

Client Comfort and End of Life Care Reflection

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N324: Older Adult

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What was learned from this scenario?

This scenario taught me that during difficult times like a patient making the decision to go on hospice care, their family members may have varying opinions on what they want the patient to do. This scenario taught me therapeutic communication techniques to use during this type of interaction.

Identify the biggest takeaways.

The biggest takeaway that I got from this scenario was that a patient's family members may want to make all the decisions for the patient, but it is important to ask the patient what their wishes are instead of relying on what the family tells you.

a) Explain the factors that influenced this decision.

This is the biggest takeaway for me because when going through this scenario, I noticed that the family wanted to make all of the decisions, but they never wanted to ask the patient what she wanted. The nurse's job is to make the patient as comfortable as possible so it is always best to ask their wishes.

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

Some of the main issues expressed in this scenario include the daughters disagreeing whether they want their mother to be on hospice, the patient's sister and daughter not agreeing on if the Chaplain should come visit, the patient not being able to rest because of the children

arguing with each other, and the daughters arguing over if the patient should have any pain medication.

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

One challenging decision that the nurse needed to make was to ask the provider and a case manager to help her talk to the family about their mother's decision.

a) Describe the rationale behind these decisions.

The nurse made this decision because the patient's family members were all arguing over what they thought is best for their mother, and never asked their mother what she wants. The nurse asked the doctor and case manager to talk to the family so they could come to the realization that their mother needs to make all the final decisions.

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

The factors that influenced the nursing decisions and responses during the scenario were the family and the patients' feelings and actions.

a) Explain the response.

In this scenario the nurse often encouraged the family to discuss their feelings and opinions on the difficulties that they were having with different decisions that were being made. The nurse used therapeutic communication techniques by asking open ended questions to help the family talk about their concerns. During the scene with the children arguing, the nurse recognized that the patient was tired and was not able to sleep, and she let the family know that it would be best if the children left so she could sleep.

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

If this scenario presents again in the future, I think the nurse will continue to encourage the family to express their feelings and concerns but will help remind the family that their mother is the one who needs to make all final decisions.

Have similar situations been experienced in current clinical rotations?

I have not experienced any similar situations while in clinical rotations, but I have experienced slightly similar situations while at work. In this situation the family wanted a patient to be resuscitated, even though the patient had a DNR.

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

The nurse responded to the situation by bringing in the doctor and having a conversation with the family to explain to them what a DNR is and why they were not able to resuscitate the patient. They used therapeutic communication techniques and asked open ended questions to have the family explain their feelings and why they wanted the patient to be resuscitated even though that's not what the patient wanted. The nurse then called the pastor to come pray for the patient per the family's request.

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

The successful communication strategy used in this clinical setting includes the nurse encouraging the family to express their feelings by asking open ended questions.

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.

An advantage of having families discuss treatment options before a loved one becomes ill or early in terminal illness is giving the family a sense of control during the difficult situation, a disadvantage is the chance that the family may disagree with one another and with the patient.