

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?

In this scenario, we learn about a patient who wants no lifesaving measures anymore and wants to be comforted as she is tired of fighting and has come to terms with dying soon. Her two daughters disagree about what should be done with their mother, and neither respects their mother's wishes. Throughout the scenario, we meet some family members. As a nurse, we must select how to communicate with the family members to ensure that we respect the patient's wishes and mediate between the two sisters. We learned how to effectively communicate therapeutically and problem-solve to ensure the patient receives the best care.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from this case study was learning to prioritize the patient's wishes and effectively communicate and include the patient's daughters, who disagree with their mother's care. This student nurse had to select options to discuss with the patient's daughters to understand and get their point of view on how they think their mother should be cared for. This student nurse learned to problem-solve and use therapeutic communication when discussing with the patient's daughters but also ensure the patient was getting the care she wished for.

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

The main problem of this scenario is that both of the patient's daughters disagreed about how their mother should be cared for without respecting the mother's wishes of how she wanted to be cared for. An example is when the mother complained of pain, and one daughter wanted

the nurse to give her pain medicine. In contrast, the other daughter did not want the nurse to give her pain medicine as she was worried the pain medicine would make her more tired and cause her mother to die sooner. This student nurse had to question the daughter to help her understand her fears and worries about giving her mother pain medicine. Ultimately, this student nurse asked the patient if she wanted the pain medicine and had to put the patient's family member's feelings aside as this was the patient's choice as to whether she got pain medication.

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

a) Describe the rationale behind these decisions.

One of the nurse's challenging decisions was whether or not the patient got her pain medicine. It was hard because one daughter wanted to give the pain medicine while the other did not. In the end, the student nurse asked what the patient wished to do, as the daughters could not agree and were not considering what their mother wanted. Another challenge was when the patient's sister came to visit. The daughter disagreed with the aunt about bringing in the chaplain. This student nurse had to select communication options to understand the daughter's feelings about not wanting the chaplain brought in. She also had to consider the aunt's wishes and what the patient wanted. Ultimately, this student nurse continued using active listening to take in all the senses of what the family members wanted and conveyed an open attitude towards the patient.

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?

Factors influencing the nursing decisions and responses during this scenario were ensuring this student nurse used therapeutic communication when discussing with the patient and family members. This student nurse had to consider the family member's wishes and feelings but

also make sure this student nurse respected the patient's wishes and kept the patient comfortable. If this scenario happens again, the nurse should continue using therapeutic communication techniques and ensure the patient gets what is best for them, even if the family disagrees. If the problem cannot be solved, then having a third party like the doctor or case manager go in and reclarify the care for the patient to ensure the patient's needs and wishes are being met.

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 nurse has had experience outside of clinical and within the student nurse's job. This student nurse works in a nursing home and has had a patient's family member disagree with the care their mom was getting. The patient's youngest daughter and second oldest son disagreed with their older brother on whether or not the patient should be placed in a memory care facility, as the two siblings felt their mom was not ready for that stage in her life yet. As a CNA, this student nurse listened to the patient's family member's concerns, and this student nurse effectively directed them to the nurse and case manager to discuss their concerns about their mother. This student nurse used active listening to understand the situation better and gain insight into what this issue was between the siblings and consider what the patient wanted. Ultimately, the siblings and their mother devised a solution with the nurse, case manager, and this student nurse's input on what the best care would be for this patient.

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 for their loved one is that the family will understand and be educated on what will be happening to their loved one as their loved one is in their last few months or weeks of life. Including the family in the patient's care

can help provide comfort and closure on what to expect and ensure their family member gets the proper care for them as they're coming to the near end of life. A disadvantage of including family members in the decision of end-of-life care and treatments is that family members will often disagree with one another and what the loved one wants for their end-of-life care. Family members often want to do everything possible to save their loved ones. Still, depending on the diagnosis and the valued quality of life, it can be challenging for a patient's family to come to terms with and accept that their loved one will not get better. It can be difficult for the patient and family members to agree on what is best for the situation, but in the end, it always should come down to what the patient wants and wishes for.