**REFLECTIVE PRACTICE TOOL**

**(Adapted from the College of Nurses of Ontario)**

**STUDENT: Uvbi Osatohangbon**

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| **Describe an experience, event or change in your practice or practice setting that was significant to you. (What happened; how were you involved; what did you see/hear/feel?)**  **This event occurred on the morning of the 18th of November. I was helping taking away the plates and cups of residents who were done eating away and helping guide some to the dining room. I kept doing the same thing over and over again, which us go up to one resident at a time, ask if they were done with, they’re food and based on their answer take away their plates, cups and utensils. Then I got to one table where the person to which I was trying to confirm whether she was done was not verbal so I choose to take her cup slowly while I was still talking to her to see her reaction she shaked her head yes, giving me the go ahead, and seemed not to show any signs of anger and so I continued when all of a sudden the woman beside sitting at the same table suddenly got upset she was telling me se wasn’t done with her food and wanted me to leave. At first, I didn’t understand what she was telling me so I remained there to make sure I understood her words then they began to be clearer to me and the moment I realized what was going I felt immediate confusion as I Knew hadn’t touch any of her food and was not even facing her until she spoke. I responded to her saying okay as she continued to angrily tell me to leave, quickly took the plates and utensils of the woman I previously addresses and left. I then avoided that table for the rest of the breakfast clean up and chose to attend to other residents to avoid any problems.** |
| **Based on what you described above, what were your strengths in the situation and what are your areas for improvement?**  **I believe that based on the situation I described above were that in an event where I found myself to be unsure and confused, I remained calm and proceeded with an action that wouldn’t negatively escalate the situation. I could have improved by trying to communicate to the patient, when she had calmed down a bit to attempt to find out the reason, she seemed upset with I was doing instead of making my own assumptions.** |
| **What evidence have you found in the literature and/or what input have you received from your clients, your peers and your instructor about your practice that relates to this event?**  **An input I received was that next time I should try to communicate to the patient directly about the event to improve the relationship with the patient for the future.** |
| **Based on your own reflection and the input you received, what learning need(s) can you define that, when met, will result in your improved performance?**  **Therapeutic Communication** |
| **What elements relate to these learning needs?**  \_\_ Communication skills  \_\_ Technical skills  \_\_ Knowledge and competencies  \_\_ The practice environment  \_\_ Change management skills  \_\_ Conflict management skills  \_\_ Advocacy skills  \_\_ Leadership skills  \_\_ Other (explain): |