

Reflective Case Study Gerontology Assignment:

ATI: Nurse's Touch 2.0: The Communicator 2.0 Video Interaction: Client Comfort and End of Life Care

Malea Warner

Lakeview College of Nursing

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What was learned from this scenario?

What I learned from this scenario is keeping a client comfortable and end of life care are complex when there is family involved. As a nurse you serve as an advocate for the patient as well as a mediator for the patient and all of their family members. Sometimes it will take more than just what you say to the family to get your plans of care across to them and you might need help from other qualified staff members like the client's doctor to help reinforce things. Ultimately as long as the client is alert and oriented, they have the final say in their care.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

When dealing with clients in a comfort care and end of life situation it is not going to be easy. The family members involved are going to have strong opinions on what should be done. The nurse is ultimately there to care for the patient and respect their wishes, but she will also have to deal with family members and try her best to educate them on the issues which arise in these situations. So, the nurse is not only there to provide care she will also have to serve as a mediator for the client and their family members. She will serve as a resource to ensure the family has the proper education and assistance throughout this process.

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

Some of the main problems or key issues expressed in the scenario is the client's daughters do not agree on the plan of care for the patient. The client's sister would like to have the Chaplain come visit and the daughters do not agree with her on that. The next interaction the

client's grandchildren are in the room, and they are being loud and obnoxious. Then once the client is settled, she is in a lot of pain, one daughter thinks she would benefit from pain medication and the other daughter is completely against her mother receiving the pain medication. The nurse is a little frustrated and asks for the doctor's caring for the client to assist her in the problems she is dealing with. The main issues are the daughters are not able to agree on the care of their mother, they don't want her to pass away, and the client is alert and oriented so she can make her own decisions and wishes.

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

a) Describe the rationale behind these decisions.

Some of the challenging decisions the nurse needed to make are she needed to address with the daughters their mother is alert and oriented and can make her own decisions for herself and their wishes might not be what their mother's wishes are. The client's sister wanted the Chaplin, and the daughters did not, this would be a decision the client can make on her own. The grandchildren were brought to the hospital creating a very noisy and uncomfortable environment for the client, the nurse had to intervene for the comfort of the client. When the nurse realized the magnitude of the daughters disconnect about their mother's condition, she decided that having another medical professional talk with them was best.

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 factors that influenced the nursing decisions and response during the scenario were the interactions between the client's daughters and family members as well as their interactions with the nurse. The nurse is advocating and carrying out the client's wishes not those of the family members. As topics arise in the scenario the nurse addressed them in a professional manner while trying to do her best to carry out the wishes of her patient. She advocated and

mediated to the best of her capabilities to make sure the client was cared for and comfortable, while also addressing concerns her family had.

If this kind of scenario presents again in the future the nurse will be able to respond in a professional manner. She will have gained valuable knowledge from the current scenario. She will be able to apply what she has already learned to any similar situations in the future. This will give her the capability to effectively carry out her client's wishes while also mediating with family member who do not fully understand the situation.

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 not experienced any similar situations in this semester's clinical rotation. This semester has been on a medical-surgical floor where clients are there for a short term stay due to a surgical procedure or observation. There have been situations where family have been in the room with clients, the clients just want to rest, and the family is being disruptive to the client's recovery. When this has been encountered communication strategies used have been letting the family know that it is important to the client's recovery to have adequate rest with a low stress atmosphere. Generally, this is taken very well as family members want their loved ones to recover and return home from the hospital. Educating and explaining are vital parts of a nursing career. There should be an explanation for everything the nurse is doing or asking so that everyone in the room fully understands why the nurse is trying to accomplish.

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 to having family discuss treatment options including end-of-life decisions before a loved one becomes ill or early in a terminal illness is, so the family knows

what their loved one's wishes are leaving no gray areas or unanswered questions about their wishes. They can discuss the kinds and types of treatment and procedures they are ok with having done to them. They can appoint a health care power of attorney to make decisions for them when they are not able to. The family can all be present and hear the wishes of their loved one rather than one person having the conversation and it be relayed to the rest of the family where the information could be lost in translation or not properly relayed at all.

The disadvantages to having family discuss treatment options including end-of-life decisions before a loved one becomes ill or early in a terminal illness is like in the scenario the daughters could not agree on the care their mother was receiving or going to receive. This put stress on the client with the illness. It can leave families divided if they cannot agree with the client who is ill or family members who do not agree with the plan of care, they wish the ill client to have. Ultimately the client who is ill will have the final say as long as they are able to speak for themselves. So, encouraging the client to do this and the family members to accept and respect their wishes results in the best outcome for the terminally ill patient.