

Midterm Reflection

Jasmine Tienda

CSON-IM8

During my first half of clinicals with my preceptor, we encountered a difficult situation with a family who was, at the time, having a difficult time understanding what was going on all together during their hospital stay. I got to clinical around 12:40 that day and my nurse was catching me up and giving me reports on all my patients. She told me that this specific family was very disrespectful in the morning prior to going for a biopsy for their son. They came back around 3 and I was kind of nervous because I have never had anyone “fire me” as their nurse or talk inappropriately to me so I did not know what to expect. We went into the room and the family was very calm and just wanted to know what was happening with their son. Their son was diagnosed with leukemia. The next day we went in with morning medications and at the same time around 6 other doctors came in the room as well. The family snapped and told us “yall do not need to be coming in here all at once because yall are scaring my son. Maybe try coming in one at a time.” They continued to be disrespectful, so my nurse and I stepped out. When the doctors came out, they told us that from now on we will all take turns going into their room. As the student nurse, I knew I would still have to continue to be with them for the next 2 days, so I made the best of it. Every time my nurse and I went in there I made it known exactly what I was doing so they knew what I was doing and why. I even went as far as letting the mom put the blood pressure cuff and pulse ox on her son, so he was calmer with the entire process. After a couple of encounters with them, I noticed they trusted us a lot more than they did, and things started to go more smoothly.

At the beginning of the entire situation, I was very unsure of what to expect and I was hesitant to get near the family because I did not know what to expect. The entire event made me realize that sometimes there are going to be difficult families that we just must learn to work with, and they eventually will come around. My nurse was very calm with them and always said the right things to make them feel at ease. Her making them feel more comfortable also made me feel okay as well. The most important emotion I felt during the entire experience was being out of control. I felt like nothing was going to make this family feel better but once things got better, I realized there is a solution to almost anything you just must look for it.

I have always known that there are difficult situations that I was going to have to handle and go through eventually, I just never knew when. I feel like most families get frustrated because they are scared and do not know what is going on but that's okay because that is what we as nurses are here for. We need to help ease our patient's minds and help them understand everything going on within their care plan.

I feel like I could have made this entire situation better if I wasn't hesitant at first, but I was just scared until I realized so were they. Their entire care team could have possibly made it better if they would have given them estimated times on when things were going to happen and explained the entire process to them. It can be overwhelming when a lot of information is thrown at someone at once. Next time I would ask the family if they were okay in general and if they wanted to talk about it. I feel like sometimes we forget about the feelings of our family and are just so focused on getting all the patient's care done. Overall, I learned that you must think fast about how to handle some situations you didn't expect to happen and that sometimes parents express their feelings of fear through anger.