

Client Comfort and End of Life Care Reflection

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What was learned from this scenario?

Throughout this scenario, many things were learned such as learning how to refocus, explore and use open-ended questions to properly communicate. It is important to remember that using specific word choices are needed as well throughout this scenario. For example, questions should not be started with the word “why” to ensure trust. Essentially, this scenario focuses on the importance of therapeutic and assertive communication, specifically during end-of-life care to ensure client comfortability.

Identify the biggest takeaways.

a) Explain the factors that influenced this decision.

There are many takeaways that are included within this scenario. However, the largest takeaway of this scenario is the overall importance of using therapeutic communication approaches throughout the end-of-life process of care. Some factors that have influenced this decision include using response strategies such as paraphrasing, and using open-ended questions while also being assertive. Overall, these factors may help improve the care of clients and improve client satisfaction and care.

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

There are many key issues that are expressed in the scenario. Some of these issues include non-effective communication and family conflict and disagreement. These are only a couple of issues that were expressed in the scenario, however, addressing these problems needs to be a priority. Improving these issues may improve the emotional state and communication between the client and the healthcare staff standpoint.

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

a) Describe the rationale behind these decisions.

There were many challenging decisions that the nurse needed to make. Some of these challenges include choosing the correct response while speaking to the client's family and even considering pain medications with the client's family. Each of these challenges included rationale that the nurse needed to make such as explaining proper care and understanding the client's needs and wishes. These rationales may ensure client comfort and interprofessional collaboration.

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?**

There are many factors that influenced nursing decisions and responses during the scenario. An example of a factor that was influenced is simply confusion or disagreement about management of pain. During this scenario, some family members questioned giving medications to reduce pain related to misunderstanding or confusion. The nurse soon responded to this situation by directing the family into conversation by explaining that the decisions should be made based on the client's decisions and for future situations.

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.**

Similar situations are possible when working in a clinical setting. During my clinical experience, I have not encountered terminally ill clients and extreme family disagreements. However, I expect to see it in the near future. If these situations were to occur, it would be important to explain and educate the client and family about the treatment plan. During this case study, the nurse used a therapeutic method of communication to respond to difficult situations. Using proper communication skills is imperative especially during end-of-life treatment. During this report, paraphrasing, the use of open-ended questions and assertive communication skills

were used to manage an emotional and ethical style of support. These methods of communication are essential to help improve overall collaboration and respect for the client and the family.

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.

There are many different advantages and disadvantages of having families discuss different treatment options such as end-of-life decisions early on. Some advantages of discussing treatment options early on include respecting the clients wishes, reducing family stress and disagreements and it promotes informed decision making while improving care. On the other hand, some disadvantages include emotional discomfort, cultural differences and disagreements. Overall, being prepared and planning for the end sooner may improve the whole aspect by understanding what the client wants and how to individualize the care.