

Reflective Case Study Gerontology Assignment:

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

Hayley Barrie

Lakeview College of Nursing

April 22, 2022

Reflective Case Study Gerontology Assignment:

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

What was learned from this scenario?

This student learned that how a nurse communicates can affect a situation. Saying the wrong thing can potentially make the patient feel misheard or misunderstood.

Miscommunicating can also cause a patient to become hostile and agitated. Having proper therapeutic techniques can assist the nurse with understanding the patient's point of view, recognizing what the patient views as their needs, and assisting the client with accomplishing necessary goals (Videbeck, 2020).

Identify the biggest takeaways.

a.) Explain the factors that influenced this decision.

One of the takeaways from this lesson is how important it is for family members of patients to discuss their differences in opinions to do what is best for their loved ones. Individual family members may have a difference of opinion. However, it is ultimately the patient's wants that need fulfilling. It is essential for the nurse in this situation to give insight to the patient's family in order for the patient to have positive surroundings geared towards comfort (Eliopoulos, 2022).

Another big takeaway was that nurses and other health care providers need to make sure the patient is the priority. A large family or a family with children may cause the patient stress. If the patient expresses that she wants to get some rest and is tired, The nurse needs to refocus the patient's family into understanding what their loved one wants. In times like this, the nurse is a

patient advocate. As an advocate, the nurse needs to act on the patient's behalf if the patient cannot do so (Eliopoulos, 2022).

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

In the scenario, family members were thinking about their needs instead of their mother's. If families argue, it can be stressful for everyone involved. The family and the patient may become stressed from the tension. Psychological stress can be harmful to the patient during the end-of-life stage. Stress can also affect the family, and their coping skills may lead to maladaptive thoughts and behaviors (Hinkle et al., 2022).

Another problem is that there was some difficulty with some of the family in understanding that death was imminent. Some of the topics discussed revolved around death and hospice care, and there was an uncomfortable tension in the room when there was a discussion about making the patient more comfortable. In these situations, it is beneficial for the nurse to use therapeutic communication, discuss concerns that patients and family members have in a non-judgmental way, and document them so that the healthcare team has access to these concerns (Eliopoulos, 2022).

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

a.) Describe the rationale behind these decisions.

The nurse had to make a challenging decision to tell the family to listen to what their loved one wanted when it came to medication administration and not what they wanted for their loved one. The nurse had to be an advocate for the patient's autonomy. Autonomy is essential for protecting patients' rights when deciding their own healthcare needs (Eliopoulos, 2022). Another challenging decision the nurse needed to make was to tell the family to leave so that the patient could rest. Resting is ultimately what the patient wanted, and although the family wanted to visit

with the patient, the patient felt it was necessary to take a break from the interaction. These situations emphasize the importance of autonomy and respecting the patient's wishes during the end-of-life phase.

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?**

There was significant importance in how the nurse used therapeutic communication to effectively advocate for the patient and reduce any tension felt within the family. Effective communication was a huge factor in caring for this patient. It is vital to communicate in a way that is not judgmental, not opinionated, not closed-ended, or accusatory (Videbeck, 2020). This communication style can refocus the family into remembering that their loved ones can make medical decisions for themselves at this stage of the dying process. Suppose a family disagrees or has a difference in options with the patient in the future. In that case, it is critical that the nurse uses therapeutic communication effectively and makes known that the patient's wishes are the priority, even if it is not what the family wants.

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.**

This student has recently experienced a situation like this. A patient that this student was caring for was dying and unresponsive. The student provided education related to end-of-life care, comfort care, and hospice care. The family had many questions about the differences between these and the process of each care option. There was some discord within the family

because they had different opinions about what was best for the patient. However, there was a power of attorney, who was the daughter. The family members responded by arguing with each other. However, the nurse this student was shadowing used excellent therapeutic communication to explain the power of attorney process. The patient chose the daughter to have this role in the decision-making process. The nurse then responded to any family's question regarding that decision. The nurse's communication was effective because she used empathetic and genuine intonation and empathized with the importance of honoring the patient's wishes.

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 both disadvantages and advantages of familial involvement regarding treatment options. Involving the family might help the family feel supported, which can be a considerable advantage, especially when grieving. It is also possible that the patient request that their family is involved with decisions, which is also an advantage, but can also be a disadvantage. The advantage of family involvement with the patient's permission is that the patient can tell the family members what they want. They can therapeutically discuss the different end-of-life decisions and get everyone's opinions on them, which they might value. However, it can be a disadvantage because the patient may change their mind from when they were deciding care options during the beginning of the terminal illness. The patient might have thought they did not want pain medications before but may decide they want them towards the end. This change in opinion could confuse the family and bring about feelings that the healthcare provided is not what the patient wanted.

References

- Eliopoulos, C. (2022). *Gerontological nursing* (10th ed.). Wolters Kluwer.
- Hinkle, J. L., Cheever, K. H., & Overbaugh, K. (2022). *Brunner & Suddarth's textbook of medical-surgical nursing* (15th ed.). Wolters Kluwer.
- Videbeck, S. L. (2020). *Psychiatric-mental health nursing* (8th ed.). Wolters Kluwer.