

Reflective Case Study Gerontology Assignment:

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

(Christina Oakley)

Lakeview College of Nursing

(4/22/22)

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 scenario teaches how to perform client comfort and end-of-life care. This scenario also teaches the practice of therapeutic communication to the patient and their family. The scenario also provided practice being a nurse and being able to experience hearing the difference in opinions from the family members and help come to a resolution. There were many different learning opportunities presented during this scenario.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

There are many important factors to be aware of during end-of-life care. The nurse's responsibility is to provide the best care possible to the patient. The nurse needs to make sure the patient is comfortable. The nurse can make sure the patient is comfortable by assessing for pain regularly and following up with pain medication if requested by the patient. Keeping the patient in a peaceful environment is also very important. Minimizing loud noises and distractions helps promote rest for the patient and a peaceful environment. The scenario provides both examples of the importance of the patient deciding the need for pain medication and the importance of resting in a peaceful environment.

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

During the scenario, the family expressed many problems and disagreements. The family members had disagreements regarding the patient receiving hospice care, the patient speaking with the chaplain, pain medication, and lack of rest for the patient because of the children being loud. Throughout the scenario, the family members had disagreements about the patient's decisions regarding care.

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

a) Describe the rationale behind these decisions.

There were several challenging decisions that the nurse needed to make. There were various disagreements between the daughters regarding the patient's end-of-life care. The nurse provided therapeutic communication to enquire why there were differences in opinion between both daughters. One daughter insisted on pain medication for her mother, while the other daughter insisted on no pain medication. The nurse attempts to provide treatment that is agreed upon by the patient while also listening and communicating to the family regarding the patient's care. The nurse demonstrates this by asking one of the daughters to elaborate on their feelings and concerns regarding the client taking pain medication. The nurse also has difficulty deciding to involve the chaplain in end-of-life care for the patient because of the difference in opinion among the family members. The nurse uses therapeutic communication to discuss why there is a difference in opinion to involve the chaplain. Nurses come across several challenging decisions that need to be made daily regarding a patient's end of life care.

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?

A) The scenario demonstrated various factors that influenced the nursing decisions and responses. The nurse communicated with the patient's family that further discussion was needed. The nurse communicated this with the family to come up with a resolution for the patient.

B) The nurse continues to have difficulty with the disagreements regarding treatment plans from the patient's family members. The nurse will change this for the future by asking the patient first about their decision regarding their care. Afterward, the nurse will discuss the patient's decision with the family members. Therapeutic communication will also help future scenarios.

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.

A) Christina has had a similar experience regarding factors influencing nursing decisions. During clinical this semester, Christina encountered a patient who would begin hospice treatment very soon. The patient's family was not prepared for the start of hospice treatment and disagreed with the decision. The patient was not alert or oriented, so they could not request their preferred plan of care. The nurse does her best to explain the importance of hospice care and the patient's benefits from hospice care, like improved quality of life and pain management. The patient's family understood the importance of hospice care and eventually agreed. There are continuous factors that affect nursing decisions.

B) Successful communication strategies utilized are therapeutic communication.

Therapeutic communication is a type of communication that facilitates and enhances communication between patients and health care workers. These strategies involve active listening, restating, open-ended questions, and acceptance. Using therapeutic communication helps establish trust with the patient and helps promote a greater understanding of the patient's needs and 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.

There are many advantages and disadvantages of having families discuss treatment options, including end-of-life decisions. Having families discuss treatment options is that if the patient cannot make decisions, the family might be aware of the care plan that the patient wants at the end of life to ensure the person's wishes are respected. Family involvement with treatment can also improve patient satisfaction and treatment adherence. Disadvantages would include the family not understanding the client's best interest when discussing treatment options. The patient might also not be invested in the treatment decision because of the conflicts with the family member's opinion. There are many possible advantages and disadvantages to family involvement with treatment options.