

Reflective Case Study Gerontology Assignment:

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

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What was learned from this scenario?

This scenario was very informative on therapeutic communication. During the case study, the student learned how to navigate conversation when there is a disagreement between family members.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from this scenario was the importance of communication between family members and medical staff. The patient's daughters were arguing about their mother's care plan even though she does not have a power of attorney. All family members understand the plan of care if the patient wishes, but the patient inevitably makes the decisions without a power of attorney.

What are some of the main problems or key issues expressed in the scenario?

The main issues of this scenario are the family members arguing about the patient's plan of care. The patient is ready to receive end-of-life care, but her daughters disagree. The medical staff considers the daughter's concerns, but without power of attorney, they do not have a say in their mother's care. The family is also causing the patient stress when she should be resting.

What were some of the challenging decisions the nurse needed to make?

a) Describe the rationale behind these decisions.

The nurse had to put her foot down and help the daughters understand that their mother makes her own decisions. It was difficult for the nurse to navigate the conversation when the family disagreed with one another. The nurse made sure the family understood the patient's care plan while putting the patient first. Everyone must be on the same page so the medical staff can ensure the patient is getting the best care possible.

What factors influenced the nursing decisions and responses during the scenario?

- a) **Explain the response.**
- b) **How will a nurse respond if this scenario presents again in the future?**

The factors that influence the nursing decisions ensure that the patient is comfortable during the dying process. The family is involved since the patient wished they were, but they should not influence their decision. Family education is essential, mainly when a loved one receives end-of-life care. It can be a tough time. Everyone involved needs to be as comfortable as possible. If this scenario comes up again, the nurse should set boundaries and ensure the family understands the situation at hand. **Have similar situations been experienced in current clinical rotations?**

- a) **How did nursing or others respond to the situation? Please explain.**
- b) **Describe successful communication strategies used or experienced in the clinical setting.**

The student has experienced this sort of situation in clinical rotations. A patient's father disagreed with the doctor's plan of care. The nurse had to navigate the father's concerns even though he did not have power of attorney. This situation was very frustrating to the nurse because the patient's father was yelling at him. The nurse brought in the doctor and social worker to help deescalate the situation. The nurse and medical personnel successfully informed the

patient's father about his care plan. The nurse did a great job involving other medical staff to help navigate the situation, so everyone was on the same page.

Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.

There are many advantages of the family discussing end-of-life decisions before a loved one becomes ill. Discussing plans takes stress off the family members and the person who is dying. With all end-of-life preparations taken care of, the family can focus on being there for their loved one. The disadvantage of the family discussing treatment options and end-of-life care is that it can sometimes divide families before there is even an issue. Sometimes death can bring a family together, and other times it can tear them apart. End-of-life care and treatment options can be very hard on families, and ensuring there is a plan is always a good decision.