, unfortunately, happens a lot with terminal illnesses, and without an advance directive, it can destroy relationships amongst family members and cause heartache and stress for the client.

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

The main problems expressed in the scenario are as follows:

- The client wants the nurse to discuss hospice care with her daughters, but her daughter, Claire, interrupts and does not let the nurse talk. She tells her mother that she does not need hospice care. This is a problem because Claire is ignoring what her mother wants.
- The client's two daughters (Claire and Karrie) disagree and argue about the kind of care that their mother should receive. Claire does not want her mother to be on hospice care and tries to convince her mother that she will pull through this. Claire tells her mother that they can put her on a ventilator like before, and she will be fine. Karrie says that Claire is being unrealistic and explains that her mother is tired and does not want to do this anymore. Karrie states that the cancer is already so far advanced and that the doctor had already explained that if the client goes on a ventilator, she will probably never come off it. This is a problem because both daughters are arguing in front of their mother. They are not acknowledging or letting her speak about what she really wants.
- The client's sister and Claire disagree about getting a Chaplain.
- The client is tired and cannot rest because of the children arguing and being too loud.
- The client was in pain, and the daughters argued about if she should have pain meds or not in front of the client.

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

The challenging decisions that the nurse needed to make are as follows:

- The nurse had to decide what to say to Claire to understand why she believes her mother should not receive hospice care.
- The nurse had to decide what to say to Karrie to redirect her to the conversation instead of arguing.
- The nurse had to decide what to say to the client's sister about getting a Chaplain.
- The nurse had to decide what to say to Karrie about her children being too noisy in the room.
- The nurse had to decide what to say to Claire about her concerns about the pain medications.
- The nurse had to decide what to say to Karrie concerning the pain medication for the client.
- The nurse had to decide how to ask for help from the doctors.

Describe the rationale behind these decisions.

- "I hear you saying that you are not ready for your mother to give up." This response by the nurse shows validation that she received the message that Claire was sending.

- "Let's talk about your difference of opinion." This response by the nurse allowed her to refocus the conversation and stop the argument between the two daughters.
- "Let us talk about this more." This response by the nurse used exploration to encourage Claire to speak more about her idea of getting a Chaplain and voice any concerns she might have.
- "Your mother needs to take rest periods throughout the day." This response by the nurse allowed her to refocus Karrie back to the importance of the client getting the rest that she needs.
- "Tell me about your feelings and concerns about your mother taking pain medication." This response by the nurse was an open-ended question to allow Claire to verbalize her thoughts and concerns about her mom taking the pain medications. Claire was scared that her mom would not be fully conscious and aware of the people around her.
- "This is about your mother's need for medication. Let us ask her if she wants the medication." This response by the nurse allowed her to refocus Karrie about the importance of asking her mother what her wishes are about taking the pain medications.
- "Could you help me have a discussion with the family?" This response by the nurse allowed her to use assertiveness to ask the doctors for help.

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

Therapeutic communication techniques are what influenced my decisions and responses during this scenario.

Explain your response.

Using therapeutic communication techniques when talking to clients and family members shows acknowledgment, recognition, and acceptance. It allows the nurse to show them that she is interested in what they have to say and respects their thoughts and feelings.

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

If this scenario presents again in the future, I will respond in the same manner as I did in this scenario. I will use therapeutic communication and put my personal bias aside.

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

I have experienced a similar situation in my clinical rotations. I had an elderly client who had dementia that could not think clearly, so his wife was his power of attorney to make decisions about his healthcare. The couple had two grown sons present in the room that would not let the wife speak. They would interrupt and dispute any decision that she tried to make concerning her husband's care. This ended up agitating the client and making the wife cry.

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

The nurse that I was following that day did her best to talk to all parties involved therapeutically. She asked the sons to step outside of the room and wait in the waiting area so she could discuss matters with the wife. Unfortunately, one of the sons became hostile, started screaming at the nurse, and refused to leave. The wife was crying, so I took her outside the room, got her some tissues, and consoled her. The charge nurse came to the room and was able to calm the son down by asking him if the two of them could go to a private area where he could express his concerns about his dad's healthcare.

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

Successful communication strategies that I have used in the clinical setting are as follows:

- Verbal communication: I spoke with a calming tone, accuracy, clarity, and honesty. I verbalized appropriately to the client's level of health literacy, age, and culture. I used open-ended questions to encourage the client to communicate.
- Nonverbal communication: I did this through facial expressions, body language, gestures, eye contact, posture, and sometimes just sitting with the client to let them know that I was there for them.
- Active listening: This is the most effective and highest form of listening. It involves verbal and nonverbal communication skills that have your complete attention. I did this by nodding my head and not interrupting while the client was talking. I also maintained eye contact while leaning forward to let the client know that I was engaged in what they had to say.
- Written communication: After I would care for a client, I would immediately document and write a nurse's note about the care that I had performed. This is essential to do for effective nurse-to-nurse communication.

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.

Advantages: It can protect the person by carrying out their final wishes concerning their healthcare needs. This can also reduce stress and arguments between the family members. Discussing these issues before the person becomes terminally ill and cannot speak for themselves anymore can help family members understand and hopefully accept their loved one’s decisions. This will also allow time for questions and concerns that they may have.

Disadvantages: Some decisions cannot be made because of the uncertainty of situations that could arise.

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: Deanna Braden

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 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 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.	

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?	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.	
And			
Describe the rationale behind these			

decisions.			
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>	

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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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</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>	

the clinical setting.			
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

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
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 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.	

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	The student's answers includes 2 or	

	more errors in clarity, spelling, grammar, or mechanics.	less errors in clarity, spelling, grammar, or mechanics.	
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Case Study ____/5 points

Reflective_____/110 points

Total: ____/115 points

Instructor Signature:_____

Date:_____