

| Step 1 Description  | Step 4 Analysis   |
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| <p>This week my nurse and I cared for a dementia patient. When we made rounds on her this morning during shift change and when we entered the room she was sleeping. We tried to be quiet and not wake her but as we were leaving she woke up. She immediately started freaking out on us and yelling for us to get out of there. She was very upset so we tried talking to her and let her know who we were. She still didn't want to hear it and told us we needed to leave. We agreed to let her go back to sleep and left the room. Later we went back and found her in a much better mood.</p> | <p>Patients who have diseases affecting the brain and their cognitive ability often become upset and it can happen at any time. I do my best now of handling situations like this in a professional manner and not letting it get to me. I want to do all that I can to make the patient comfortable and try to help them relax. It can be stressful, but it's important to keep in mind that the patient is not able to control what they say or do sometimes.</p> |

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| <p><b>Step 2 Feelings</b></p> <p>During the moment of the patient yelling at us I wasn't really very bothered. I knew that the mind of the woman was not functioning how it used to and that it wasn't her fault. I actually just felt sorry for her more than anything because I can't imagine what it's like being in a situation of just not being yourself. I try not to let people yelling affect me as much as possible because I know it will continue to happen, and all I can do is continue to do my job to the best of my ability when it does occur. It was relieving when we discovered that the patient was in a better mood when we returned later. It always makes for a better day when patients are on their best behavior.</p> | <p><b>Step 5 Conclusion</b></p> <p>In conclusion, I'm pleased with how we handled the situation. Although the patient was upset with us at the beginning of the day, we were able to have a better outcome later on with her. We respected her wishes and left her alone when she was having an episode. She was not in harm and I think letting her be was best during that time. I was glad that her mood and attitude changed tremendously and allowed us to give her the best care we possibly could. Her being cooperative allowed us to be able to give her all her medications.</p> |
| <p><b>Step 3 Evaluation</b></p> <p>Overall, I'm glad we chose to give the patient some time to relax. I think things would've escalated more had we not chosen to leave as soon as we did. It gave the patient an opportunity to go back to sleep and thankfully when she woke up again she was in a much happier place. Maybe we should have considered waking her when we entered the room to make sure that she wasn't frightened by just being woken to strangers in her room. However, I think things worked out well in the end.</p>  | <p><b>Step 6 Action Plan</b></p> <p>My goal is to continue to get better at comforting patients when they are having a difficult time. No matter what the situation, I know that being there for those who aren't feeling themselves can be really beneficial and can really help improve attitudes. I just want to be someone who is always willing to listen and do what I can to make someone else feel better.</p>   |