

Client Comfort and End of Life Care Reflection

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What was learned from this scenario?

I learned a lot from watching this scenario. The nurse in the case study handled the situation very professionally and well. She used good communication skills while addressing issues with the family. I learned that there will be situations where I will have to get family members information that they won't want to hear and that they might not take it well. Sticking up for your patients is the most important thing you can do for them as a nurse.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

The biggest takeaway from watching this case study is that the patients' daughters were arguing over what was going to happen with their mother. Their mom wanted to investigate palliative care and one of the daughters wanted to respect that decision while the other did not want to respect that decision. The nurse in the case study was very good at directing her care directly to what the client is wanting for treatment.

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

There were a few main problems that were displayed while watching this scenario. The patient's daughters kept arguing with each other about what they wanted to do for their mom who wants to investigate palliative care. One of the daughters brought her children into the hospital room and was being disruptive of the patient's space to where the patient could not get any rest.

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

a) Describe the rationale behind these decisions.

Some of the challenging decisions that the nurse had to make during this situation was telling the patients daughter it is what the patient wants to do for treatment and not what they want to do with the treatment. The nurse had to tell one of the daughter's children that they

needed to calm down and the equipment in the room was not to be played with. Another challenging decision the nurse had to make was to involve team members of the healthcare team to reinforce teaching.

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?**
 - a. Some of the factors that made me pick the responses I did was to always have a patient centered approach. There were many instances that the patient's family wanted to go through with treatment options when the patient herself wanted to start looking into palliative care. The patient was cognitively aware, so she made educated decisions on her care.
 - b. The nurse would have to report to the charge nurse or the nursing director of the unit to let them know there is an issue. I would then have the nursing director/charge nurse come into the room and explain the options that can occur under the patients care in the hospital.

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.**
 - a. I have seen this on multiple occasions at my workplace. Many family members will get too involved in the care and try to change the plan of care from what the patient originally wanted. The nurse had several discussions with this family because they did not want to put their mom on hospice even though she stopped eating and was unable to swallow. The nurse reinforced education to the family and told them what the nursing staff has seen in the patients decline the last couple weeks of her life.

- b. I noticed my nurse always talking to the patients family and how they were feeling with new transitions. The nurse always involved the power of attorney and the patient to express concerns of how they wanted to go along with treatment.

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.

I always believe it is a good idea to have a power of attorney put into place before a patient gets terminally ill to a point where they cannot make their own decisions. There are many advantages to having family being involved with care which can help the client be more at ease with the treatment options. A disadvantage is shown in this case study with family members fighting over what they want to happen to their mother and what they think is best for her versus what the client wants to happen for her treatment. The client can get persuaded to do something that they might not want to do due to family members pressuring them to do something.