

## Mental Health Case: Linda Waterfall

### Guided Reflection Questions

#### Opening Questions

**How did the simulated experience of Linda Waterfall's case make you feel?**

I haven't had much experience dealing with patients that have anxiety or refusing surgery. I was comfortable with the basic patient care, but I struggled with the mental examination part.

**Talk about what went well in the scenario.**

I had to repeat the scenario. However, I believe I did well. I acknowledge the patient's concerns and the importance of her medicine bag. I encouraged her to talk about how she was feeling.

**Reflecting on Linda Waterfall's case, were there any actions you would do differently? If so, what were these actions and why?**

With this being my first time dealing with a scenario like this, I felt like I did well. However, I know next time what I need to do and the process.

#### Scenario Analysis Questions\*

**PCC What priority problem(s) did you identify for Linda Waterfall?**

The priority problem I identified with the patient was her severe anxiety and the importance of her medicine bag.

**If the nurse did not recognize or respond appropriately to Linda's concerns, what could the ramifications be?**

If the nurse did not recognize or respond appropriately to Linda's concerns, this could potentially make the patient not trust the nurse which could cause a barrier to her overall health care. It defeats the goal of patient centered care.

**PCC/I Discuss the importance of a medication bundle for Native Americans.**

The medicine bag is considered sacred and special to the Native Americans because the objects in the bag are used for healing or connected to personal protection and power. The patient finds most significance in this because she will be going under a medical procedure and might feel like she needs the most protection.

**T&C What other individuals in addition to the primary care team should be involved in Linda Waterfall's case?**

Linda talked about the importance of her family. I would also see if Linda would like a Shaman or medicine man to be involved.

**PCC In Linda Waterfall's situation, what therapeutic communication techniques would be most effective?**

The most effective therapeutic communication technique for Linda would be active listening. By doing this, the patient will be more open to talk about her worries and thoughts.

### Concluding Questions

**Describe how you would apply the knowledge and skills that you obtained in Linda Waterfall's case to an actual patient care situation.**

For my future practice, I will be more culturally aware. This case made me realize that every culture has different ways to comfort them. Also, almost all patients have anxiety being in a medical environment so I learned that by therapeutic communication can help reassure and benefit the patient.

*\* The Scenario Analysis Questions are correlated to the Quality and Safety Education for Nurses (QSEN) competencies: Patient-Centered Care (PCC), Teamwork and Collaboration (T&C), Evidence-Based Practice (EBP), Quality Improvement (QI), Safety (S), and Informatics (I). Find more information at:*

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