

Client Comfort and End of Life Care Reflection

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What was learned from this scenario?

This student learned that communication is an important skill when interacting with clients and their families, especially when there may be disagreements on client care. For example, in the first scenario, clarification is used to ensure that the nurse and the client's daughters understand the same message. There are other valuable skills that can generate a better communication style when interacting with patients, families, and co-workers.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

Clarifying, refocusing, exploring, active listening, paraphrasing, open-ended questions, and using assertive communication are factors that influenced why this student believes communication is an important skill. For example, if the nurse asks one of the daughters directly, such as why, the daughter may respond defensively, heightening the emotional situation. Some forms of communication are not therapeutic and may elicit negative responses, such as becoming defensive and closing off communication.

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

Some of the main problems happen because the family does not agree with each other about Audra's care. The first example is that Karrie and Claire disagree about whether their mother is ready for hospice, even though she asks the nurse to mention it. Another example between Claire and Marge about calling a chaplain shows their disagreement about spiritual care. A final example would be Karrie's children being loud and playing with hospital equipment when Audra is tired and needs rest. Karrie wants them to spend quality time with their grandmother; however, their behavior is disturbing her ability to rest.

What were some of the challenging decisions the nurse needed to make?**a) Describe the rationale behind these decisions.**

One challenging decision Nurse Morgan must make is asking the patient if she wants medication for her pain even though the daughters argue about whether their mother wants it. It is important to remember that the client must decide on her care unless she designates someone as her power of attorney. Another difficult choice for the nurse is who to listen to when asked to call the chaplain. The nurse decides to use active listening to both Karrie and Marge. Ultimately, Morgan decides to ask her nurse manager and the doctor to speak with the family to clarify the situation further. Communication with the healthcare team is vital to integrate efficient care when there are many disagreements.

What factors influenced your decisions and responses during the scenario?**a) Explain the response.****b) How will you respond if this scenario is presented again in the future?**

When generating the response in the scenario, this student chose the most therapeutic choice. Many options did not seem therapeutic or helpful to the situation. For example, asking why or giving a personal experience can generate an inappropriate reaction from the family. One unclear situation for this student was asking the manager for help and using assertive communication to state what she wanted the manager to do clearly. This student understands that it is vital to use an assertive style to communicate with co-workers in the future.

Have you experienced similar situations in your clinical rotations?**a) How did you or others respond to the situation? Please explain.****b) Describe successful communication strategies you have used or experienced in the clinical setting.**

This student has experienced situations where a patient did not want to sign consent for treatment for being admitted into a rehab facility. However, the family must decide to sign for the patient because the patient had a brain injury affecting his ability to make decisions and

causing unnecessary aggression toward the student. In these situations, the student should discontinue communication with the client and call the doctor first for instructions. Then, the student should call the family and ask for consent for treatment for admission to the hospital.

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 advantages of discussing treatment options and end-of-life care before an illness or early in a terminal illness is that clients can think clearly without pain about what they would like for themselves. The client can also decide whom they trust to make decisions for them and where they would want funeral and burial services to be. They also have the luxury of time. The disadvantage to discussing treatment options before an illness is that it is unknown. It is hard to make decisions about a make-believe situation until it happens because specific options are not available yet. Disagreements can also begin early between the patient's and the family's wants. An example in this student's family is that her father wanted cremation when he died, but his religion strongly prohibits it. So, when he died, many people in the Jewish community opposed his cremation, and it was an issue for a long time.