

1. In this scenario, I learned how important it is for us to make sure the patient's family members understand the patient's condition. Claire did not realize what putting her mother on hospice would entail. She had high hopes that her mother would be okay. Her sister, Kerry, had to explain to her again that their mother's cancer was advanced. She also reminded Claire that the doctor explained her mother's situation to them the night before.

2. The patient stated at the beginning of the scenario that she was so tired and said that she couldn't do this anymore. She tried to tell her daughters about hospice, but one of her daughters was not comprehending the graveness of her mother's condition. My takeaway from this scenario is that providers should ensure that all support people understand the patient's condition. It was clear that there was a misunderstanding that needed explaining. Thankfully, the nurse decided to involve the nurse manager and the patient's physician to help explain things again.

3. The main issues discussed in the article were what the patient wanted or did not want. It seemed that the family was suggesting things for the patient for which the patient was not in agreement. Unfortunately, nobody wins when the patient feuds. The family should have asked the patient her opinion for each decision. Not only were they not in agreement, but they were also disturbing the patient's peace by arguing in her face.

4. There were several challenging decisions the nurse needed to make. The nurse had to decide when to talk and when to listen. As a nurse, we don't want to make the problem worse by saying the wrong thing. I think she made the right decision by choosing to listen. Also, the nurse decided it was best to tell the family that she needed to rest. Lastly, the nurse had to determine when it was best to get others involved. When she felt it was necessary, she asked the nurse manager and the patient's physician to explain the patient's conditions again.

As nurses, our job is to advocate for our patients. The nurse in this scenario did a great job of advocating for her patient. Supporting our patients helps keep the patients' needs a priority.

5. Several things influenced my response. I did not like the treatment the patient received from her family. I think the family could've been more respectful and patient with their loved ones. It was evident that all of her family members cared about her and wanted the best for her. They should've discussed things with her instead of not including her in decisions that directly affect her.

If I were to face this scenario in the future, I would ask the daughters to step outside and talk to them. Eventually, the nurse did get the assistance of the nurse supervisor and the physician, but I think she could've pulled them aside first. I would do the best I can to solve the problem before getting other parties involved.

6. I have not experienced a situation like this in my clinical rotations yet, thankfully. However, I do work at a hospital and experience similar situations like this. I have had to ask family members to step outside of the room because they were too loud. I have then contacted the nurse or nurse supervisor to speak with the family. The nurse usually asks the family to take turns visiting the patient.

Successful communication strategies I have used in situations like this are eye- contact, good listening skills, and a calm tone when speaking. I have learned that practical communication skills go a long way. It's also essential to maintain good body language. When communicating, I have my hands to the side, not crossed, and stand straight up without slouching.

7. An advantage of discussing end-of-life decisions before the patient becomes ill allows the patient to be involved in decisions. A disadvantage of waiting until the patient is sick is you have too many people's opinions to consider. I have learned in this course that it's essential to have a power of attorney and advance directives if possible. The last thing people want to do at the end of their loved ones' life is fight.