

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?

From this scenario, I learned that communication is key. Through communication is how we not only carry ourselves with the patients and family, but it is also how we convey to them their line of care. For example, as the nurse in this scenario, it was best that we used a certain line of communication to talk to the daughter, Claire. When we were communicating to the daughter Claire, it was best practice that we said to her, "I hear you saying that you are not ready for your mother to give up." This response is the most therapeutic because it furthers the conversation for the daughter to then express her own feelings on top of what is already being discussed at the moment.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

What primarily influenced my decision to pick this response to the patient's daughter is due to active listening. Through listening to the videos, there were various opinions of what further care the mother should receive from the two daughters. The reason that I picked the response that I did, was to give both daughters perspective, and indefinitely hope that both of them would realize that it is their mothers overall decision at the end of the day.

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

The main problem within the scenario is that the patient's two daughters are having a disagreement of how their mothers future care plan is played out. What the daughters do not notice is that they are creating more stress for their mother than not saying anything at all. You

can tell by watching the video that their mother is extremely stressed and seems to be in pain from the overall situation.

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

a) Describe the rationale behind these decisions.

The rationale behind these decisions ultimately resorts to not favoring sides with any family members with opinions about the patient's line of care. It is important to show all the family members and the patient all of the options and the pros and cons of all the various situations. As the nurse in this scenario, I tried to pick a lot of open-ended questions, that way it left a lot of room for discussion for the family members and 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?

As the nurse in the scenario, I responded to the daughter, Marge, by saying that it is best that we talk about this more. By talking more about the situation, it gives everyone a better idea of what is going on, and maybe it will create room for clarification for others about the diagnosis. It is also highly important to stress to the family members that their mother needs adequate amounts of rest periods throughout the day, with less noise.

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.

I personally have not experienced this situation at clinical this semester, but I have heard of others having this similar situation. Within the situation, I have heard that most of the time the staff knows exactly what to do, as if they have dealt with it many of times before. An unsuccessful communication strategy would be if the nurses were getting angry, or simply

ignoring the patient and the family members. In these situations, it is best that everyone knows their audience, and that the nurse is able to read the room.

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 of the advantages of having families discuss treatment options allows everyone to come together to take care of and decide the best line of care for their loved one. Some disadvantages of families deciding treatment options for a family member, is that there can be disagreements. Sometimes these disagreements can create tension for the family members, and ultimately put a huge stress upon the patient getting the treatment option.