

Reflective Case Study Gerontology Assignment

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

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	
<ul style="list-style-type: none"> • Domain: Knowledge of Nursing Practice • Domain: Interprofessional Partnerships • Domain: Personal, Professional, and Leadership Development 	

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 meeting patients' diverse needs (Abdolrahimi et al., 2017).

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 screenshot or PDF of the completed results into the E360 dropbox. Students should ensure that the screenshot or PDF has the student's name on the results submitted to receive points.

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

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. doi:10.19082/4968

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 or screencast 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? The conversation between the nurse and the family has to be very carefully conducted. There are moments when the nurse should not interfere with the discussions among family members and when she should. Nurses should take leadership and advocate when the patient needs proper therapy.
2. Identify the biggest takeaways. The biggest takeaways are that every person should have some legal document with instructions to follow in the case of illness or death. The patient, Mrs. Langley, has no written documentation for this situation. So, her family does not know what to do. They remember what their mother wanted in the past, but now the situation is not anymore, the same. Mother is dying, and her two daughters disagree about what to do. This situation is complicated and does not help the mother at all.
3. What are some of the main problems or key issues expressed in the scenario? One of the problems is Claire, Mrs. Langley's daughter. She is in denial that her mother is dying. She does not allow her mother to start hospice care because she believes her mother will get better. At the same time, a nurse is aware that the patient is not well and knows the patient wishes to get hospice care. Unfortunately, the nurse does not do very much to advocate for the patient. The doctor and the manager are not helping very much either. For that reason, the patient's rights are not fully respected.

4. What were some of the challenging decisions the nurse needed to make. The challenging decision the nurse needed to make was how to advocate for the patient's needs for hospice care. One daughter, Claire, was against hospice care, and because of that, the patient was not getting the best care she needed. The nurse asked the family open-ended questions allowing them to express their opinion. The other challenging situation was when the nurse had to give the necessary medications to Mrs. Langley against her daughter's wishes. The nurse clarified that the patient's needs are the most important.

5. What factors influenced the nursing decisions and responses during the scenario? The nurse made decisions based on the patient's need for proper therapy. She provided pain medication even though her daughter Claire was against that. That was a good decision. The reasons for the patient's refusal of pain medications in the past cannot apply to the current situation. Now, the pain medication will help Mrs. Langley with sleep and pain, which she needs. This decision will be repeated in the future.

6. Have similar situations been experienced in current clinical rotations? Yes, similar situations are occurring all the time. Family members want nurses to do things that are not good for the patient or sometimes even can be against the rules. The best communication is when a nurse explains the situation to the family concerning what she can or cannot do. Educating patients and family helps achieving peaceful solution for many problems. Honest explanation and telling the family the rules are the best way to deal with that.

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. It is good to have a plan for the end of life of each person. The family and the patient should discuss the options and know what the patient wants his family to do once he/she cannot make decisions anymore. The family should discuss hospice care and get accurate information on what hospice provides. It is good to have this planning done early enough so that the patient gets the best care on time. The disadvantage of this planning may be that every person is different, and it is hard to meet all the needs of their loved one. The plans are only sometimes perfect. To add, family members may be in denial and refuse the best care offered.

STUDENT NAME Lillian Ljubojevic

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 and Reflection
Rubric**

Objective	Unsatisfactory 0 points	Satisfactory 10 point	Grade
Time within Case study	Less than 20 minutes	20 minutes or more	

Comments:

Case Study POINTS: _____/10

Reflective Activity

1. What did you learn from this scenario?

Objective	Unsatisfactory 0 points	Satisfactory 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.	
Clarity & Mechanics	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.	

2) Identify your biggest takeaways.

a. Explain the factors that influenced this decision.

Objective	Unsatisfactory 0 points	Satisfactory 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.	
Clarity & Mechanics	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.	

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

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Grade
What are some of the main problems or key issues expressed in the 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.	
Clarity & Mechanics	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.	

- 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 point	Grade
<p>What were some of the challenging decisions the nurse needed to make?</p> <p>a) Describe the rationale behind these decisions.</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>Content Contribution</p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	
<p>Clarity & Mechanics</p>	<p>Contributes valuable information to discussion with minor clarity or 1-2 grammatical or spelling errors</p>	<p>Contributes to discussion with clear, concise comments formatted in an easy to read style that is free of grammatical or spelling errors.</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 5 point	Grade
<p>What factors influenced your decisions and responses during the scenario?</p> <p>a) Explain your response.</p> <p>b) How will you respond if this scenario presents again in the future?</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>Content Contribution</p>	<p>Information that is off-topic, incorrect, or irrelevant to discussion.</p>	<p>Factually correct, reflective and substantive contribution.</p>	

Clarity & Mechanics	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.	
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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 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>	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.	
Clarity & Mechanics	Contributes valuable	Contributes to discussion with clear,	

	information to discussion with minor clarity or 1-2 grammatical or spelling errors	concise comments formatted in an easy to read style that is free of grammatical or spelling errors.	
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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 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.	
Clarity & Mechanics	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_____/105 points

Total: ____/115 points

Instructor Signature: _____

Date: _____