

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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4/1/2023

### 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?**

I learned that the patient's family could sometimes affect the patient's care. The patient's family was only trying to help but ended up worsening the situation. The nurse used excellent therapeutic communication when speaking to the patient and her two daughters.

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

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

The biggest takeaway I got from this assignment is to ensure that the patient's family does not affect the patient's plan of care. It is important to remember that the family is trying to help, but the nurse should communicate when they feel their patient is suffering. The nurse's job is to care for the patient and ensure that the patient is receiving the best care.

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

The main problem shown in this scenario is the family interfering with the patient's care and making choices for her. The patient's daughters were making choices for the patient and worsening the situation. It is hard for the family, but we must remember that it is the patient's choice.

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

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

The nurse had to tell the daughters that it was ultimately up to their mother for her plan of care. One of the daughters pressed the call light for her mother and told the nurse she needed more pain medicine. The nurse responded to the daughter: "This is about your mother's need for

medication. Let's ask her if she wants the medication". I felt that the nurses handled the situation well.

**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 main factor influencing the nurse's decision and responses was that her patient was uncomfortable and not resting well when having her whole family in the room. The nurse used therapeutic communication with the patient's family and the patient to make sure everyone felt listened to and calm. A nurse could limit the number of visitors or tell them beforehand that the patient needs a quiet environment to ensure she gets the rest she needs.

**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.**

In my first clinical this semester, I was in the ER, and the patient's four-year-old son needed an X-ray. The nurse informed the mother that they would take the little boy to get an X-ray done, and the mother expressed her feelings that she was not leaving her son's side. The nurse handled the situation well and said her son needed it to prevent further complications. After the patient's mother calmed down, she let them take her son for an X-ray. Since the nurse was so gentle and understanding to the patient's mother, it was a significant factor in why she let her son go without her. The patient's mother felt she could trust the nursing staff with her son.

**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 advantages of having families discuss treatment options are making the family feel a part of the treatment plan, reassuring them that they will be there for the patient, and reducing the feeling of isolation for the dying patient. The disadvantage of having families discuss treatment

options is the lack of medical knowledge. The family may disagree with each other and the patient with the treatment plan, which can cause stress for the patient.