

Client Comfort and End of Life Care Reflection

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What was learned from this scenario?

This scenario showed me that end-of-life care isn't always a topic family members can easily talk about and agree on. I learned that it is important to communicate therapeutically with all patients and families, especially those who are experiencing end-of-life care. I also learned that it is important to advocate for your patients who are experiencing end-of-life care.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from this assignment scenario was that it is important to advocate for your patient. The factors that influenced this decision were that during the scenario, it was clear to me that the patient was uncomfortable and in pain and wanted her family to understand how she felt and what she wanted. The patient was clearly in pain and wanted the nurse to discuss hospice/palliative/comfort care with her and her family, but the family shut it down and wouldn't listen to their mother's wishes. This is where the nurse should respectfully step in to advocate for her patient and explain to the family her wishes.

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

The main problem in this scenario is that the patient is in the process of dying, and her wishes are not being expressed or advocated for. Some of her family understands and respects her wishes, but some of her family, despite explanation, dismisses them and doesn't recognize her wishes. The patient is also unable to relax and rest due to the family being disruptive and noisy and kids playing in the background. The patient needs a quiet, non-stimulating environment.

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

a) Describe the rationale behind these decisions.

The challenging decisions the nurse had to make were to step in, use therapeutic communication respectfully, ask the patient's family about their concerns, and state what was best for her patient. The nurse also had to ask the doctor to communicate with the family about education regarding the care the patient needed. The family didn't understand their mom/grandmother's needs and wishes. Despite communication with the nurse and previous communication with the doctor, the family still tried to intervene with the patient's true desires.

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 nurse's decision were the fact that the family previously had communication with the doctor, the doctor stated the importance of comfort care for the patient, and the family did not listen to the doctor's education. The doctor told the nurse that he had previously tried to communicate with the family about comfort care and the patient's wishes. The nurse knows that this previous conversation was not successful. If this scenario presents itself again in the future, the nurse may need to contact her nursing manager or social services to help get education through to the patient's family.

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.

One patient I had during clinical was very confused, and his family wanted him to be on bed rest due to his confusion, so he didn't attempt to transfer himself and fall. Despite this, the patient ambulated very well when asked and assisted. The nurse I followed during this situation allowed therapy and I to help the patient ambulate down the hall and back. The patient did not have an order or was assessed and confirmed as a bedrest patient. I helped the therapist help the patient ambulate, and the patient's family appeared to be okay with this. The nurse I was with

educated the family on the need for ambulation with assistance. Once the family saw him walking, they understood the need for it, and they realized he did very well with minimal help. The nurse successfully communicated with the family because she explained the need for ambulation but also recognized their concern for their family member.

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.

It is very important for the family of a loved one to have that difficult conversation with them about their end-of-life care. The advantages are that everyone will be on the same page when this care takes place, the patient will be comfortable and happy with their care, and it can help the family to accept that their loved one is dying. Even though they are dying, it is best to let them have the care that they desire as they begin the dying process. The patient's comfort is one of the most important factors of care during this process. The disadvantages are that it is an uncomfortable and difficult topic for most families; not everyone will agree on the care or process that their family member wants as they're dying, and the family will go through anticipatory grief. Anticipatory grief can be difficult to go through because you know your loved one is dying, but it is just a waiting game of when it will start. Some people may not cope with this grief well and might attempt to ignore it completely by not having a conversation with their family members about their desired end-of-life care.

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Client comfort and end-of-life care



Individual Name: Jessica Hines

Institution: Lakeview CON

Program Type: BSN

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	4/18/2024 2:41:27 PM	24 min	100%

Stage 1 (2 of 2 Correct)	
Scenario	Nurse Morgan is assigned to care for the client, Mrs. Longly, who is nearing the end of life. Mrs. Longly's family is at the bedside.
Character	Claire Fogel
Selected Option/ Result	"I hear you saying that you are not ready for your mother to give up." Result: Correct
Rationale	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.
Character	Karrie Perlman
Selected Option/ Result	"Let's talk about your difference of opinion." Result: Correct
Rationale	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.
Stage 2 (2 of 2 Correct)	
Scenario	Mrs. Longly's sister and daughter are in disagreement regarding Mrs. Longly's willingness to meet with the hospital chaplain.
Character	Claire Fogel
Selected Option/ Result	Morgan continues to listen to the conversation between the family. Result: Correct