

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?

Dealing with situations like this case study makes nurses and all medical personnel involved in the care uncomfortable. Families and friends in the process of losing a loved one make them act out of character. As a nurse, explaining the treatment and medications can help family members understand. In the scenario, the nurse needed to be the peacemaker among the family members. Staying calm in stressful situations helps the family members trust the care medical personnel give to their loved ones. Everyone in the family wants to be involved in her care but they have differing opinions of what they think might be in her best interest, regardless of her wishes.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway in this scenario would be family members can be challenging to deal with in situations like these. Everyone in the scenario is going through a difficult time and is stressed. As a nurse helping the family members understand an essential component of the care is that the patient is not in pain anymore. Listening to both sides of the argument between family members can help the nurse communicate better with them. Throughout the scenario, the nurse was very calm and presentable, influencing how much the family trusted her.

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

In the scenario, the family members argue about their mother's care. The family members do not take their mother's feelings into perspective. The nurse had to repeatedly ask the family to involve their mother on how she wanted to proceed with care. The family members argue whether or not their mother would wish to have a chaplain, pain medication, or to be on hospice. The critical issue of the scenario is the mother wants hospice, but the daughter refuses to agree that is what she needs. The daughter feels bringing in hospice implies her mother is giving up.

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

a) Describe the rationale behind these decisions.

The nurse had to make several challenging decisions to have the family members get along. The nurse had to separate them and have them take the others' thoughts into perspective. As a nurse, one will have to break up family member arguments. During the difficult time the family members go through, they act out of character. Although the family members may not like the mother's decisions in her care, it is her decision. The daughters in the scenario had to make a difficult decision regarding their mother's care. Although one daughter agrees with the mother receiving hospice care, the other does not. The reason the mother is holding off on hospice care is that both of her daughters have not agreed to hospice. This decision is challenging for the mother to watch because she wants to be done with treatment and be comfortable, but her daughter feels she is giving up. Another decision that may have been difficult is calling the chaplain. According to the aunt, her sister would like to talk and have a blessing from the chaplain. The daughter angrily argues that her mother would be distraught if the chaplain showed up. The family members in the scenario are deciding everything for the patient even though she can still make her own decisions.

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's goal is to provide for her patient first and then her family. The nurse is constantly asking if the patient needs anything and more. The factor that influences the nurse's decisions the most is how much discomfort the patient feels in every scenario. The nurse breaks up the arguments between family members but also communicates, letting the family know their mother needs rest breaks throughout the day. Every situation the nurse deals with is always different. The more experience the nurse has dealing with these conversations, the easier it is to respond to patients. If the scenario presents itself again, the nurse may take into the perspective of discussing the argument in the hallway. If the patient witnesses' arguments, their anxiety is more likely to rise.

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.**

I have not experienced similar situations in the clinical setting, considering I am in my second semester. However, the nurse should communicate with the patient and the patient's family members. The nurse in this scenario did an excellent job communicating and being the peacemaker. Nurses should act calm during end-of-life care. Providing patients with comfort and relief from all of the symptoms present is essential in end-of-life care. Communication between the patients is critical in care. It is vital to check on the patient and ensure they don't have pain during this difficult time. Also, ask the family if they need anything because they are also

processing the news. Nurses may need to understand that some patients want someone to listen and empathize with them.

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 of having family members be a part of the decisions is providing comfort to the patient and the family member. If the family is a part of the decisions, it may help them through the grieving process quicker when the patient is deceased. The family members will understand they have done everything in their power to make their family members comfortable with the time they have left. The disadvantages may include too many opinions of the family. Most likely, all the family members will not agree on the same treatment. If the patient can make her own decisions, she should still be able to.