

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?

The student learns about family complications during end-of-life care. Each family member had different views of care, which created many conflicts. It is crucial to involve the family in the care without overstepping.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from this scenario was advocating for the nurse's patient. There were many times throughout this scenario that the nurse had to be the patient's voice. She addressed the family, arguing children and the physician regarding pain medications and keeping the patient overall comfortable. The patient is in pain and noticeably uncomfortable with the arguing daughters were leading factors that influenced the nurse to make the decisions she did.

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

There were multiple issues expressed throughout this scenario. Communication between the loved ones was inferior. Each sibling had a different opinion on what their mother should and should not do. Not prioritized were the mother's feelings, resulting in arguments and misunderstandings.

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

a) Describe the rationale behind these decisions.

There were many challenging decisions the nurse had to make throughout this scenario—one of the decisions involved being assertive with the primary healthcare provider. Being assertive with the physician is an effective communication style in this situation because she ensures the rights of herself and the patient. The nurse knew that without the doctor re-explaining how important it is for their mother to receive the appropriate medications, the patient would remain uncomfortable and in pain. The nurse must advocate for the patient and their needs.

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 nurse was assertive and used appropriate therapeutic communication techniques to guide the conversation. The nurse found the daughters arguing about whether or not the mother should have pain medications. This argument led the nurse to become her patient's advocate, concentrating on what the mother wanted.

The nurse was refocusing the conversation on the importance of the mother receiving pain medications. She asked the patient if she wanted the medications instead of relying on the daughters to decide.

The nurse will respond in the same manner. They apply therapeutic communication, assertiveness, and advocacy resulting in exceptional nursing care.

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.**

Clinical rotations have had similar situations. The nurse is providing care for a terminal patient. After attempting to administer medications, the patient refuses. The nurse understands the patient has the right to refuse and respects patient autonomy.

Successful communication strategies consisted of active listening, eye contact, and giving self. These techniques allowed the nurse to show she cared about the family and their concerns.

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.

The family being present provides comfort for the patient. The family comforts and supports the patient in a state of vulnerability. It is refreshing to have familiar people when the patient goes through many changes and stress.

The presence of family may cause the patient distress. The family may have differing opinions, high emotions, or uneasy feelings, creating poor communication and diminished comfort.

