

Reflective Case Study Gerontology Assignment

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

Learning Objectives and Outcomes	
Area	Objective
Knowledge	<ul style="list-style-type: none"> • Examine nursing roles in assuring coordination, integration, and continuity of care. • Describe strategies for identifying and managing overlaps in team member roles and accountabilities. • Recognize contributions of other individuals and groups in helping patient/family achieve health goals. • Analyze differences in communication style preferences among patients and families, nurses and other members of the health team. • Recognize that nursing and other health professions students are parts of systems of care and care processes that affect outcomes for patients and families.
Skills	<ul style="list-style-type: none"> • Remove barriers to presence of families and other designated surrogates based on patient preferences • Communicate observations or concerns related to hazards and errors to patients, families and the health care team • Demonstrate effective use of strategies to reduce risk of harm to self or others • Question rationale for routine approaches to care that result in less-than-desired outcomes or adverse events
Attitudes	<ul style="list-style-type: none"> • Recognize personally held attitudes about working with patients from different ethnic, cultural and social backgrounds • Value own role in preventing errors • Value continuous improvement of own communication and conflict resolution skills • Respect the centrality of the patient/family as core members of any health care team • Appreciate the value of what individuals and teams can do to improve care
Course Student Learning Outcome (CSLO's)	
<ul style="list-style-type: none"> • Describe nursing implications related to the developmental tasks of healthy aging. 	
Baccalaureate Essential's Concepts	
<ul style="list-style-type: none"> • Communication • Compassionate Care • Clinical Judgement 	

Instructions:

Students will access the case study through the ATI website. Please watch the screencast within the lesson to help locate the ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care in ATI.

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 to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study, not limited to significant others, nurses, care providers, student nurses, and the client. The scenario review typically lasts 25 minutes. The 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.

Additional Guidelines:

Each student will complete the test and submit a PDF of the completed results into the E360 dropbox. Students should ensure that the PDF has the student's name on the results submitted to receive points and can be opened by the grading instructor.

Following the course Grammarly settings listed within the syllabus, the student will complete all questions within the template and rubric.

- Plagiarism will result in a zero on the assignment.
- Follow the directions within each graded section.
- A template is located on the course home page on Edvance360.
- Assignments and discussion forum postings and replies submitted after the due date will receive a 10% grade deduction. Work submitted after two days past the original due date will not be accepted and will receive a zero.
- The student's written reflection portion must be completed in Microsoft Word. PDF and other formats will not be accepted for the written reflection portion.

References

ATI. (2018). *Educator implementation guide: Nurse's Touch: Professional communication & the communicator*. Retrieved from atitesting.com

Step one: Complete Case Study

Watch and complete the ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care for a minimum of 20 minutes. Submit the PDF of the completed ATI case study into the correct E360 dropbox.

Step Two: Answer Reflection Questions

Each student will individually reflect on the responses and experience with the ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care, answer the following questions.

1. What was learned from this scenario?
 - a. What was learned is that it is important to know how to communicate and interact with those who are going through a rough time. Ensuring everyone is getting educated and can make decisions based on what education was provided.
2. Identify the biggest takeaways.
 - a. The biggest takeaway was that everyone reacts to stress and emotional stressors differently, which is okay. Being a person that family members and the patient can go to can help those struggling. Be a sounding board for the family and patient. Be open, do not be biased or give opinions. Be an advocate for the patient.
 - b. Explain the factors that influenced this decision.
 - i. Factors that influenced this decision came from the video interaction and personal experiences. Seeing why something should be said over another greatly helps the reasoning behind the chosen words. From personal experience, knowing the right words to say can be highly challenging. Knowing the situation, family, and patient interaction has greatly helped in these situations.
3. What are some of the main problems or key issues expressed in the scenario?
 - a. Some main problems include the daughters not being on the same page about their mother's wishes and wanting to make decisions for her. The mother eventually gets fed up with it and does not like how the conversations pan out. The daughters do not want their mother to give up and have difficulty dealing with how their mother is coping with her illness.
4. What were some of the challenging decisions the nurse needed to make?
 - i. The nurse's main priority is the patient. She needed to make sure she was comfortable and in no pain. She also needed to make sure she was getting adequate rest throughout the day. She also needed to intervene with the daughters arguing over their mother. Getting involved in those situations is never easy, but it is necessary for the patient.
 - b. Describe the rationale behind these decisions.
 - i. These decisions needed to be made because these situations were starting to affect the patient. The more worked up the patient got, the more she was getting worn out and wearing herself out.
5. What factors influenced the nursing decisions and responses during the scenario?
 - a. Explain the response.

- i. The nurse has to be aware of the situations going on. She has to advocate for her patient and make sure they are the priority. Using therapeutic communication throughout the scenario helped calm everyone down and made everyone realize what was happening.
 - b. How will a nurse respond if this scenario presents again in the future?
 - i. The nurse could always be more upfront about what is going on specifically. The nurse can continue to use therapeutic communication as that is always a great tool to have and use.
6. Have similar situations been experienced in current clinical rotations?
 - i. I have not experienced this in clinical, but I have experienced this working at a hospital.
 - b. How did nursing or others respond to the situation? Please explain.
 - i. The amount of times I have experienced this has given me opportunities to see how many different nurses respond to these situations. All of them have handled all the situations with grace. If there was anything out of their control or they ever had questions, they could rely on their fellow nurses and management team for support. It is never easy to deal with dying patients and families, but being someone they can go to in a time of uncertainty is truly rewarding.
 - c. Describe successful communication strategies used or experienced in the clinical setting.
 - i. Therapeutic communication, active listening, silence, acknowledgment, and offering oneself have significantly impacted how I and many others communicate with those who are struggling and going through tough times.
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. Some advantages of discussing end-of-life decisions include strengthening relationships within the family, reducing the isolation experienced by the dying person, providing reassurance and love, and letting the patient know that their contributions during their lifetime have impacted others.
 - b. Some disadvantages of discussing end-of-life decisions include discomfort in discussing end-of-life care, lack of medical knowledge, insecurities and questions related to one's prognosis, and the uncertainty of end-of-life in general.

STUDENT NAME _____

Rubric for the Reflective Case Study Gerontology Assignment

ATI: Nurse’s Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 2.5 point	Grade
Time within Case study	Less than 20 minutes	20 minutes or more	
PDF submitted	No	Yes	
PDF can be open by the grading instructor	No	Yes	
PDF is in the correct dropbox	No	Yes	

Comments:

Case Study POINTS: _____/10

Reflective Activity

1. What did you learn from this scenario?

Objective	Unsatisfactory 0 points	Satisfactory 7.5 point	Points
What did you learn from this scenario?	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
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2) Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

Objective	Unsatisfactory 0 points	Satisfactory 7.5 point	Points
Identify your biggest takeaways. 1. Explain the factors that influenced this decision.	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

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

Objective	Unsatisfactory 0 points	Satisfactory 7.5 point	Grade
What are some of the main	Description adequate with superficial thought and preparation; does not address all	Description well developed assignment that fully addresses and develops all aspects of the task.	

problems or key issues expressed in the scenario?	aspects of the task		
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

- 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 7.5 point	Grade
What were some of the challenging decisions the nurse needed to make? a) Describe the rationale behind these	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

decisions.			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

- 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 7.5 point	Grade
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	Description adequate with superficial thought and preparation; does not address all aspects of the task	Description well developed assignment that fully addresses and develops all aspects of the task.	

future?			
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

- 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 7.5 point	Grade
<p>Have you experienced similar situations in your clinical rotations?</p> <p>a) How did you or others respond to the situation? Please explain.</p> <p>b) Describe successful communication strategies you have used or experienced in the clinical setting.</p>	<p>Description adequate with superficial thought and preparation; does not address all aspects of the task.</p>	<p>Description well developed assignment that fully addresses and develops all aspects of the task.</p>	

Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
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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 7.5 point	Grade
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.	Description adequate with superficial thought and preparation; does not address all aspects of the task.	Description well developed assignment that fully addresses and develops all aspects of the task.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
Clarity & Mechanics	Contributes valuable information to discussion with minor	Contributes to discussion with clear, concise comments formatted in an easy to read style that is free of grammatical or	

	clarity or 1-2 grammatical or spelling errors	spelling errors.	
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Case Study ____/10 points

Reflective_____/110 points

Total: ____/120 points

Instructor Signature: _____

Date: _____