

ATI: Apply: The Communicator 2.0: Video Interaction: Aging Client

Reflective Case Study Gerontology Assignment 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. 	CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care

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| | ● Recognize personally held attitudes about working with patients from different age, ethnic, cultural and social backgrounds. | |
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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, Ghiyasvandian, Zakerimoghadam, & Ebadi, 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: Aging Client".

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. doi:10.19082/4968

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

Step One:

Access and complete the case study

ATI: Apply: The Communicator 2.0: Video Interaction: Aging Client

Step Two:

Reflecting on your responses and experience with the case study (ATI: Apply: The Communicator 2.0: Video Interaction: Aging Client), answer the following questions.

- 1) Identify use of therapeutic and non-therapeutic communication during the case study. The use of therapeutic communication in the case study was to establish the clients' needs, concerns, and for the nurses to figure out how to work together with the client to achieve this goal. Some of the therapeutic communication techniques shown in the case study include; focused questions to clarify a message and open-ended questions to allow the client to express their thoughts and feelings. In contrast, the use of non-therapeutic communication shown in the case study discourages open communication and stops the client from expressing themselves. Some non-therapeutic communication techniques in the video include; giving a defensive response blocks a client from giving personal opinions. Giving a judgemental response imposes the nurses own beliefs on the client.
- 2) Discuss the cultural variations of clients in the case study. The clients in the case study are Jewish, which means all of their ideology and core values conform to the Jewish way. The jews have specific social rules and regulations that other people do not comply to, like their strict dietary rules, and observe the weekly sabbath.
- 3) How did the cultural variations impact communication? Cultural variation had a positive effect on the way they communicated. They were respectful of the staff when there was a mix up with their breakfast, and when they were discussing moving Mrs.

Silver to a more secure unit, both Mr. Silver and Nina listened even though they disagreed they were polite in expressing the way they felt.

- 4) Provide examples of clients with health alterations that affect their ability to communicate? Clients with health alteration that affects their speech include; Clients Aphasia, Clients with Dysarthria, Clients with Parkinson's, Clients with Paralysis, Clients with Traumatic brain injury, and Dementia.

- 5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?) The changes I would make would include; making sure both husband and wife spend as much time together as possible, I would also make sure they both have working phones in their rooms so they can talk to each other in the comfort of their new environments. Finally, I would speak with a speech therapist to see how they can help her with her speech.

- 6) Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.
 - a. The article must be within the last 5 years.
 - b. The article must be nursing focused.
 - c. Write a brief summary of how the article can be used to improve your nursing practice.

This article talks about how poor communication is a significant cause of health care problems and errors. The lack of interprofessional communication between physicians and nurses, a shortage of patient-staff interaction, and deficiency of effective nurse handovers can cause clients to have challenging experiences that affect patient safety. This article would improve my nursing practice because learning how to use the SBAR, and AIDET communication framework reduces negligence and low quality of care caused by a lack of communication between healthcare staff. It also makes me understand how critical interprofessional communication is to patient safety.

APA Burgener, Audrey M. BS, MBA Enhancing Communication to Improve Patient Safety and to Increase Patient Satisfaction, The Health Care Manager: 7/9 2017 - Volume 36 - Issue 3 - p 238-243
 doi: 10.1097/HCM.0000000000000165

Reflective Case Study Gerontology Assignment
Rubric

STUDENT NAME OLAMIDE ADEWOLE

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 10 point	Points Received
Time within Case study	Less than 30 minutes	30 minutes or more	

Comments:

Reflective Activity

1) Identify use of therapeutic and non-therapeutic communication during the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
Therapeutic and non-therapeutic communication during the case study.	Description adequate with superficial thought and preparation; doesn't 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	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

2) Discuss the cultural variations of clients in the case study.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
Cultural variations of clients in the case study.	Description adequate with superficial thought and preparation; doesn't 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	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

3) How did the cultural variation impact communication?

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
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Cultural impact communication	Description adequate with superficial thought and preparation; doesn't 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	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

4) Provide examples of clients with health alterations that affect their ability to communicate.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
Examples of clients with health alterations that affect their ability to communicate.	Description adequate with superficial thought and preparation; doesn't 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	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

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5) Develop a plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
Plan of care that addresses the patient communication needs. (How would you change your nursing care for this patient?)	Description adequate with superficial thought and preparation; doesn't 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, and APA	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, mechanics, or APA errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, mechanics, or APA errors.	

6) Find one evidence-based article that addresses how communication supports client safety, interprofessional communication, and quality improvement.

- a. The article must be within the last 5 years.
- b. The article must be nursing focused.
- c. Write a brief summary of how the article can be used to improve your nursing practice.

Objective	Unsatisfactory 0 points	Satisfactory 5 point	Points Received
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Evidence Based Practice	Description adequate with superficial thought and preparation; doesn't address all aspects of the task. Article older than 5 years	Description well developed assignment that fully addresses and develops all aspects of the task. Article within the last 5 years.	
Content Contribution	Information that is off-topic, incorrect, or irrelevant to discussion.	Factually correct, reflective and substantive contribution.	
Clarity & Mechanics	Communicates in manner with some 2-3 errors clarity, spelling, grammatical, or mechanics errors.	Contributes valuable information with minor 1 clarity, spelling, grammatical, or mechanics errors.	

Case Study ____/10 points

Reflective ____/90 points

Total: ____/100 points

Instructor Signature: _____

Date: _____