

ATI: Video Case Study Palliative and Hospice Care

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**How can the nurse ensure that a client receiving palliative/hospice care is kept comfortable? What are some ways that the nurse could provide for the psychosocial and spiritual comfort of the client?**

Hospice care provides holistic end-of-life care to clients and their families. This care focuses on maintaining the highest quality of life, facilitating a peaceful death, and respecting the client's wishes. Hospice and palliative care are often combined to make the patient as comfortable as possible. A nurse can ensure that a client is comfortable by eliciting the patient's goals for care, listening to the patient and their family members, communicating with the inter-professional healthcare team members, and advocating for the patient's wishes. Comfortability is essential for palliative/hospice care because it optimizes quality of life and prevents suffering. Therefore, it is essential to be knowledgeable in these practices to get the best possible care. Psychosocial care is care concerned with the psychological and emotional well-being of the patient and their family members.

Psychosocial interventions include counseling, case management, and psychotherapy. Interventions can improve symptoms, functioning, and quality of life for palliative/hospice care patients. This form of support can help alleviate anxiety and depression to ensure that patients enjoy the best possible quality of life in the time that remains to them. Therefore, actively listening to the patient and the patient's family members can make a big difference in their form of care.

Spiritual interventions include religion and hospital chaplains. Researchers dedicated to understanding the needs of dying patients have described important goals of spiritual care. These include hope, meaning, forgiveness, and love. Spiritual care is an essential part of hospice care

because it supports patients and families through the end-of-life and grieving process. Therefore, acknowledging various ways to ensure comfortability is essential in palliative/hospice care.

**How can the nurse provide support for the family/loved ones of the dying client?**

A nurse could provide support for the family/loved ones of the dying client by providing emotional support and involving them in any decisions and care. Hospice offers patients and their families the opportunity to spend their final days in a safe environment to make the patient as comfortable as possible. There is very little chance of a patient recovering in hospice care, and healthcare members help them through this period by involving their family. Support builds rapport with family members, which will help the nurse understand the patient and their needs ensuring the best care. Therefore, hospice family care services help family members become better equipped for the dying process and aftermath.

**What feelings occurred when interacting with a person with a life-limiting illness?**

Interacting with a patient with a life-limiting illness can be difficult. The nurse felt anxious and heartbroken and tried to figure out a way to start a conversation. As the conversation started, the nurse was careful with her words and exaggerated her voice to sound upbeat. The nurse realized that it is essential to be herself and utilize interpersonal skills needed for a palliative/hospice care patient. Communication is essential in this setting, and the correct knowledge will ensure that the patient is comfortable and receiving the best care possible.

**Were the feelings or emotions adequately handled?**

The feelings and emotions were adequately handled during the interaction because the nurse took the time to re-evaluate and acknowledge her feelings. Afterward, the nurse went back into the patient's room and used her interpersonal skills and therapeutic communication to ensure that the patient's comfort levels were intact during the interaction. Effective communication by

hospice nurses enhances symptom management, reduces stress, and potentially improves bereavement adjustment.

**Was there adequate communication with the ill person?**

Adequate communication was evident in the interaction with the patient. The nurse actively listened to the patient's needs and ensured complete tasks. Adequate communication ensures that the ill person's wishes are considered and avoids misunderstandings that could cause distress and anxiety. The importance of communication in palliative/hospice care is essential for a better experience for the patient and better clinical outcomes.

**How did the person with the life-limiting illness feel during their interactions?**

The patient with the life-limiting illness felt heard and understood in the interactions. The patient's morale increased, and the patient was grateful the nurse came into his room for a conversation. The family members described the patient as happy and content after the conversation. The nurse also noted that the patient started to talk more positively and smiled a lot more through the later interactions.

**Could the interactions have been improved in any way? How?**

The interactions between the nurse and the patient could have been better. At first, the nurse was anxious and did not utilize her interpersonal skills in the conversation with the patient. The nurse re-evaluated her emotions and sought advice from a different nurse on her communication skills. Next time, the nurse can do her research before entering the patient's room and focus on his emotions instead of her own. Ineffective communication can potentially harm the patient's care; that is why it is essential to utilize therapeutic communication in the palliative/hospice setting.