

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?**

Beatriz learned that family members' opinions on end-of-life care could differ from the patient's wishes. She also learns how a doctor can help in the situation and how nurses are not the only option to answer all the family members' questions. Beatriz learns the importance of therapeutic communication skills for this scenario. Overall therapeutic communication is learned in nursing throughout the years as they gain experience.

### **Identify the biggest takeaways.**

#### **a) Explain the factors that influenced this decision.**

The biggest takeaway is to have a good grasp of therapeutic communication skills. The factors that influence Beatriz's decision are because, in the scenario, the two daughters constantly fight over what they believe is best for their mother. The daughters are conflicted about the mother's best care plan, but the doctor and nurse tag along to work together to speak with the family. Knowing that the nurse has other healthcare professionals who can also pitch in to help is essential. It is also essential to always remember the patient's needs and not get caught up in the family members' issues. Overall, communication is a crucial skill needed in nursing that will affect the patient's stay at the hospital or facility.

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

The main problem is deciding whether to put Mrs. Longley on hospice care and stop the aggressive treatment for her cancer since it has progressed so much. Another issue is pain management both the daughters fight about whether they believe their mother needs pain medication or not. Another issue is that the constant bickering in the patient's room may upset

her. Moving the daughters to a separate room or speaking to the mother one-on-one would help the situation. There is also a concern about whether the patient would find it necessary to seek a chaplain. The main issue is a lack of agreement and poor communication between daughters.

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

**a) Describe the rationale behind these decisions.**

There are several decisions the nurse had to make throughout this scenario. The first set was the patient's conflict over placing the patient in hospice care. A decision is made based on the patient's progressing cancer to where cancer treatment no longer benefits the patient. The second decision was the patient's religious views and the daughter's conflict over needing a Chaplin. Depending on their wishes and religious views, it is up to the patient. Pain management was another decision the nurse had to make regarding whether to administer it, as it was solved by letting the daughters know that the patient has a voice too. It is up to the patient's wishes to take the pain medication. Active listening and paraphrasing communication is consistent throughout these scenarios. The nurse needed input from other health care professionals; she had to realize that she could also ask for help. She does not need to be the only one trying to diffuse the situation with the family members' disagreement. The nurse had to act upon many decisions and several strategic forms of therapeutic communication.

**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?**

In the first scenario, the discussion of hospice care is in question, so the nurse uses clarification and refocusing to decide and help the patient and family members agree. The nurse uses therapeutic exploration communication at various times in this scenario to get information and better understand the situation. She specifically used it when discussing the idea of bringing

in a Chaplin. The factors that influenced the nurse to remove the children from the room by talking to the patient and understanding she needed some time to rest. She placed her patient's concerns first. The factors influencing the nurse's decision for pain management are active listening and asking family members their concerns to understand better why the mother does not want pain medication. Assertive communication was displayed when the nurse asked for assistance from other healthcare professionals. The factors that influenced this type of communication were because the daughters kept conflicting after the nurse had tried to help in the situation in multiple ways. Overall, various methods of therapeutic communication helped the nurse come to a decision.

**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 similar simulation has happened in Beatriz's clinical experience. The patient is sent up to the floor from Er after having a near-death experience. A report is given for the patient to be on hospice care per the doctor's decision. As the family members arrive, they are confused about why their loved one is in hospice care. The family members were frustrated. The nurse used active listening, paraphrasing, and clarification to help the patient's family members. The nurse listened to the family's concerns and paraphrased them to make sure everything was clarified. The nurse had to use assertive communication with the doctor to clarify how the decision was made and had the doctor come to see the family members and discuss the situation. There was a miscommunication between the doctor and family members as they did not understand what hospice care meant. The nurse got an opportunity to educate them on what it meant and agreed

with the doctor. The nurse's communication methods were successful, and the nurse responded professionally and used other healthcare professionals to assist in this situation.

**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 advantage is that it will give the family members a head up in case something goes down; it gives them options and education on their options. Some family members respond positively and would love to learn more about the options available and even discuss them with their loved ones to ensure no confusion when they know what end-of-life care the patient wishes to have. The disadvantage is that few people are pleased to hear about end-of-life care situations. Many family members are not prepared to have this discussion. Some family members will respond in an aggressive matter or refuse to talk about the situation.