

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?

There were various learning moments in this scenario. One takeaway was that it is important to put the needs and opinions of the patient first, even if the family feels they know what's best. Another takeaway was that when dealing with family members with varying opinions, it is best to lead the conversation towards an open dialogue, not just argumentation. Overall, the scenario taught that caring for the client near end of life is a delicate situation and needs to be navigated carefully.

Identify the biggest takeaways.

As stated above, the biggest general takeaway was that working with a client near end of life is a delicate situation that needs handled with professionalism and respect. It is important to respect the opinions of family members but also be firm with any desires the patient has expressed. Using a multi-disciplinary approach (as they did in the scenario) can also help reinforce any rationales or teaching to the patient and/or family members. For example, in the scenario, the nurse used the nurse manager and the patient's provider to help educate about palliative care.

a) Explain the factors that influenced this decision.

- a. Multiple factors influenced what was deemed the biggest takeaways.

The stated takeaways above were determined from what the main theme of the video scenario and/or scenario-based questions related to, and what the proper responses were to the provided questions. Overall,

individual's ideas on the largest takeaways may differ, but this student nurse felt that the takeaways provided gave a thorough view of the topic.

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

Main problems/key issues presented in the scenario were largely based on differing opinions between family members on what was best for the client (their mother). For example, one of the client's daughters wanted to continue with aggressive treatment, while the other daughter wanted to respect the client's wishes and move to a more comfortable treatment. An overarching theme of the scenario was navigating what the nurse thought was best for the client compared to the differing opinions of family members.

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

There were a few challenging decisions the nurse needed to make. One challenging decision was determining whether having younger family members in the room was helpful or hurtful to the client, seeing as the client was having difficulty resting. Another difficult decision was deciding whether to administer pain medication to the client, given that the client's family members gave differing opinions on whether the client wanted medication or not.

a) Describe the rationale behind these decisions.

- i.** For the decisions above, the nurse decided to A) instruct the family that the client needed rest and to attempt to control unnecessary noise and B) ask the client directly if they wanted pain medication. The rationale behind the decisions was based on a patient-centered approach and took what the

nurse thought was best for the patient into account before the feelings of family members.

What factors influenced the nursing decisions and responses during the scenario?

While the nurse took family members opinions into account, the nurse based her decisions mostly on what she thought was best for the client and the client's stated desires. The nurse also factored in opinions of the interdisciplinary team, and those opinions also influenced the responses to the client and family.

a) Explain the response.

- i. In the scenario, it was evident that the family members had differing opinions on what they deemed best for the client. Taking this into account, the nurse often solicited the opinions of the family members, but based many of her decisions on the responses from the client and thoughts from the healthcare team. These factors played the largest role in the nurse's responses and decisions in the scenario.

b) How will a nurse respond if this scenario presents again in the future?

- i. This student nurse thinks that this scenario offered the nurse valuable experience in dealing with a client near end of life and their family. The nurse is now capable of navigating these situations and will respond properly and professionally when presented with the same scenario.

Have similar situations been experienced in current clinical rotations?

Yes, this student nurse has witnessed similar situations while in clinical/working at the hospital.

a) How did nursing or others respond to the situation? Please explain.

- i. In the situations this student nurse has witnessed, the nurses have responded in similar ways as were presented in the video scenario. The nurse and other members of the care team carefully listened to family members to make sure they felt their opinions were heard, and also took into account the feelings of the patient.

b) Describe successful communication strategies used or experienced in the clinical setting.

- i. Various communication techniques can be successful depending on the clinical scenario. One communication technique that this student nurse has used many times is open-ended questioning. This includes starting with a general question and offering the patient time to expand on a certain topic. Another communication technique that this student nurse has seen used is the use of silence. This includes providing silence to a patient who is agitated, upset, etc. and letting them express themselves at their own pace.

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.

Some disadvantages of having families discuss treatment options for a family member near end of life is include 1) the family making choices for what's right for them, and not for the patient and 2) the family discussing treatment options in front of the patient without including them in the conversation, making the patient feel incompetent. There are also advantages to including the family in treatment options, the biggest of which is providing the family with a sense of control during an unfamiliar and uncertain time. It is important to include the family in planning, while making patient-centered decisions and keeping the client as the priority.