

## Reflective Case Study Gerontology Assignment

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

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

**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. This scenario provided a situation where the client's family had disagreements with each other about their mother's care. I learned that the family is not always going to be on the same page, and opinions may clash. It is important as a nurse to include the whole family in the client's care and provide care decisions that the whole family can agree on.
  
2. Identify the biggest takeaways.
  - a. The biggest takeaway for this student nurse was how the nurse talked to her client. The nurse always made sure that the client knew what the nurse was doing. This is a great example of establishing a trusting nurse-client relationship. The nurse was able to stick up for the client when disagreement occurred. For example, the client was experiencing severe pain, and one of the daughters wanted medication for their mother, while the other daughter did not want her mom to take medication. The nurse insisted it was up to the client to decide if she wanted pain medication.
  
3. What are some of the main problems or key issues expressed in the scenario?
  - a. The main problem expressed in the scenario was the comfort of the client. The presence of the family was problematic for the client. The family continued to argue, the children were noisy, and the nurse was trying her best to get the family to follow an agreeable plan of care.
  
4. What were some of the challenging decisions the nurse needed to make?
  - a. The client's sister requested the hospital chaplain, but her daughter Claire disagreed with the decision. The client's other daughter Audra requested that the nurse gets her pain medication, but Claire denied her sister's decision again. The nurse had to address the need for a ventilator; however, Claire disagreed again and stated that if she is placed on one, she would never live without it. The room was too noisy for the client to engage in her rest periods. The nurse made the right decision by making this statement and reducing the number of family members in the room.
  
5. What factors influenced the nursing decisions and responses during the scenario?
  - a. The nurse could go to the client's care team and address the commotion within the family. The care team has made previous attempts at talking with the family, so reminding the family and recurrent teaching is advised.
  - b. The nurse should consult the client's care team and request a group discussion regarding the client's care.

6. Have similar situations been experienced in current clinical rotations?
  - a. I have not experienced anything thus far during clinical, but the nurse has had to consult the wife of a client regarding dressing changes, which took some time for the wife to understand.
  - b. The nurse in my clinical was able to talk to the wife effectively and did not doubt the wife's ability to change a dressing. The nurse provided teaching for the wife and recommended other supplies to use for better management of the wound.
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. Receiving feedback and opinions from the family for a client's plan of care can help the nurse provide what is needed of the family and the client. It can help rule out possible interventions that may make the client uncomfortable. For example, the client has a religious background may be in the chart, but the client may have stopped practicing. The client's sister wanted to call the hospital chaplain, but the daughter made a good point about her mother not wanting that service.
  - b. One potential disadvantage of having families discuss treatment options is that it can be difficult to balance the needs and preferences of multiple individuals. Family members may have different opinions about what is best for their loved one and can be challenging to reach a decision. Additionally, family members may have different levels of understanding about the client's health condition and treatment options.

STUDENT NAME \_\_\_\_\_ Brayden Percival \_\_\_\_\_

**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**

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

**Comments:**

**Case Study POINTS: \_\_\_\_\_/10**

### **Reflective Activity**

1. What did you learn from this scenario?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 7.5 point</b>	<b>Points</b>
<b>What did you learn from this scenario?</b>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

2) Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 7.5 point</b>	<b>Points</b>
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.	
<b>Content Contribution</b>	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?

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 7.5 point</b>	<b>Grade</b>
<b>What are some of the main problems or key issues expressed in the scenario?</b>	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.	

<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
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- 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 7.5 point</b>	<b>Grade</b>
<b>What were some of the challenging decisions the nurse needed to make?</b>  <b>a) Describe the rationale behind these decisions.</b>	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.	
<b>Content Contribution</b>	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
<p><b>What factors influenced your decisions and responses during the scenario?</b></p> <p><b>a) Explain your response.</b></p> <p><b>b) How will you respond if this scenario presents again in the future?</b></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>	
<p><b>Content Contribution</b></p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</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 7.5 point	Grade
<p><b>Have you experienced similar situations in your clinical rotations?</b></p> <p><b>a) How did you or others respond to the situation? Please explain.</b></p> <p><b>b) Describe successful communication strategies you have used or experienced in the clinical setting.</b></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>	
<p><b>Content Contribution</b></p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</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 7.5 point</b>	<b>Grade</b>
<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>	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.	
<b>Content Contribution</b>	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	

<b>Objective</b>	<b>Unsatisfactory 0 points</b>	<b>Satisfactory 5 point</b>	<b>Grade</b>
<b>Clarity &amp; Mechanics</b>	Contributes valuable information to discussion with minor clarity or 1-2 grammatical or spelling errors	Contributes to discussion with clear, concise comments formatted in an easy to read style that is free of grammatical or spelling errors.	

**Case Study \_\_\_\_/10 points**

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

**Total: \_\_\_\_/120 points**

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

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