

Reflective Case Study Gerontology Assignment:

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

Cecilia Duong

Lakeview College of Nursing

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What was learned from this scenario?

From this scenario, a critical lesson learned was how to interact with the patient, the patient's family, and other healthcare providers. Therapeutic communication is an effective tool to use when handling end-of-life cases. Healthcare teams should take care of patients receiving end-of-life care with empathy, confidence, and reassurance. The patient's family only wants the best care for their loved ones, so it is essential to consider their emotions and reactions and offer comfort. Therapeutic communication focuses on advancing the emotional and physical well-being of the patient. Techniques of therapeutic communication allow patients to be honest about their treatment plan and any concerns. Also, providers should be well updated with other healthcare team members on their cases to offer additional support and education to the patient.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from this experience is the effectiveness of therapeutic communication. There will be patients who receive end-of-life care and will want to be comfortable in their final moments. As nurses, it is essential to prioritize the patient's care in promoting comfort, support for families, and relief of pain. Taking measures within our scope of practice to administer medications, collaborating with other professionals to optimize patients' comfort, and managing families' expectations play a vital role in therapeutic communication. Learning how to talk to patients through therapeutic communication techniques proactively will allow patients and their loved ones to be more trusting of the healthcare team and voice any

concerns they may have. Healthcare teams can illustrate a technique of therapeutic communication through active listening. Rather than giving someone attention, active listening shows an effort to understand and retain the information expressed fully. Therapeutic communication techniques are a great skill to have throughout a nursing career.

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

The main problems expressed in the scenario involve the family's understanding of the patient's condition and wishes. For example, the family has expressed some concern regarding the client taking pain medication. The nurse uses open-ended questions as a therapeutic communication technique to allow the family to verbalize their thoughts and concerns. The family's problem with medication administration is vital to address. Considering the patient is receiving end-of-life treatment, the nurse's responsibility is to educate the patient and the family thoroughly and adequately. In this scenario, it is essential to guide the conversation back to the patient's needs while reassuring the client is receiving the best care. Concerned reactions and questions from the family are necessary to address when taking care of an end-of-life patient because the healthcare team must be taking care of everyone involved and managing expectations, respectively.

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

a) Describe the rationale behind these decisions.

A challenging decision the nurse needed to make included discussing the concerns regarding the patient and her family with the nurse manager and provider. The family had expressed some concerns regarding medication administration and the distractions from the grandchildren. A challenging decision involving the nurse manager and provider for additional

support is tricky because it requires honesty and courtesy. Taking the appropriate precautions to involve other healthcare team members can be efficient in educating the patient and family members thoroughly and effectively. Addressing the patient's and family's concerns is essential because it is an opportunity to manage their expectations and offer comfort. Assertive communication is an effective technique in interpersonal communication because it encourages outside opinion and gives the patient and family members a holistic approach to their care.

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

a) Explain the response.

Factors that influenced the nursing decisions and responses during the scenario involved the patient and family members' reactions and extent of understanding of the case. For example, the family had expressed concerns regarding the patient's diagnosis nearing the end of life and not being ready for the mother to give up. The nurse decided to use clarifying as a therapeutic communication technique to validate the family's concerns and ensure mutual interpretation. The nurse's method allowed the nurse to guide the conversation and facilitate education. When caring for a patient, it is essential to consider all factors, including the patient's needs, family concerns, and other healthcare team opinions. Decisions and responses require multiple inputs to ensure the patient receives efficient and effective care regarding all aspects of their health.

b) How will a nurse respond if this scenario presents again in the future?

A nurse would be able to respond to this scenario in the future if it was presented again by considering all the factors needed to offer the patient the best care. Strengthening interpersonal communication by asking for additional support from nursing managers and providers will be effective in the patient's care. The healthcare team's responsibility is to advocate for the patients and provide them with holistic and quality care throughout their

treatment. Different perspectives from different professionals can offer insight and be more beneficial to patients looking for a second opinion. Interacting with patients utilizing therapeutic communication is also essential in the care of patients because it allows patients to develop trust in the healthcare team and feel comfortable enough to voice their concerns.

Have similar situations been experienced in current clinical rotations?

a) How did nursing or others respond to the situation? Please explain.

Similar situations experienced in current clinical rotations include the healthcare team responding to the case effectively and with empathy. The healthcare team utilized therapeutic communication techniques to promote comfort in troubled families and reassure patients. Healthcare teams frequently use therapeutic communication techniques in current clinical rotations because interacting with patients builds trust with the team. Strengthening the therapeutic strategies nurtures better nurse-patient relationships and positively impacts the patient's treatment plan. A trusting relationship between the nurse and patient will encourage the patient to speak up about their concerns and allow for further education. Taking the initiative to have end-of-life conversations with the patient and their families incorporates therapeutic communication by ensuring the patient acknowledges their condition's extent and what the healthcare team offers to help make them comfortable.

b) Describe successful communication strategies used or experienced in the clinical setting.

Some successful communication strategies used or experienced in the clinical setting include active listening, clarifying, and open-ended questions. These techniques involve therapeutic communication in the care for patients, which focuses on the physical and emotional well-being of the patient. Active listening shows the patient that the healthcare team effectively

listens to their concerns and understands their perspective about the case. The clarifying technique offers patients the interpretation of what they are saying. It ensures there is no miscommunication or areas of confusion. Utilizing open-ended questions allows the patient to take the lead in the discussion and encourages them to dive into more detail of what the situation entails. These communication strategies used in the clinical setting are essential to practice and strengthen over time because learning how to interact with patients effectively will make for successful nurses.

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.

Some advantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness, can improve the satisfaction with end-of-life care and establish trust with those who oversee the care. Discussing options for end-of-life care in the early stages can ease the patient's mind because they will know they are taken care of regardless of the progression in their condition. It is essential to educate the patient and families on the benefits of supportive care, including education, emotional support, and financial support in end-of-life cases to manage expectations and promote comfort. Some disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness, can jeopardize patients' quality of remaining life. Patients may conceal the true extent of their pain, anger, fears about prognosis, and feelings of self-blame. Some patients may not fully understand the importance of their condition and avoid end-of-life discussions because of the embarrassment and denial they may experience. For patients and families facing end-of-life conditions, it is crucial for healthcare

providers to initiate these conversations between the initial diagnosis and death and address complex topics, including the meaning of the illness and the suffering it will create.