

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?

This scenario did a great job in teaching how nurses use therapeutic communication with family-oriented palliative care. Palliative care is centered around giving patients holistic care that fulfills their desires. Family-centered care is central to the philosophy of palliative care. Students learn how to navigate conversations dealing with upholding the will and autonomy of the patient and easing the concerns of close relatives.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

One big takeaway from the scenario is that the client's family should be included in the treatment plans and care, as permitted by the client, as much as possible. The family in the scenario was unprepared and disagreed about the patient's care. This dynamic caused a lack of understanding of the specifics of end-of-life care. Because the family had trouble accepting the hospice care decision, the client was disturbed by the noise created by the grandchildren. As a priority, the nurse had to intervene and advocate for the client's rest.

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

Some critical issues expressed in the scenario are the family's different opinions on the care they wanted the patient to receive. In the scenario, one daughter wanted to follow the patient's decision of switching to hospice care, while the other daughter ignored the palliative care, hoping for the client's restoration. This disagreement between the family members could

make prioritizing the client's needs more difficult. It is crucial to settle family concerns about the client's care plan because family dramatically affects the client during end-of-life care.

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

a) Describe the rationale behind these decisions.

A challenging decision the nurse had to make was respecting the patient's autonomy and giving the client the right to decline treatment. The nurse had to make this decision because the nurse serves as an advocate for the client's wishes, which includes refocusing the end-of-life care away from the family's desires and back toward the client. The nurse is responsible for choosing the patients' rights in all situations.

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?

This student answered the questions based on the acquired therapeutic communication techniques in the fundamentals of nursing. This student chose the most assertive response when speaking with the doctor to remain candid and ensure complete understanding surrounding the client's care. Also, this student chose open-ended responses when discussing medications, allowing the family time to think, direct the conversation and express themselves. If the scenario presents again, the nurse will utilize the same techniques in allowing the clients to express themselves.

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 experienced similar situations in the workplace at a nursing home. In that situation, the client's family disagreed about putting the unresponsive client on DNR. The nurse responded by informing this student of the nursing home's policy and how to communicate

with the family. In that setting, the nurse had the doctor clarify the terminology and the social worker gave the family resources for counseling and other solutions. This student used active listening throughout this end-of-life care because it helped this student display an open attitude toward the client and 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.

An advantage of having families discuss treatment options is the increased support in the client's family when they understand the details. The family can focus more on enjoying the presence of their loved one and not the treatment before a loved one becomes ill. The disadvantage of having families discuss treatment options is the poor environment it can create when disagreements and opinions arise. Issues can happen from family members oppressing their wishes onto the client, despite the client's existing desires. In the early stages of a terminal illness, the client's health can rapidly decline if surrounded by added stress from the poor environment and strain on the family dynamic.